Managing International Customs & Trade Compliance

Software Solutions and Services
**Customs and Trade Compliance – Worldwide Software Solutions**

MIC is the leading global provider of customs and trade compliance software solutions. Specifically:

- MIC software is used by more than 700 customers in over 55 countries on six continents.

**What distinguishes us from our competitors:**
- Customer experience: High customer satisfaction rating for over 32 years
- Highest degree of country coverage within one single IT platform
- Exclusive focus on customs and trade compliance software solutions
- Functionally most comprehensive suite of customs and trade compliance software solutions in the world – developed by subject matter experts
- Most comprehensive customs and IT expertise, combined with decades of experience in the development of software solutions and process automation
- Global Trade Content Services for more than 150 countries – regularly updated and made available automatically in the software solutions
- Documented cost savings and cost transparency
- Increased legal certainty due to close contact with authorities
- Software, project management and implementation services as well as ongoing maintenance & support under one umbrella
- Long-term international experience in project management, implementation and integration of software solutions utilizing defined company processes – use of best practice frameworks such as the Capability Maturity Model Integration® (CMMI)
- Available as On-Premises and Software-as-a-Service (Cloud) solutions
- MIC is the only family-owned and financial independent global software vendor in the customs & trade compliance arena
- One system, one customs & trade compliance database, one user interface, one service organization worldwide
  - “Everything under one umbrella”
  - Direct electronic data exchange with the national authority systems without requiring implementation partners – “We Do the Last Mile”
  - Guaranteed pro-active implementation and timely delivery of legal national requirements as part of MIC’s offered maintenance contract
  - Certified Project Management Professionals® (PMP)
  - Use of state-of-the-art technologies (Java Enterprise architecture and intuitive browser-based user interface)
  - Greatest possible flexibility, allowing quick decisions and turns which is of utmost importance in such dynamic times

**Cost savings by automation**

Whether it’s a global player with hundreds of foreign trade transactions daily, a medium-sized company with high import or export volumes, or a logistics service provider supporting multiple clients – MIC offers tailored software solutions to help automate global customs and trade compliance management, meeting the needs of each. Everything from one source, with one contact, implemented in time, in budget, in scope and in quality.

With MIC’s flexible approach, we can help you design a solution that best fits your company’s requirements when it comes to investment effort, service and handling:

**Software as a Service (SaaS)/Cloud**

MIC provides the software through a data center. On request, a MIC partner can take over the daily operational handling (managed services).

**Your advantage:**
- Low investment expenses and “pay per use” cost savings

**Optional: On-Premises-Solution**

Upon request MIC installs the software directly at the customer or at its service provider.
All MIC products have many common benefits:
- Potential time and cost savings for customs clearance, which could not be achieved without the use of globally tested best-practice software solutions.
- Increased data quality and compliance with fewer resources.
- Less effort through increased process automation and therefore minimization of manual data entries and corrections.
- Optimized customs supply chain accelerates logistics processes.
- Increased innovative capacity through direct contact to WCO (World Customs Organization), EU, national customs authorities and professional organizations.
- Direct electronic data exchange with the national customs authorities’ systems.
- Secure web access for customs and trade compliance departments as well as third parties (e.g. service providers, customs authorities) via intranet and/or internet (global platform).
- Comprehensive application security ensuring information is properly controlled (e.g. according GDPR).
- Increased flexibility to adapt to changing business conditions and legal requirements.
- Investment in a system with standardized IT interfaces to ERP or other source systems delivered by one single provider.
- Option of utilizing synergies, such as the provision of shared services within your group of companies.
- Available Global Trade Content Services (GTCS) for the different customs and trade compliance processes (e.g. customs tariffs, export control commodity lists, sanctions lists, rules of origin, export control regulations) for 150+ countries – regularly updated and distributed automatically.
- Predictive analytics to control and optimize the foreign trade processes with respect to compliance and savings opportunities.
- Each MIC product can be used individually or in combination as part of the Global Trade Management (GTM) suite – this includes the whole world of software solutions for customs and trade compliance.

