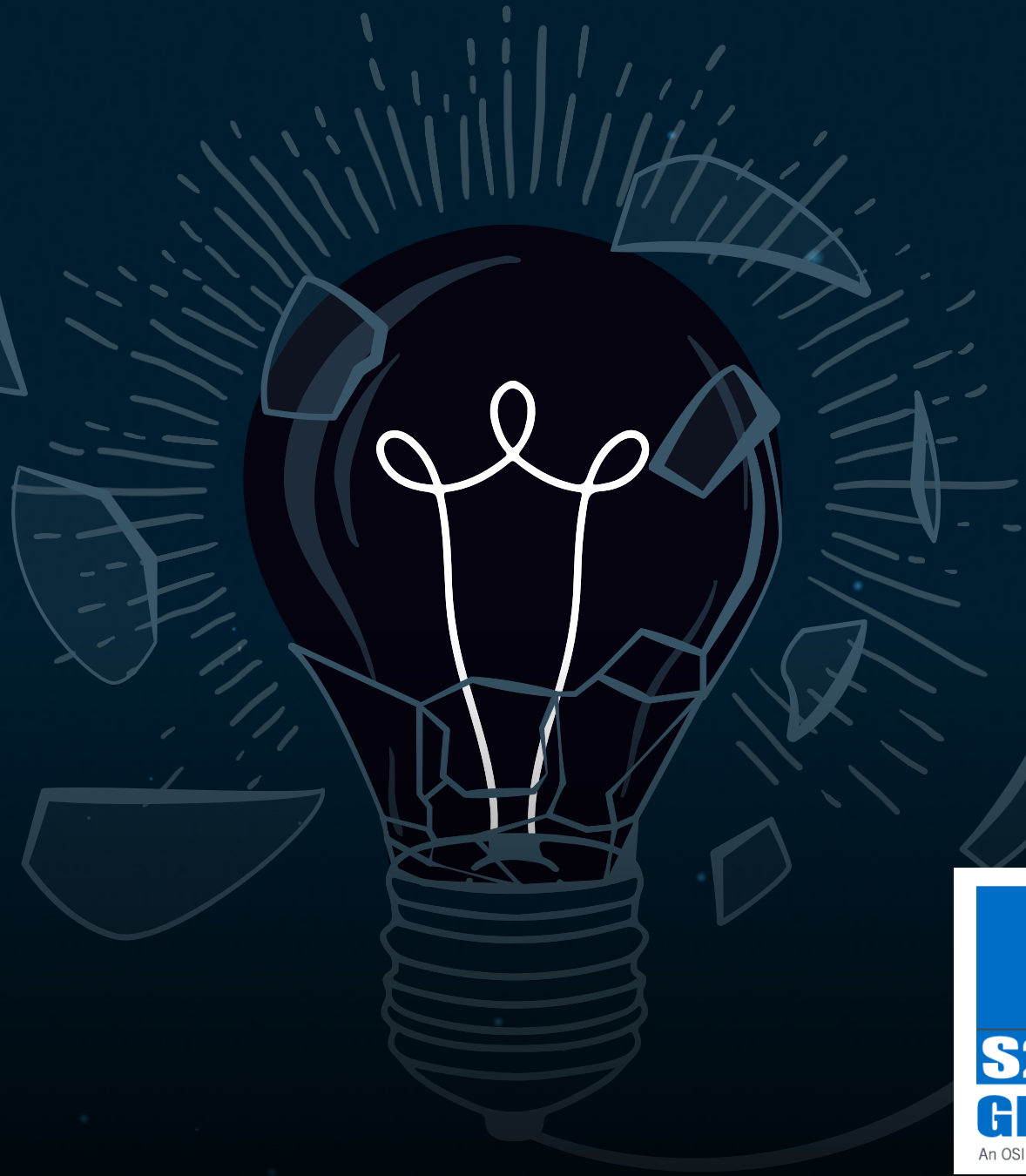
CHANGING CUSTOMS CONOPS



THE BENEFITS OF "CREATIVE DESTRUCTION" THROUGH SOFTWARE

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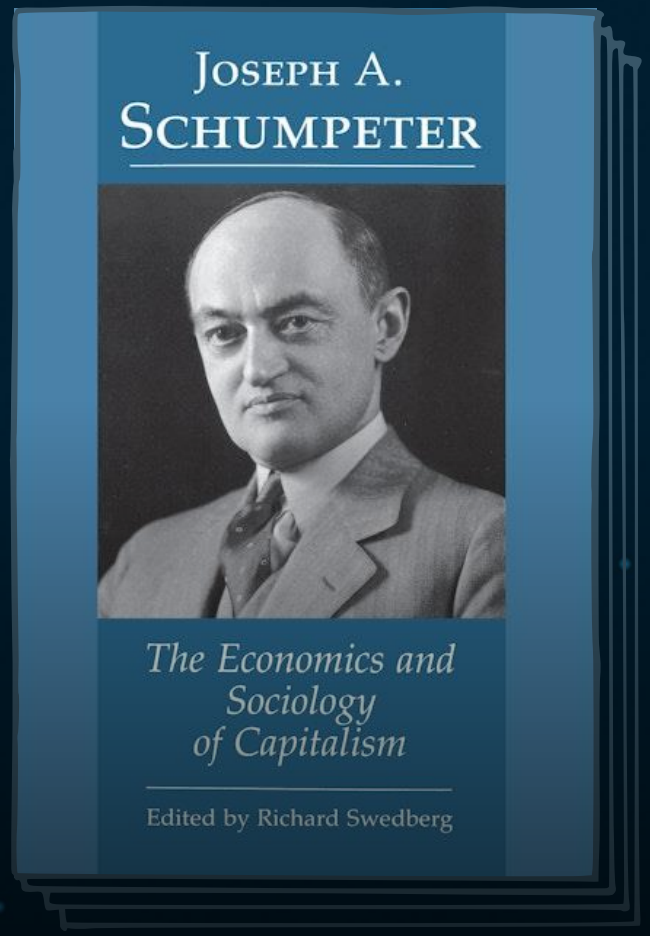
An OSI Systems Company

CREATIVE DESTRUCTION

1883 – 1950



