



YOU WANT TO RUN SAAS?

WE HAVE OPERATING SOLUTIONS!

Syngenta relies on MIC Customs Solution for the use of the Automated Export System.

BACKGROUND

In 2008, it was announced that from July 2009 on, all filings of export documents must take place electronically through the Automated Export System – AES. Like many other companies, Syngenta had to face this challenge and find an effective simplified European customs solution.

Syngenta is one of the world's leading companies and is dedicated to bringing plant potential to life. Therefore, Syngenta needed a customs solution that would **ensure their efficient supply chain and goods flow**.

Until then, Syngenta had outsourced their customs activities. But decided to look for its own solution as part of a process rationalisation effort.

CHOOSING THE RIGHT CUSTOMS SOFTWARE PROVIDER

After Syngenta had benchmarked various customs solution providers, they quickly discovered that MIC was the most suitable candidate for their sophisticated needs. They decided to implement MIC's Software as a Service solution (SaaS). Pramod Prasanth, Syngenta's EAME Supply Chain Operations Programme Manager, states,

'One of the major benefits is MIC's multi-country capacity (40+ countries), allowing multinational companies to connect to national customs authorities worldwide via one customs software.'

Other elements that convinced Syngenta that MIC were the right partner:

- MIC's solution is **modular**. Like in an "A la carte Menu" you can choose the applications you really need. Not more or less.
- **Low investment expenses** and „pay per use“ cost savings thanks to MIC's SaaS.
- MIC provides **competence and profound technical knowledge**.
- MIC's solution can easily be **integrated into SAP** which is Syngenta's corporate ERP system.
- **Competitive pricing** given MIC's range and quality of services.
- MIC's **experience with multi-country customs projects**.
- MIC's **impressive list of references**, including a broad range of big, established, global companies.

In March 2009 MIC and Syngenta decided to implement MIC's solution in Belgium, Switzerland, France and the UK.

BENEFITS OF MIC SAAS

- Fast implementation
- High-availability 24x7
- Worldwide online access
- High-speed internet backbone (Austrian Carrier)
- On-demand storage
- Backup and disaster recovery
- Release upgrades
- Security protection through firewalls, encryption and physical security of data center
- Increased control
- Flexibility
- Low investment expenses
- Automation of Customs Clearance

SYNGENTA

Syngenta is one of the world's leading companies with more than 25,000 employees in over 90 countries dedicated to our purpose: Bringing plant potential to life. Through world-class science, global reach and commitment to our customers we help to increase crop productivity, protect the environment and improve health and quality of life. www.syngenta.com

MIC CUSTOMS SOLUTIONS

MIC is a worldwide leading provider of global customs solutions and is dedicated to the development, implementation and support of global customs software solutions. MIC specializes in integrated solutions while leveraging regional and national legal requirements. MIC software helps large and small companies grow, comply and compete globally. Currently, MIC customs software is used by more than 700 customers, in 40+ countries, on five continents.

We provide our customers with a high-quality, user-friendly suite of software products, which undergo continuous enhancements and developments. This allows us to ensure that our customers can rely on us to efficiently enable customs processes and to meet compliance requirements, providing a payback for the investment of our customers in our system. www.mic-cust.com

COMPLEX, CHANGING REQUIREMENTS ... YOU ARE IN A PROJECT!

The project phase itself was at times challenging. Through efficient cooperation, the two companies were able to successfully overcome all obstacles they had to face. Pramod Prasanth points out,

'It was highly beneficial that MIC's project team was very knowledgeable in the application. Their flexibility and their ability to adapt to changing requirements considerably facilitated the project. Moreover, the process of sending the EDI documentation to transporters was enabled by MIC's cooperation with inet.'

In July 2009 Syngenta had their go live on SaaS export in Belgium, followed by Switzerland and France.

WHAT ARE THE BENEFITS, NOW?

After now, more than one and a half year of experience with the MIC system, Syngenta is highly satisfied with the final outcome. Not only is the system running stable and properly, but also MIC's support activities are very satisfying. Pramod Prasanth highlights,

'One of the major benefits? We continue to maintain the high standard of compliance! We are benefitting from an improved efficiency and transparency of the whole process.'

Furthermore, Syngenta is now also more efficient in terms of controls of the export. If something is not working correctly, they can handle it immediately.

Thanks to MIC's solution, Syngenta's customs clearance is now **fully automated**. Syngenta only has 2-3 people working directly with the application. The company, thus, gains **flexibility and time** that can be used for other important matters. Pramod Prasanth says,

'Clearance automation represents an enormous relief and helps us to save a significant amount of time. We don't need customs experts in all countries, as our team has access to all the data and can help easily at any time.'

Instead of employing and maintaining multiple customs systems, Syngenta benefits now from having only **one interface and one customs system**. This enables easy data exchange among Syngenta's subsidiaries and national customs authorities. As a result the customs process gets **simpler and cheaper** across the entire supply chain.

WHAT HAPPENS NEXT?

As characteristic of a successful company, Syngenta is already planning further ahead. Syngenta is looking for further rollout opportunities. In this respect Pramod Prasanth explains,

'We are very happy with our choice. Everything is working smoothly and it is exactly what we wanted. If there is any further requirement in terms of customs, we will definitely be considering MIC as our partner.'