THE NEW BORDER AGENCY
VIDEO TRANSCRIPT

James Canham
The border has become a priority for
governments. The truth is the borders are under
pressure. There are more people traveling.
There are more goods being shipped.
Increasingly governments are seeing that border
as an asset as a critical piece of national
infrastructure. They want to invest in that asset
to achieve three critical outcomes. The first is to
improve the processes at the border to help
facilitate more trade. The second point is around
protecting society that’s around improving
security at the border. The third area, one that’s
often overlooked is the fact that the border is a
place where money is collected. An efficient and
effective border means more revenue generation
to be put back into infrastructure investment to
improving the public services to improving
security of a country.

Ed Meehan
The pace of technology change is rapid today
and it's accelerating and this creates a real
opportunity for industry and government to work
together in new ways.

James Canham
If I look at the leading border agencies around
the world there are two things they're doing well.
One they are using data much more effectively.
The second thing they are doing extremely well
is to identify areas where they can automate.

Ed Meehan
Technology is going to have a dramatic impact
to the workforce. Take for example predictive
analytics and its application to workforce
planning. This will enable the optimization of
security officers and border agents to be in the
right place at the right time.

Jim Canham
So what are leading agencies doing right now to
adopt these intelligent technologies to take
advantage of this wave of innovation?
Educating, understanding what the technologies
can do for your organization. Starting small and
scaling fast. Recruiting creativity. That means
bringing into your workforce the people who
understand these technologies.

Ed Meehan
So when I think about this ecosystem in
advancing this agenda I really highlight trust and
cooperation. Trust because there are so many
stakeholders involved in travel and trade that all
have to be comfortable creating and sharing
information together and that coordination the
second part really is quite involved if you think
about one country's entry is another country's
exit.
James Canham
What does the digital border agency of the future look like? To me there are four key components. The first one is data. Using data effectively. The second one is around automation. Embracing these intelligent technologies like robotic process automation artificial intelligence. The third is about empowering the workforce, a skilled part of your organization. The fourth area is around using your suppliers effectively. If we look to the future the arrival into a country at an airport will be a very different experience. It will not be a queuing experience. It will not be standing at a booth, talking to an officer experience. It will be a seamless experience.

Ed Meehan
In the end governments are going to want to buy their outcomes as a service. Technology enabled, process enabled, and things that help enable people to have a better experience.