> The deliberate dismantling of established processes to make way for improved methods of production.

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CREATIVE DESTRUCTION

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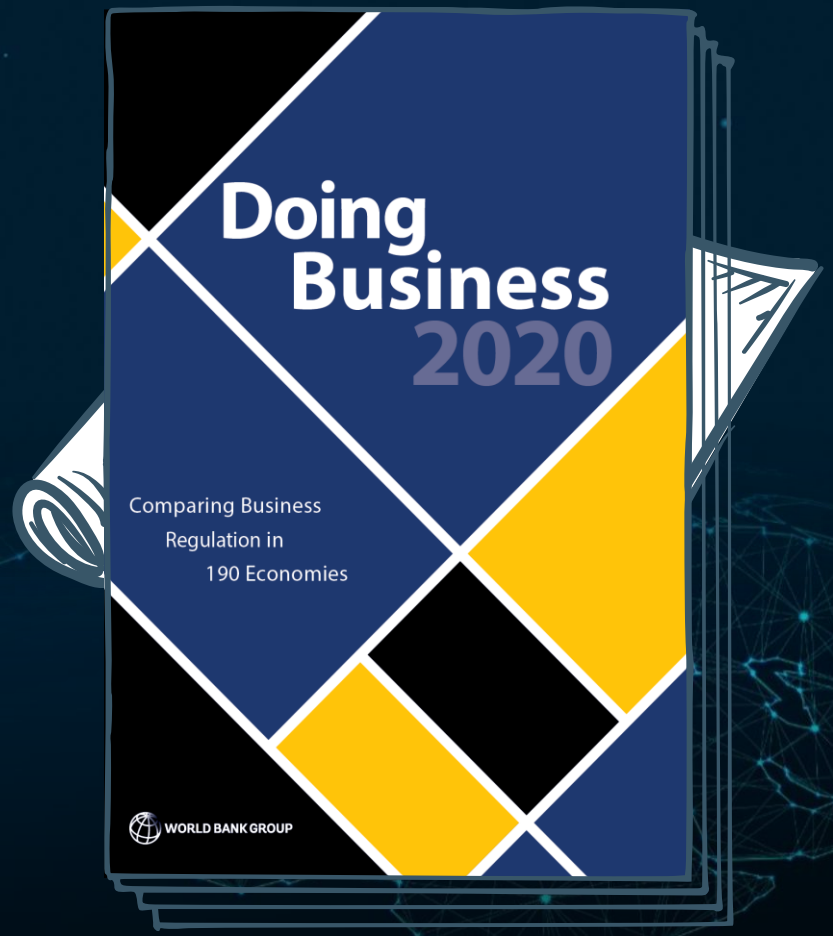
CREATIVE DESTRUCTION



