

custom made

When PSA Peugeot Citroën needed new systems to deal with its French customs operations it turned to the global leader, MIC, reports *Sam Ogle*.



Jean-Philippe Lacroix, global Director of Customs for PSA Peugeot Citroën

Headquartered in Linz, Austria, MIC Datenverarbeitung GmbH is a leading worldwide provider of global customs solutions and is dedicated to the development, implementation and support of global customs software solutions. MIC specialises 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 over 45 countries, on five continents.

MIC provides its customers with a high-quality, user-friendly suite of software products which undergo continuous enhancements and developments. Customers can rely on MIC's ability to enable customs processes efficiently and to meet compliance requirements, which consequently provides a payback for their investment in the MIC system.

Faster than scheduled – Go live took place 1 week early!

The challenge of the PSA project was not to implement the required MIC modules (import, export, inward processing relief, outward processing relief and central product tariff classification) for PSA's French customs operation, but to replace the services of the third party customs service provider. A huge data volume had to be migrated to MIC's SaaS environment and to be converted into Unicode which facilitates the usage of all current character sets that are necessary to file customs declarations globally.

Additionally, numerous new interfaces to PSA's system landscape had to be set up. This was facilitated by MIC's module EDIS (Electronic Data Integration System), which provides flexible integration with customer's ERP and legacy systems as well as automation of customs processes.

"The project went smoothly and without big issues. Go live was on December 3rd 2011 which was one week earlier than scheduled. To be honest, this was a rather new experience for us because normally a project like this would be finished with delay," explains Jean-Philippe Lacroix, global Director of Customs for PSA Peugeot Citroën.

What does the future hold for PSA and MIC?

MIC's existing SaaS solution for PSA was rolled out to Slovakia and Spain until the end of 2012. For 2013, Austria and the Czech Republic are in the focus of PSA as well as implementing SASP (Single Authorisation for Simplified Procedures). An EU-wide application of MIC's Intrastat reporting module, the usage of MIC's global origin calculation and supplier solicitation software as well as the implementation of non-EU countries such as Switzerland, Turkey and China are also on PSA's roadmap.

"By implementing MIC's SaaS solution, and by deploying our own customs staff to use it, we achieved visibility and transparency of our customs processes and tremendously increased our compliance. Now we know exactly what we are paying for," says Jean-Philippe Lacroix.

"The system availability, stability and performance have totally improved as well as the security of data. The processing time of a shipment has been reduced fourfold in comparison to the existing solution. This saves a lot of time

that can be used for other activities.

"We were also able to reduce resources and, therefore, operational costs. We now have the possibility of using a centralised customs solution on a single technical platform for roll-outs into other countries. Besides this, we continuously meet all legal requirements with reduced effort due to the maintenance model provided by MIC. This guarantees that MIC accurately implements legal changes in time, as required by the various national customs administrations. There is no need to take care of the IT landscape because this is also part of MIC's responsibility."