MIC is a specialist at the integration of a global customs and trade compliance system that complies with regional and national legal requirements. MIC offers tailored customs and trade compliance software solutions, supporting both multinational and multiregional customers.

In the rapidly expanding global economy, multinational companies have the opportunity to reduce costs in the field of customs and trade compliance management as well as to accelerate the movement of goods to achieve long-term competitive advantages. However, in order to increase efficiency, ensure transparency, and minimize compliance risk, the appropriate IT solutions must be integrated with global customs and trade compliance processes.

MIC is a specialist at the integration of a global customs and trade compliance system that complies with regional and national legal requirements. MIC offers tailored customs and trade compliance software solutions, supporting both multinational and multiregional customers.
The most fundamental task in international trade is determining the correct customs tariff and export control classifications for a product. Subsequently, it is critical to consistently apply these classifications once they have been established. Classification can be a difficult undertaking but is an essential part of corporate compliance. Without correct classifications, it is not possible to achieve the correct customs duty calculation or preferential treatment determination.

It is a fact that people in different divisions of a company can make different decisions about customs tariff and export control classifications, often resulting in duplicative effort and inconsistent results for the same product. These inconsistencies can be “red flags” to authorities, resulting in costly fines and penalties. To avoid this, a central and standardized product classification process is required.

MIC’s Central Classification System (MIC CCS) offers a cost-effective solution for the determination, assignment and validation of customs tariffs and export control classifications according to the national customs tariffs and export control commodity lists. Additionally, MIC CCS contains all necessary content in a user-friendly format. Most importantly, the software allows clearly structured control of the entire product classification process at a global level.

Global product classification
- A global customs and export control item master, fully integrated with ERP systems
- Stores, classifies and validates products against national customs tariffs and export control commodity lists
- Workflow-based manual, semi-automated or fully automated assignment of the customs tariff/export control classification for multiple countries
- Automated customs tariff/export control classification based on company specific product characteristics (user-defined configurable select and match rules)
- Automated suggestion logic for customs tariff/export control classification using intelligent matching algorithms
- Simplified data management
  - User-friendly look-up of customs tariffs, export control commodity lists as well as duty, tax and trade measures by means of search assistant
  - Easy transfer of part data to be classified based on interfaces from ERP systems
  - Complete audit trail in the event of revision
  - Global workflow management of classification tasks, performed from one or many locations
  - Data analytics for optimization of the quality in the customs tariff and export control classification processes
- Optimized communication interfaces
  - Site specific web access to global customs tariff/export control classification database (internet, intranet)
  - Regularly updated trade content by MIC’s Global Trade Content Service (GTCS) for more than 150 countries via fully automated interfaces to selected national and international content partners (e.g. national authorities, Mendel Verlag, PST.AG, etc.)
This is where MIC’s Origin Calculation System (MIC OCS) supports you! It provides the necessary tools to manage the entire process for a multitude of FTAs worldwide. Starting with automated solicitation of supplier declarations using an innovative supplier web portal followed by an optimized calculation of the origin of goods based on multi-level bill of materials resulting in the creation of the appropriate certificate of origin documentation. Each process step is traceable via a complete audit trail. Changes in the originating status of the goods are reliably detected, affected goods are recalculated and thus compliance is maintained on an ongoing basis.

MIC OCS helps to ensure that you enjoy the benefits offered by FTAs in order to keep and even improve your competitive position.

**Efficient management of supplier declarations**
- Long-term as well as purchase order-based supplier declarations
- Workflow-based allocation of suppliers to selected team members
- Global standardization of the process for the management of supplier declarations
- Automatic collection of key information for supplier declarations through interfaces to the company’s ERP system(s)
- Manual or automated request for supplier declarations - via web, e-mail or paper
- Web portal for direct data entry and/or file upload by the supplier, including the option for the supplier to expire or modify specific part origin information as well as to enter additional information (e.g. export control classification, tariff number)
- Automated, intelligent follow-up process including reminder mechanism
- Prioritization of supplier requests based on the part value as well as the frequency of use in different bill of materials