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CREATIVE DESTRUCTIONS ARE COMMON THROUGHOUT HISTORY

NEW CONCEPTS OF OPERATIONS

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NEW CONCEPTS OF OPERATIONS

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NEW CONOPS

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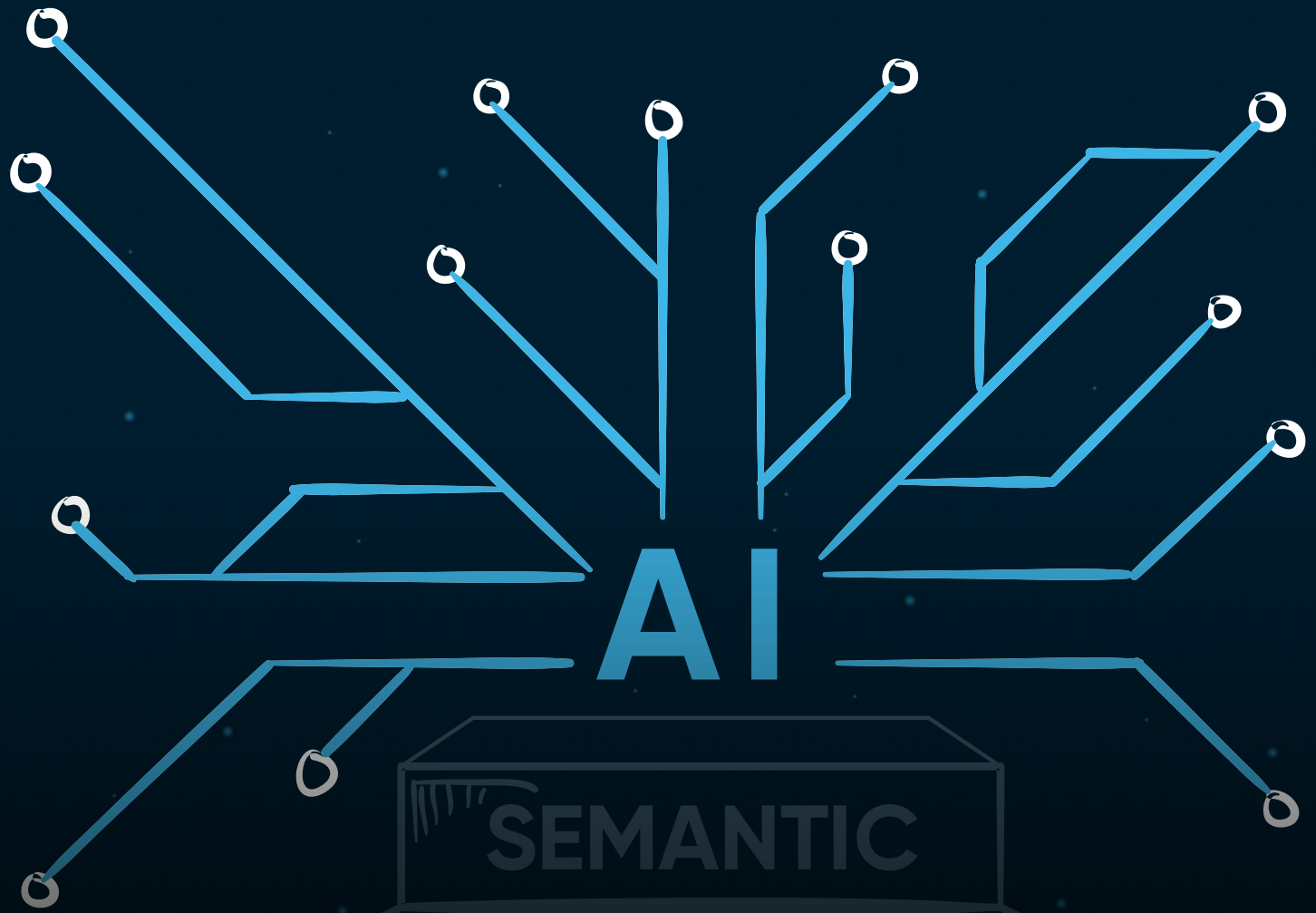
LAST YEAR'S THEME: THE CREATIVE DESTRUCTION OF AI



