

# Dubai Customs Ensures Faster Audit Clearances; Integrates Business Processes

## Oracle's Siebel solution helps Dubai Customs streamline its Post-Clearance Audit operations

### The Situation

Dubai Customs aims to be one of the leading customs organizations in the world, actively supporting international trade. It aspires to achieve this by working in collaboration with Government and key stakeholders to continuously improve compliance, meeting national and international commitments and applying controls in a seamless and cost-effective way. The ultimate aim is to set the standard towards becoming a renowned world leader in providing innovative Customs services such as Mirsal2, the electronic clearance system, launching Business To Government (B2G) initiatives, in alignment to the standards of World Customs Organization (WCO).

Dubai Customs outlined a Reforms and Modernization program to meet its objectives and technology was seen as an important driving force to meet these challenges and also as a vital step towards its ambitious plan of becoming a paperless office.

### The Solution

Post Clearance Audit is the in-house audit department within Dubai Customs which aims to verify the authenticity of the declaration post-cargo release- from customs' custody. This department needs strict control of traders' commercial data, business systems and records. Capgemini was selected as the IT services

“ Capgemini has been the right partner for us due to their professionalism, flexibility and quality of work. They have managed to deliver on time and on budget while managing the additional scope. The solution implemented enables us to perform our role in protecting revenue and society. ”

Mr. Juma Alghaith,  
Executive Director,  
Customs Development Division,  
Dubai Customs



partner to implement the platform that supports the processes and the functions related to Post Clearance Audit department.

Oracle was identified as the foundation of the technology platform and Oracle's Siebel was implemented to integrate their entire business processes seamlessly and to enforce better compliance on the customers, streamline revenue generation from the department, whilst improving the overall operational efficiency and management reporting.

The entire business processes of Audit Strategy & Planning, Audit Conclusion and Audit Execution was implemented and also seamlessly integrated with other business processes like Case Management, Account Management. Oracle BI Publisher was used to develop the necessary reports.

The solution was a bi-lingual application developed in English and Arabic.

Post stringent evaluation, Capgemini was selected on the key parameters of understanding the requirements and showcasing the related technical expertise, Global credentials on Oracle & Siebel technology, related industry work and its growing commitment to this region, Public Sector and Custom vertical experience.

### The Result

Post Clearance Audit developed on Siebel enterprise platform is currently used by the audit department of Dubai customs to strategise, plan and execute end to end audit process.

### The solution

- Helps to conduct Transaction and system based audit
- Helps to target companies for audit based on strategy and objectives set for the year, identify risk and associated declarations meeting the

risk criteria and shortlist customers / customer systems and declaration for audit.

- Allows the audit department to streamline the plan during execution and facilitates step by step transfer of audit within various roles in audit department while managing the scope of work.

The solution also allows Dubai Customs to plan and execute actual audit and summarise the conclusion as findings and recommendations for the audit, identifying and recording discrepancies from the audit outcome and collecting fines and penalties and tracking of payments. The solution has also ensured seamless Integration with other systems like Account

Management, Case management and future systems developed on Siebel platform.

If you would like to find out more about this project, please contact: [success.story@capgemini.com](mailto:success.story@capgemini.com)



### About Capgemini

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Global Public Sector  
Oracle

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### About Dubai Customs



Dubai Customs is one of the earliest government departments in Dubai, with a history of over 100 years and providing core services in the areas of declaration

processing, Intelligence and; passenger and crew processing. With a vision to becoming the leading customs administration in the world supporting legitimate trade, Dubai Customs is constantly striving to sustain economic development through compliance and facilitation.

For more information, please visit: [www.dxbcustoms.gov.ae](http://www.dxbcustoms.gov.ae)