**Compliant eligibility for free trade agreements**
- User accessible configuration of the specific rules of origin for individual FTAs
- Automatic application of the tolerance (“de minimis”) for tariff shift rules
- Option for use of accumulation rules, as allowed by the individual agreements
- Multitude of FTAs (NAFTA/USMCA, EU, Asia-Pacific region, South America, etc.) already in productive usage for the origin calculation process
- Support of the American Automobile Labelling Act (AALA)
- Bundling of FTAs in the form of a master FTA (e.g. one EU master FTA for many similar EU FTAs) allowing one calculation to cover multiple agreements
- Flexible and customizable adjustment of rules of origin (e.g. increase of the percentage of the regional value rule for risk reduction)

**Optimized calculation**
- Top-down, bottom-up as well as accumulation (advantage calculation)
- Determination of the preferential origin of goods as well as the origin under commercial law (for individual products or product ranges)
- Automated calculations for the origin of goods both for flat and multi-level bill of materials
- Configurable defaults and tolerance thresholds are possible
- Calculation of the threshold value (minimum sales price)
- Support of min/max price logic
- Cross-plant and cross-system calculation for the origin of goods

**Automated issue of supplier declarations for customers**
- Automatic re-calculation in the event of changes to supplier declarations, including reissuing documents when a change to originating status occurs
- Transaction-based calculation also for configurable bill of materials
- Consideration of different validity periods for documents under different agreements

**Detailed documentation**
- Detailed reports for each origin calculation
- Ability to analyze non-certified products
- Complete archive for audit purposes
- Data & predictive analytics to identify cost saving opportunities
- Manufacturing site and sourcing simulations to support cost optimization and competitive advantage

**Reduction of manual data collection and process redundancy**
- Direct transfer of multi-level bill of materials from ERP systems, as well as from engineering or production systems
- Upload of supplier information, part data and prices directly from purchasing, ERP and/or warehouse management systems (e.g. SAP S/4HANA)
- Integration with other MIC modules for full process functionality
- Return interfaces of the calculation results to ERP systems for subsequent processes (e.g. invoice printing)
- Preference copy solution for intra-company shipments

**Optimized origin calculation**
- There are already more than 400 ratified free trade agreements (FTAs) around the world to enhance trade among the participants and offer potential duty savings to companies, yielding a competitive advantage. However, companies can only leverage such savings potential and competitive advantage by compliantly following a number of complex rules of origin and maintaining detailed documentation. This requires them to establish a process for the calculation of the origin of goods which conforms to the law and auditing requirements in order to avoid possible fines and future unplanned costs.

**Detailed documentation**
- Optimized calculation
- Compliant eligibility for free trade agreements
- Efficient management of supplier declarations
MIC ECM
Export Control Management

Export control compliance is a challenging task for exporting companies. They need to pay attention to adhering to numerous regulations which are often complex and change frequently. This includes export control classification, check of sanctions lists and embargos, determination of licensing requirements including license management, as well as check of end use and/or end user. Therefore, commitment to compliance and at the same time an effective risk management require the use of appropriate tools.

MIC’s Export Control Management (MIC ECM) allows for central management of all company transactions under export control law and detailed checks of the business transactions with respect to the relevant regulations. Clear status information and comprehensive check reports for each transaction ensure a consistent audit trail. This includes screening of the persons and organizations involved in a given transaction against different sanctions lists, checking of the goods in consideration of dispatch and destination country as well as documentation of end use and end users.