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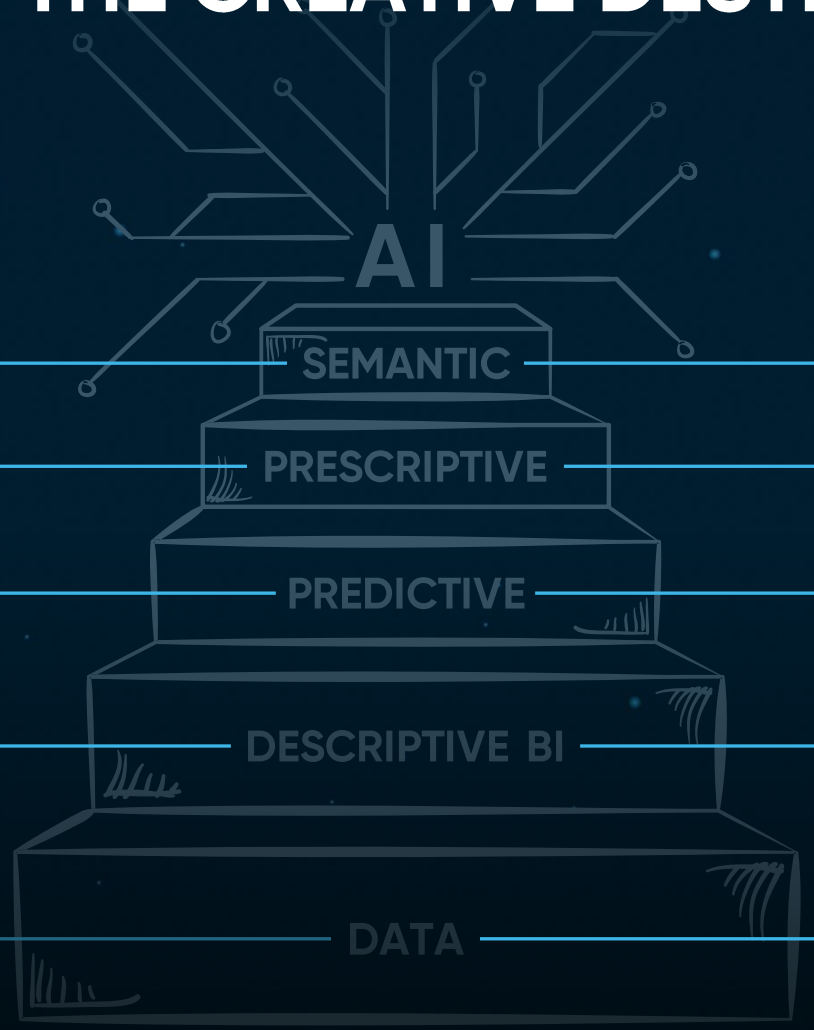
LAST YEAR'S THEME: THE CREATIVE DESTRUCTION OF AI



AI does it.	AI-agents
What should we do?	Risk Analysis
What will happen?	Workflow & Staffing
What happened?	Inspection habits
What's happening?	High quality Endpoints

