About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with more than 181,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is www.accenture.com.

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Read Customs 2020 to understand how to keep your agency ahead of the curve.
Accenture offers pragmatic answers to the challenges faced by customs and border management agencies worldwide. We optimize and streamline processes to enable efficiencies on a grand scale. We integrate intelligence to make sure the right information is in the right hands at all times. We search and match data to ease identification of both individuals and cargo, enabling better targeting techniques and serving the demands of legislation.

Whether managing the impact of shifting trends in commerce, immigration and travel or combating the continued security threat whilst balancing increasing workloads with a drive for efficiency, Accenture understands the difficulties customs and border management agencies face to enforce the law and facilitate trade while managing safety and security.

Accenture’s innovative solutions include developing a resource modeling tool that enables executives to make informed resource investment decisions based on historical data, field observation, leadership aspiration, risk analysis and mathematical techniques into a model that is both flexible and robust in forecasting optimal staffing levels.

The resource optimization model combines elements of historical data, field observation, leadership aspiration, risk analysis and mathematical techniques into a model that is both flexible and robust in forecasting optimal staffing levels.

Figure 1: Resource optimization model

### Primary inputs

- Performance outcomes
  - Trade trends
  - Leadership vision
  - Technology innovation
  - Skill alignment
  - Risk management

- Commercial trade process
  - Analysis and target
    - Key Activities
    - Policy development
    - Risk analysis and targeting
    - Audit planning
    - International verifications
  - Exercise and facilitate
    - Entry reviews
    - Cargo exams
    - Admissibility determination
- Rezour, classify and collect revenue
  - Entry summary reviews
  - Classification
  - Duty determination
  - Collection, payment processing, refunds
- Inform and enforce Compliance
  - Enforcement actions
  - Protests
  - Audits
  - Drawback

### Primary outputs

- Optimized number of resources
  - Total FTEs
  - Total number of people
  - By position type
  - By activity

### Key Activities

- Strategic planning
- Policy development
- Risk analysis and targeting
- Audit planning
- International verifications
- Entry reviews
- Cargo exams
- Admissibility determination
- Entry summary reviews
- Classification
- Duty determination
- Collection, payment processing, refunds
- Enforcement actions
- Protests
- Audits
- Drawback

### Features & Benefits

The resource optimization model (see Figure 1) is designed to optimally align resources to address the priority issues impacting trade, including facilitating trade across the border, collecting revenue, enforcing trade law compliance, safeguarding agriculture, and protecting a country’s economy from issues that harmfully impact safety or economic interest. The model is delivered by an integrated team of Accenture professionals with solid experience in resource modeling, performance management, statistics and mathematical computation, and customs and international trade operations.

**Features of the model include:**

- A clear and integrated view of the impact on resource requirements based on historical operational data, trade trends, risk management capabilities, and future workload estimates
- A data-driven management tool enabling agencies to perform “what-if” analyses and forecast staffing requirements
- Executive-level charts and graphs presenting resource requirements against changing workload demands
- The capability to handle traditional customs requirements and be tailored to meet the needs and unique requirements of individual customs and border management agencies.

**Benefits of the model include:**

- Improved ability to:
  - Use a structured process to define resource needs through quantitative mathematical and statistical techniques
  - Understand and demonstrate the links between resource requirements, demand fulfillment, and organizational performance
  - Outline future investment actions and analyze trade-offs
  - Develop an investment roadmap to best distribute the scarce resources needed to bridge performance gaps and improve business outcomes

**High performance delivered**

Customs agencies are under pressure as a result of both the evolution of new technologies and a shift in the organization toward a more outcome-centric approach. With the backdrop of a fluctuating global economy, the need to adapt and determine the optimal staffing levels required to carry out the commercial trade operations and revenue functions is paramount. Accenture is working with customs and border management agencies today in their search for practical answers that help them make informed decisions on how to invest scarce resources and achieve high performance.