MIC Export Control Management modules

Denied party screening: MIC DPS
- Screening against sanctions lists based on a configurable screening algorithm and configurable screening profiles
- Supports interactive, transaction oriented real-time screening as well as batch screening
- Automation by “white lists” and “positive lists”
- Daily updated content by integration of MIC’s Global Trade Content Service (GTCS) for EU, US, UN, JP, UK, AU, CA, CH and many other sanction lists
- Screening against internal “black lists” and keywords
- Ultimate Beneficial Owner (UBO) screening for more than 200 million companies worldwide with automated interfaces to the Orbis data base of Bureau van Dijk (BvD) and Dun & Bradstreet (D&B)
- Definition of stop words to be ignored for screening, e.g. GMBH, LTD, LIMITED etc.
- Comprehensive audit trail of the screening results and decisions including individual documentation (file attachments and comments) as well as standard reports
- Overview across the entire process and thus full transparency (workflow & escalation management)

Embargo check (total embargos and screening based on tariff number, export control classification, country of dispatch and destination, business partners)

Export control classification: MIC CCS ECC
- Identification of controlled products
- Management of an unlimited number of export control classifications (e.g. ECCN, German Export List number, relevance for embargo) for each product
- Workflow management for export control classification tasks
- Automated and/or semi-automated allocation of export control classifications based on intelligent suggestion logic as well as user-defined select and matching rules
- Up-to-date export control commodity list content including correlation tables by integration with MIC’s Global Trade Content Service (GTCS) for multiple countries (e.g. US CCL, EU Dual-Use Regulation, German Export List)
- Complete audit trail in the event of changes

Export control: MIC ECM
- Central administration of all information relevant for export controls
- Supports both interactive and transaction-oriented real-time screening of transactions
- Configurable types of transactions (e.g. export, customer visit, data transmission)
- Embargo check (total embargos and screening based on tariff number, export control classification, country of dispatch and destination, business partners)
- Check of end user and end use incl. configurable red flag questionnaires
- Assessment of licensing requirements
- Assessment of import control regulations
- ELAN-K2 integration for request of licenses
- Use of general licenses
- Administration & monitoring of individual licenses (deadlines, obligations, approved quantities/values, documentation of use, deduction by quantity/value, etc.)
- Configuration of rules for application of licenses
- US re-export checks
- Manual compliance checks
- Overview of the entire process and thus complete transparency (workflow & escalation management)
- Interface integration with different ERP systems (e.g. SAP) including blocking of suspicious transactions directly in ERP systems
- Integration with other MIC modules (MIC DPS, MIC CCS ECC, MIC-CUST® Import and Export)
- Up-to-date export control content by integration of MIC’s Global Trade Content Service (GTCS) for multiple countries (e.g. country lists, reasons for control, embargo regulations)
- Standard reporting as well as data analytics
**MIC-CUST® Customs Filing**

Unique in the world: MIC-CUST® offers a consistent customs & trade compliance software solution on one single technical platform – for more than 55 countries. This gives you not only the opportunity for automatic electronic import and export clearance processes, including special customs regimes and inventory management, but you can also generate the import customs declaration in one country from export data of another country. A special advantage for inter-company shipments!

Additionally, this system also allows for easy electronic transfer of data to third parties (e.g. brokers, forwarders). Configurable return interfaces to MIC-CUST® are provided for the customs declarations made by third parties to ensure transparency, control and proactive broker management. This will not only reduce errors and increase compliance by higher data quality, but will also reduce effort and costs.

MIC-CUST® offers the largest coverage in the market with respect to countries and direct electronic connectivity with national customs authority systems, supported customs procedures as well as more efficiency, more transparency and more legal certainty – without the need to invest in country-specific IT-systems. Quite to the contrary: with MIC-CUST® you will save time and money.

**Optimized global customs management**

- One customs solution for more than 55 countries
  - A single system certified for import and export customs declarations in many countries such as e.g. ACE in the USA, SAAC and CPN in Mexico; CSA in Canada, e-Port in China via China Single Window, DELTA in France, ATLAS in Germany, PLDA in Belgium, AGS in the Netherlands, e-zoll in Austria, e-dec in Switzerland, CHIEF/CDS in the UK, ITU and ELEX in Finland, SKAT in Denmark, TDS in Sweden, PUESEC in Poland, AIDA in Italy, ICEGATE in India, and many more
  - Long-term practical experience in operating EU’s Single Authorization for Simplified Procedure (SASP) acting as forerunner for the planned EU’s Centralized Clearance
  - Utilization of the export data for corresponding import customs declarations (MIC GTDC)
  - Archiving of all customs declaration data
  - Monitoring of the import and export clearance processes including the supervision of guarantees within the EU
  - Adjustment of the software to legal changes as part of the maintenance agreement
  - Saving customs duties through the use of special customs regimes such as e.g. inward processing relief, bonded warehouse, IMMEX, free zone, foreign trade zone, duty drawback, processing trade and many more