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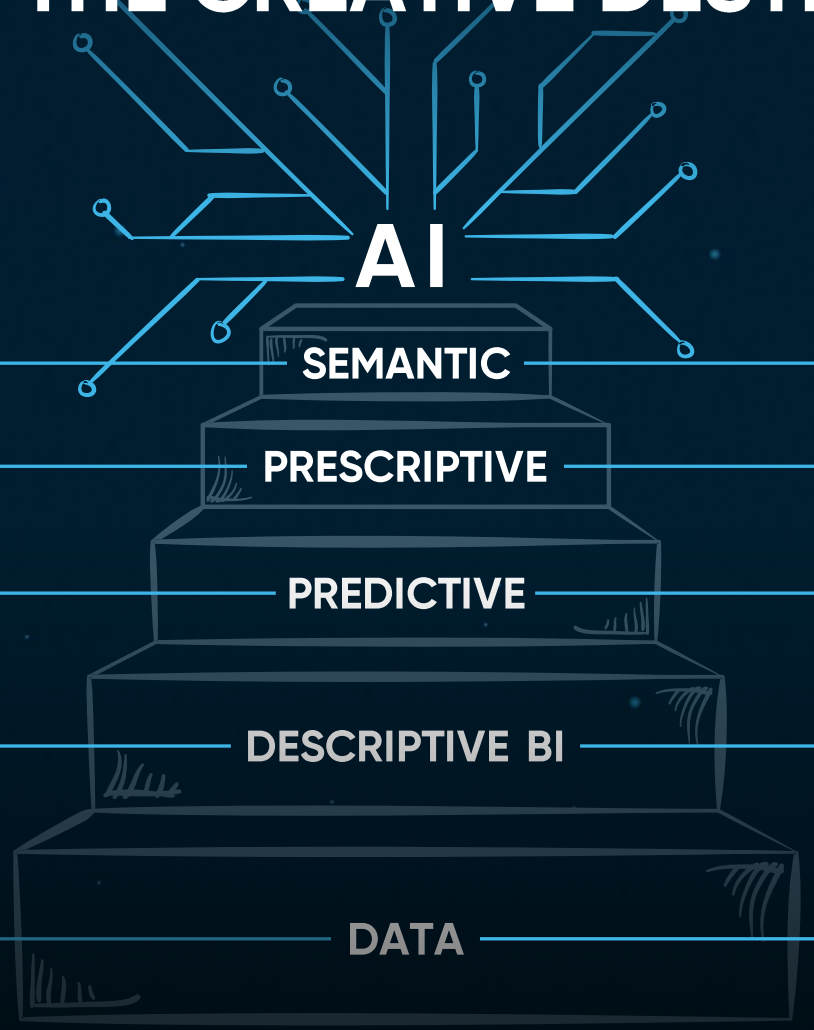
LAST YEAR'S THEME: THE CREATIVE DESTRUCTION OF AI



