



Case Study Cisco

Customs Outsource Solutions

Jill Franze, Global Customs Manager for Cisco Systems "envisions a future where all local country operations are outsourced to a company such as Pincvision, where queries are responded from any country for any country, opportunities for improvement in cross border clearance processes leveraged and automated. On line compliance training is available with the click of a mouse. Pincvision has moved us toward this vision faster than we could have imagined and the possibilities for the future are endless. We look forward to partnering with them for a long time to come as they are customer friendly, offer creative solutions with the data to demonstrate the success they bring to your organization."

pincvision 

The Challenge

Working on operational issues is common practice for all three customs program managers in the Cisco EMEA Customs team. The workload increases daily and the operational work can be time consuming and require daily follow up.

Back in 2002, adding value at a strategic level was limited due to lack of time. Projects were not started or supported with limited resources. Even on a tactical level, the team members did not see opportunities to spend the time they wished to support their business unit customers with adequate support and proactive ideas to simplify or take costs out of the supply chain. Customer Service, Finance, and other customer facing organizations were not trained to support customs issues. This meant ongoing disruption or delays for internal and external customers.

During vacation or illness, off site meetings or business travel, continuity was put to the test. The senior customs manager wanted to create a situation in which the daily operational issues had no effect on meetings and travel.

Later in 2002, the senior customs manager launched a pilot to outsource the operational work to Pincvision. Main objective was to have all program managers spending their time on a tactical and strategic level. For himself, the senior manager made its objective to spend his time adding value to the organization instead of solving daily operational issues or customer queries.

Summary

- *High workload due to operational support.*
- *Limited resources to start or support projects.*
- *Continuity was put to the test.*
- *No time available for training the business.*
- *Limited value add due to lack of time.*

The Results-Five years Later

For the Cisco EMEA Customs team, a timely follow up on daily issues is crucial to ensure customer satisfaction. By outsourcing the front-office helpdesk to Pincvision, a "24 hours response" can be guaranteed and internal headcount redirected to critical projects which enable improved productivity and employee satisfaction.

Today, the internal customs program managers are able to travel to foreign countries to setup processes that benefit the business without the worry of being available for daily support.

Moreover, the program managers and the senior customs manager are able to focus on their core activities and to do what they do best, adding value to the organization. Projects are supported with appropriate resources. The team members are able to train internal customers like Finance and CS on a regular basis and provide "issue-specific" FAQ's. This results in customer satisfaction and a decrease in delayed shipments.

The Broker Data Metrics Pincvision compiles, enables the customs team to analyze trends, prioritize projects and resources, approve invoices concerning VAT and duties paid and provide senior management with an overview of the activity and any potential risks in the region.

Summary

- *A "24 hours response" can be guaranteed.*
- *Redirecting headcount to critical projects.*
- *Availability to travel and to setup processes.*
- *Able to train the business and provide FAQ's.*
- *Ability to prioritize projects.*
- *Overview of the activity and any potential risks in the region for senior management.*

Pincvision

Do what you're good at. That is the key to achieving success in business. For Pincvision, this is 'in compliance without borders'. We are the compliance expert in cross-border commerce. There are no limits to our knowledge, which covers the legislation and regulations for the entire EMEA region. And there are no limits to our services, which extend from advice, to the streamlining of processes and taking over the execution of these processes.

A business must focus on its core activity. However, there are also many activities and obligations which are not part of this core, yet are essential to the company's survival. Such as legislation and regulations when it comes to import and export.

This is where Pincvision can help. For you, compliance may be an inevitable burden. For us, it is our core business. After all, this is our core activity. Cisco has experienced this first-hand, and now confidently leaves these processes to us.

Pincvision is a compliance expert when it comes to Customs, Intrastat, VAT, Environmental and Export Documents. This makes Pincvision a unique complete outsourcing solution for multinationals. Involved and reliable.

Also interested in carefree compliance? Call for an appointment: +31 (0)314 695 200 or send us an e-mail: info@pincvision.com or send us a request to receive our brochure.



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