- Continuous documentation of the customs processes (audit trail)
- Integration with MIC’s Global Trade Content Service (GTCS) for 150+ countries

**Direct communication paths**

- Direct data exchange with electronic filing systems of the national customs authorities (direct filing) or where required with brokers via configurable broker interfaces
- Log book & traffic light status for data exchange with customs authorities and brokers
- Simplified communication of customs data between the ERP systems of the companies, service providers and customs administrations

**Easy and trouble-free handling**

- In one central place to record all data for global customs management
- All information relevant for customs filing can be provided within the organization and to service providers (brokers, forwarders etc.)
- Full control over customs filings made by service providers (broker management)
- Use of a flexible reporting system for internal purposes (business reporting)
- Data & predictive analytics for the control and optimization of the foreign trade transactions

- Fully integrated and certified preparation of the country-specific electronic filing formats (EDI/XML converter) – this renders the use of country-specific software solutions obsolete. Thus, MIC-CUST® offers you the largest coverage available in the market with respect to countries and supported customs regimes without the need to invest in many national IT systems and manage multiple contract partners
**MIC-CUST® customs management software modules**

**Import & Export: MIC-CUST® Import & Export**
- Automated import and export customs declarations for numerous countries
- Check of quotas and licenses
- Calculation of customs value (valuation)
- Automatic calculation of taxes and duties (landed cost calculation)
- Supports EUs SAPS (forerunner of EUs Centralized Clearance)

**Special customs regimes including inventory management:**
- Supports numerous special customs regimes all over the world, e.g.:  
  - Bonded warehouse (MIC-CUST® BWH)
  - Inward processing relief (MIC-CUST® IPR)
  - Free zones (MIC-CUST® FZ)
  - Foreign trade zones (MIC-CUST® FTZ)
  - Duty drawback (MIC-CUST® Duty Drawback)
  - Processing trade (MIC-CUST® Processing Trade)
  - and many more
- Complete audit trail, starting with the inventory-generating customs declaration to complete stock reduction of the specific inventory
- Each inventory addition and withdrawal is identified by an inventory category, an inventory type and a reference to the transaction
- Management of import limits for defined tariff numbers based on quantity and/or value as well as validity periods according to the related customs authorization
- Calculation of the expiry date of each inventory entry according to customs approval
- Check of re-import and re-export time limits including configurable automated globalization procedures according to the customs authorization
- Supports blocking of stock (withdrawals by MIC-CUST® Import and MIC-CUST® Export are not possible from blocked stock)
- The stock withdrawal logic supports the identity principle, configurable deduction sequences (e.g. FIFO), prior export principle and BOM explosion
- Configurable ‘fill or kill’ feature for stock withdrawal
- Track & Trace on bill of material level including real-time BOM explosion
- Supports different methods for the calculation of customs duties (e.g. drawback, suspension, difference and added-value customs value assessment) including possible interest calculation
- Supports the transfer from one inventory to another inventory (zone-to-zone transfer)
- Integrated MIC-CUST® import and export declaration
- Automated stock reconciliation and adjustment function by means of interfaces to ERP systems (additions/withdrawals) to cover various processes (e.g. scrap)

**Global Trade Data Chain: MIC GTDC**
- Automatic preparation of the import customs declaration from the export customs declaration with only one electronic transfer of the export data from ERP systems, therefore:  
  - Significant reduction of system interfaces
  - Reduction of errors and improved compliance
  - Centralization of process control and standardization of the process flow
  - Use of the export data for security filing in the recipient country prior to arrival of the goods (e.g. US Import Security Filing - I-102)
- Automatic electronic transmission of the import customs declaration
  - to the customs authorities of the import country for intracompany shipments, and/or
  - to logistics and customs service providers (e.g. brokers, forwarders)