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SOME SOFTWARE TECH EXAMPLES

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2024

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1994

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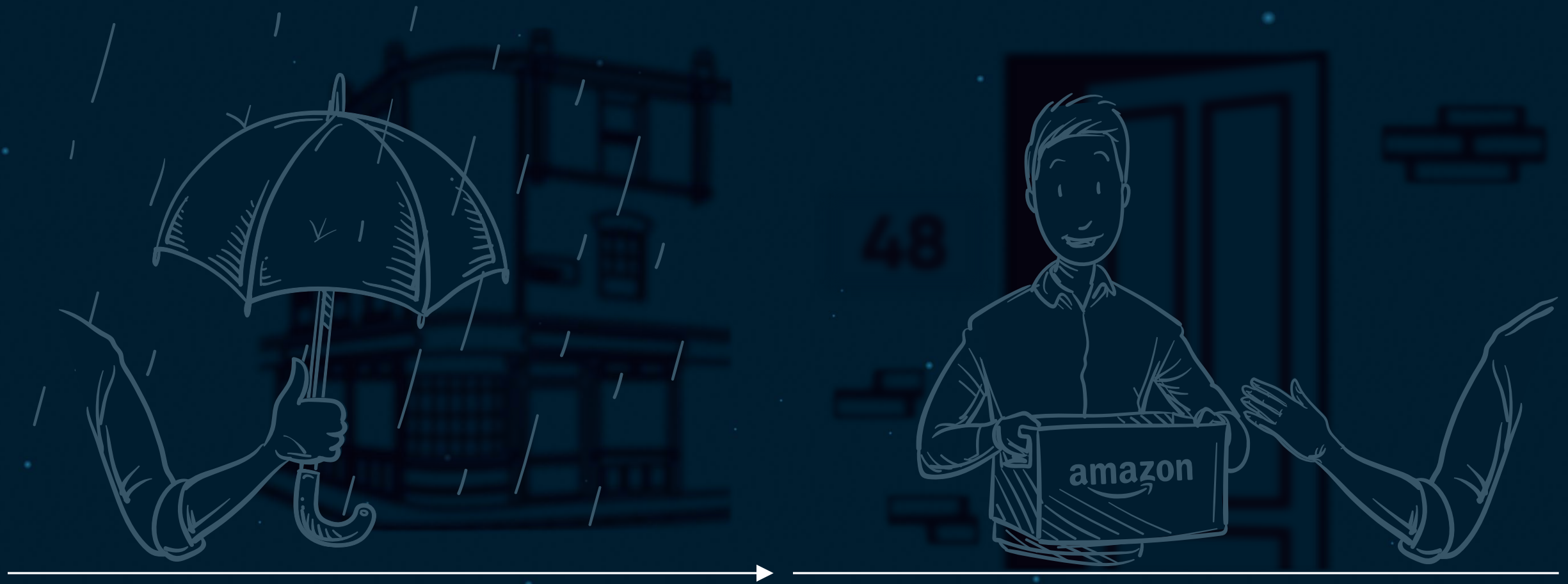
1994 AMAZON CREATIVELY DESTROYED RETAIL SHOPPING



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1997 PRICELINE CREATIVELY DESTROYED BOOKING TRAVEL

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2007 APPLE CREATIVELY DESTROYED EVERYTHING ELSE

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BENEFITS FOR THE PRIVATE SECTOR

- Faster delivery times
- Greater transaction transparency
- Enhanced detection of bad actors

INCREASE IN PRODUCTIVITY

DECREASE IN INEFFICIENCIES

- Better alignment of labor with tasks
- Lower delivery costs
- Reduced bad actor access

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THE PUBLIC SECTOR CAN LEARN A LOT FROM THE PRIVATE SECTOR

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OUR CHALLENGES NEEDING DESTRUCTION

TOO LOW

- Conveyance inspection rates
- Customs Agent recruiting
- Data sharing
- Collection of duties
- Interceptions
- Open Architecture Adoption
- Optimized workflows

TOO HIGH

- Conveyance inspection delays
- Position vacancies
- Data silos
- Import fraud
- Illicit trafficking
- Proprietary Solutions
- Workflow inefficiencies

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FROM SNEAKER NETS & CLIPBOARDS