**Electronic Transit Procedure: MIC NCTS (Electronic Transit System - ETS)**
- Time saving by electronic management of the entire transit process
- Less financial burden by quick release of the guarantee
- Reduction of search processes by monitoring of execution
- Reduction of the transport time thanks to less border waiting times
- Full transparency of the transit process by electronic data management
- Certified in many European countries

**Guarantee Management: MIC-CUST® GUM**
- Supports the establishing, monitoring, replacement and update of guarantees within the EU
- Covers import, export, special procedures and temporary storage

**Recalculation: MIC-CUST® RECALC**
- Adjustment process for customs declarations already filed with authorities and the duties involved
- Detailed archive of all change records for comprehensive documentation in the event of an audit

**Port Communication System Integration: MIC PCSI**
- Serves as an interface for the electronic data exchange to Harbour Management IT-Systems for Seagoing Vessels (e.g. with the Portbase Port Community System in Rotterdam)
The European Union has brought many benefits with respect to customs clearance, such as the cancellation of customs formalities at the borders between EU member states. Despite the consistent EU-wide regulation for Intrastat (system for collecting information and producing statistics related to the trade in goods between the countries of the EU) companies need to report to different national authority systems in all EU member states. This is a tremendous challenge, especially for multinational companies.

MIC INTRA is the only available software package which offers an efficient and economical solution for Intrastat declarations in all EU member states. In addition MIC INTRA supports the automatic conversion of Intrastat dispatches of the country of dispatch into country-specific declaration formats for Intrastat arrivals of the recipient country and thus leads to a reduction of system interfaces as well as to a minimization of manual interference.

For this purpose, we offer MIC EMCS (Excise Movement and Control System) as the optimal software solution – EU-wide and via one single platform. MIC EMCS also allows electronic data transfer with systems of the individual EU states, as well as monitoring of transport specific goods within the Community. An electronic notification will immediately be sent as soon as the goods have arrived at their destination. MIC EMCS avoids a number of error sources and additional efforts.

The transport of goods subject to excise tax (alcohol, tobacco and energy products) under tax suspension attracts strict obligations in the EU. All businesses were required to handle these obligations electronically since January 2011, which is a great challenge to many of them.

MIC INTRA
Intrastat

One solution for all EU member states
- Developed for a quick roll-out in all EU countries
- Reduces the number of interfaces and improves data quality by automatic conversion of intercompany shipment data into arrival data for the destination country considering national codes and data determination logics as well
- One central installation supporting at the same time local and national activities and requirements
- Taking into account company-internal regulations
- Supports the control of the national VAT statements

Automation by means of Interfaces
- Interface for upload of CNB data for all EU member states
- Transparency by complete automation and centralization for the preparation of the Intrastat declarations using standard interfaces and standard processes

Saves costs and time
- Reduced effort for the preparation of monthly declarations
- Optimized local Intrastat processes

MIC EMCS
Excise Tax

One EU-wide software solution
- For transmission and receipt of the electronic administrative document (e-AD)
- As efficient use of modern IT tools
- For monitoring and control of goods liable to excise tax using real-time data
- To safeguard the transport of goods by checking the retailer’s data prior to dispatch of the goods
- As fast and secure proof that the goods have arrived at their destination
- For the receipt of the administrative reference code (ARC)

For process optimization
- Acceleration of dispatch declaration by integration with the existing systems
- Fully automatic exchange of messages with different country-specific administration systems provides advantages in the event of time critical transactions
- Saves time and money
Currently there is no data source from which up-to-date trade content such as export control commodity lists, exchange rates, code lists (e.g. customs offices), customs tariffs and much more information can be centrally obtained in appropriate quality on a global scale. It is common that you may have to consult many different data sources individually and manually in order to collect the necessary information for the individual transaction. This costs time and money.

However, even if you already have a high-quality data source this still does not mean that it’s regularly updated as anticipated. Often there will be frequent changes which are hard to manage. This may result in violations of the law and consequences to your company.