TO PLATFORM INTEGRATION

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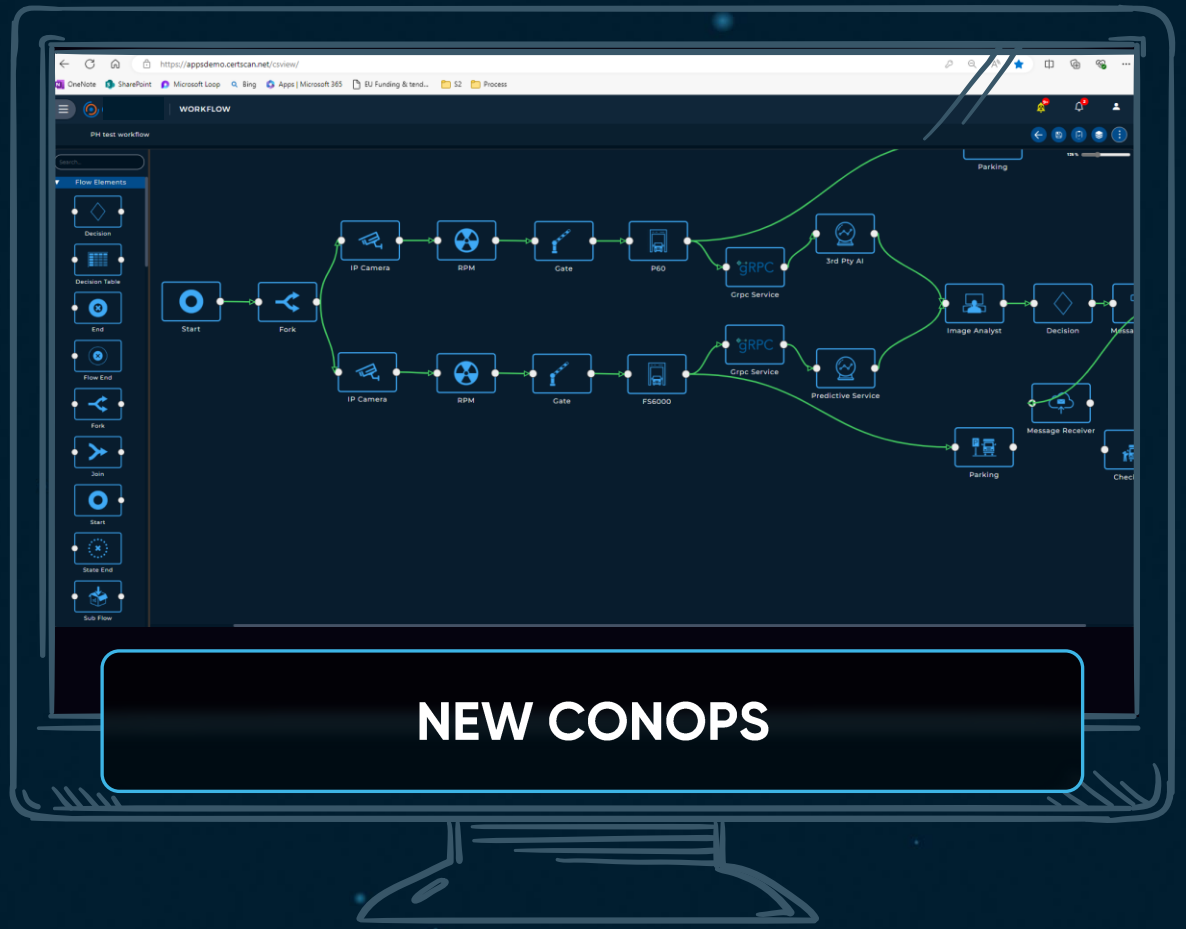
CREATIVE DESTRUCTION CASE STUDY

SOFTWARE INTEGRATION PLATFORM



NEW CONOPS

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BENEFITS BY THE NUMBERS

100%
Cargo inspection accomplished

93%
Cargo inspected daily

+50%
Increase in daily throughput

+150%
Increase in trips per truck

+285%
Improvement in adjudication time

+144%
Improvement in contraband detection

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OLD WORKFLOW

+

NEW TECH

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NEW WORKFLOW

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NEW INSPECTION CONOPS OPPORTUNITIES

OLD WORKFLOW	+	NEW TECH	=	NEW WORKFLOW
1:1 Screening		Endpoint Integration		1:Many Screening
Onsite Adjudication		Secure Networking		Command Center Adjudication
On Premise Servers		Cloud Computing		IT Outsourcing
Sneaker Nets		WCO UFF		Intra- & Inter-Agency Collaboration
Humans-in-the-Loop		AI		Humans-on-the-Loop

CONTINUOUS IMPROVEMENT: **FASTER, SAFER, MORE EFFICIENT USE OF RESOURCES**

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SOME REFLECTIONS DURING THE BREAK

Please **go to** the second keynote speech for the day and, click on the link under the "Session information" title, which will open the Slido. On the Slido you need to go to Polls and answer the questions.

Do you have a modern CONOPS?

Yes | No

What's missing from your current CONOPS?

Digitization

Sharing

Reporting

What's your biggest challenge to adopting new CONOPS?

Investment

Regulations

Acceptance

Are you ready to bring 'creative destruction' to your organization?

Yes | No

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TRANSFORM YOUR CUSTOMS CHALLENGES INTO OPPORTUNITIES

Start your journey with us at Booth B!

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