In order to overcome such difficulties, we offer a Global Trade Content Service (GTCS), suitable to companies in any industry. GTCS is a melting pot for global trade content from renowned and trusted suppliers of trade content (national authorities as well as companies) with whom MIC maintains non-exclusive partnerships. GTCS reduces the effort to maintain current trade content available and supports you in the compliance with constantly changing customs and trade regulations.

**Your benefits**
- Up-to-date Global Trade Content for 150+ countries
- One consistent interface for automated updates
- Controlled population of the central Trade Content data base
- Reduced data transfer due to Delta population, i.e. only changes will be transmitted
- Monitored content distribution
- Precisely defined scope of content deliveries
- Quality checks
- Integration with MIC’s GTM platform
Throughout MIC, specialists of all areas take care of your company’s needs and concerns: From the preparation of an individual configured customs and trade compliance software package to the implementation and integration of MIC’s GTM Suite with existing company processes and systems. From professional support during the starting phase to application support, customized software adaptations, technological maintenance in conformance with the law as well as 24/7 service around the world.

Along with their professional IT qualifications all MIC employees also have profound knowledge in the field of customs and trade compliance. This is due to the fact that MIC focuses solely on customs and trade compliance software solutions for more than 32 years.

Some MIC US employees are also Licensed Customs Brokers. US Customs Brokers must have expertise in the entry procedures, admissibility requirements, classification, valuation and the rates of duty and applicable taxes and fees for imported merchandise.

As a leading supplier of global software solutions, MIC focuses on companies of international standing for their partners. Thus, MIC offers optimal solutions and best results for their globally acting customers.

**Software development**
- Standard software
- Product innovations
- Customer specific software adaptations
- Standard interfaces to ERP systems (e.g. SAP S/4HANA)
- Further technological development of the standard software
- Quality management

**Project management**
- Agile project management methods for projects with high complexity
- Analysis of business processes
- Installation & system configuration
- Integration with ERP systems
- Setup of electronic data exchange with local authority systems
- Data migration
- Overall business process tests
- Client Walk Through (CWT)
- User Acceptance Testing (UAT)
- Trainings
- Go-live support

**Support**
- 2nd & 3rd level application support
- Availability 8x5 to 24x7
- IT hosting & operation

**Maintenance**
- Maintenance of standard software in due time according to legal changes
- Maintenance of customer specific software adaptations

All MIC project team leaders are Project Management Professionals® (PMP) or similarly qualified. PMP is deemed to be the certification which is globally most accepted in the field of project management. Furthermore, our staff is working according to the guidelines of the Capability Maturity Model Integration® (CMMI) and in compliance with the standards of the Information Technology Infrastructure Library (ITIL). In this process, all MIC-internal process steps are documented, checked and continuously improved.

**Technology**
- **Oracle**
  - MIC relies on Oracle’s database.

- **Informatics**
  - Informatics supports the MIC SAP team around the integration of the MIC modules with the customer SAP systems (e.g. ECC 6.0, S4/HANA).

**Global Trade Content**
- **Mendel Verlag**
  - Mendel Verlag is a specialized content provider for tariff and non-tariff regulations of third countries as well as international customs and export control law.
  - Mendel Verlag is also a long-term content provider for interactive databases for the European Commission, such as e.g. the EU Market Access Database.

- **PST.AG**
  - PST.AG supplies content for all areas of foreign trade to a large number of companies worldwide.

- **Bureau van Dijk**
  - The Bureau van Dijk supplies MIC with updated content regarding the shareholder structure for more than 200 million companies worldwide in the scope of the Ultimate Beneficial Owner (UBO) screening.

- **Dun & Bradstreet**
  - Dun & Bradstreet supports MIC with content for the Ultimate Beneficial Owner (UBO) screening.

**Supply Chain Execution**
- **Inet**
  - Inet is MIC’s partner for global solutions in the supply chain execution.

**Consulting & Services**
- MIC works closely together with four of the largest, but also with numerous national boutique consulting firms in the area of customs and trade compliance.
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