Capgemini

Border Control Management Analytics Service

G-Cloud 14

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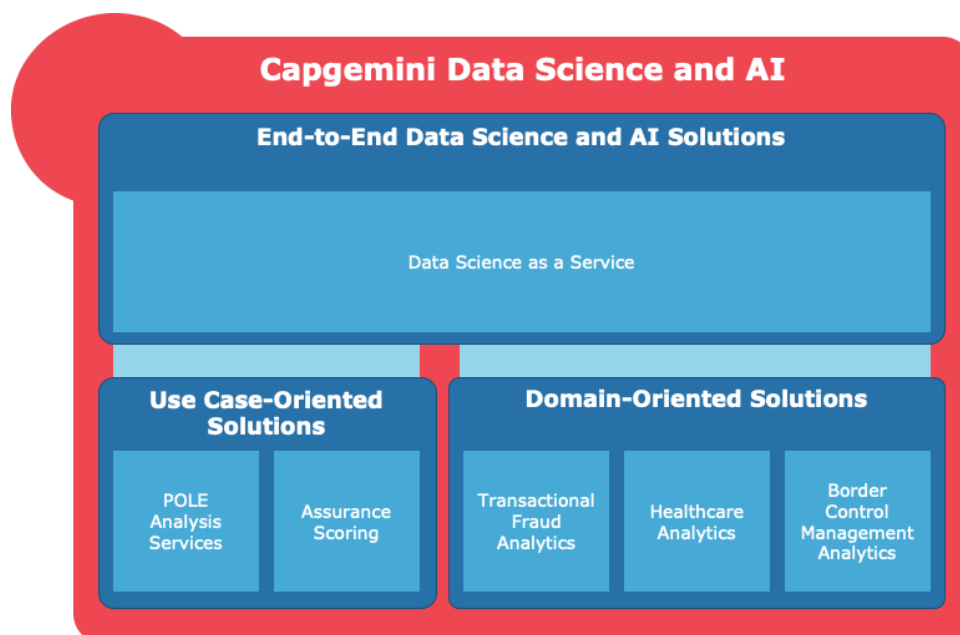
Table of Contents

1   Service Overview

Capgemini is one of the leaders in the provision of big data exploitation and analytics and has a number of service offerings available on G-Cloud as illustrated below.

This document defines Border Control Management Analytics Services (BCMA), which can be commissioned in their own right, or as an enabling capability.

This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

This service is cloud enabled and can help define and implement an approach to border control management; specifically how people (e.g. passengers) and goods cross national borders through formal checkpoints and across the blue and green borders.

Entry points across UK must cope with physical and logistical constraints to meet demand. Government could underpin digital platforms with blockchain technology to enhance border control operations. Capgemini's border control management analytics offer can help provide support for border management through the analysis of traveller and freight movement data by providing the following capabilities:

- **Data Capture & Real-time Data Sharing** – The ability to capture the relevant information on individuals and goods at the right time and to hold it in the most useful manner can significantly improve procedures from passengers' entry inspection to goods tax and duty collection. This understanding of goods and travellers can be further enhanced through using real-time data sharing between systems. Check-in counters or aeroplanes can communicate the status of travellers. This provides up-to-date information on arrival numbers and can improve the airport experience by signposting people after touching down. Real-time data on cargo can allow border officials to more accurately target inspections.

- **Biometrics** – The use of biometrics during border control can lead to the removal of traditional border gates and replacing them with digital ones.

- **AI and Risk Assessment** – Machine Learning can determine the level of threat that an individual or artefact poses to the security of the country by identifying patterns that might suggest risks amongst passengers or consignments. For those who don't pose a threat, machine learning can speed up travelling. As a passenger uses the system more and more, the system will learn about the passenger and identify them faster and faster.

The Capgemini BCMA service can define and implement these capabilities. Our Border Control Management Analytics service provides business analysis, design / consultation and service management in support of the design and deployment of Cloud based services.

2   Business Need

The UK is an increasingly attractive place to visit and trade. Being the world's 6th biggest tourist destination, millions of people visit UK per year (40 million in 2018). Border Force has committed to processing 95% of European Economic Area (EEA) passport holders within 25 minutes using ePassport gates and non-EEA passport holders within 45 minutes using agents to check passports, visas and other relevant paperwork. Although this target is broadly met, increasing demand will put extra pressure on passport control as long queues are not just inconvenient for travellers but they cost money and affect investment decisions. To create a truly "Global Britain", the border must inspire confidence in its safety, provide efficient ways of working and better intelligence to make quick decisions on the movement of people and goods through borders.

The border is the UK's front door to the world. Its effectiveness provides security to the nation and advertises the UK as open for business. In 2017, the United Kingdom imported £471b, making it the 5th largest importer in the world. From food products to tropical plants, UK trade is also expected to double in the coming years. In 2017, the number of trade 'units' – such as consignment containers or cargo trailers – handled at UK ports rose by 2.1% on the previous year, with 24.1 million units passed through the UK major ports.

Processing this trade is made more challenging by the decision of UK government to leave the European Union (EU). According to business leaders, UK customs will need to process four times as many declarations a year by 2019 as EU goods movements are classed in the same way as imports and exports from third countries.

Better use of data to understand demand and more advanced technology – such as biometrics and artificial intelligence (AI) – to collect and analyse this information will improve inspection process while reducing risk. This requires the services that can be supported by Capgemini's BCMA service.

3   Our Approach

It is not enough to implement data modelling, technology and analytics solutions alone. Capgemini's wealth of experience delivering border and passenger analytics has proven that delivering benefits also requires customers to implement changes in core operational processes and will only succeed when the following factors are brought together:

- A technology approach which balances the use of the latest tools and platforms (AWS, Azure, Google Cloud) with the need to provide secure, robust, enterprise-level services;

- Collaborative delivery using a proven methods and templates, that start small, prove value, then scale fast, usually conforming to GDS phases;

- An integrated business design and business change approach that can connect delivery with public sector constraints and embed the change in business-as-usual;

- Innovation embedded in daily practices and 'outside in' thinking;

3.1 Cloud-based Technology

The technology environment is moving fast, and so are our skills and proven capability. Technology choices for border control management analytics should initially focus on the exploratory needs of Discovery-style activities and value proofing, yet with an ever-growing consideration on delivering enterprise-scale, robust, secure services.

Our cloud credentials are significant, for instance Capgemini architected and built UK Government's largest cloud transformation projects at the Home Office. Our Data Engineering community has built and deployed solutions into production that exploit open source or native capabilities across AWS and Azure providers most notably.

Irrespective of platform, Capgemini routinely works with clients to deliver a pragmatic and performant technology blend that mixes products that are free and open source, open source with support wrappers, commercial off the shelf, licensed, and pay-per-consumption. Choosing the right technologies requires extensive knowledge of available tools and emerging technologies, balancing the benefits of established, mature and stable products, as well as those that are compliant with various security or support requirements as necessary.

3.2 Collaborative Delivery

Capgemini's collaborative business experience aims at a collaborative, responsive but controlled approach fully aligned with the Government Digital Service (GDS) model. The approach includes a set of templates which can integrate data science, data management, technology, business design and business change throughout the lifecycle. Capgemini is well versed in developing in a user-centric style with full appreciation of user needs, and has developed many products that have successfully passed GDS service assessments.

3.3 Integrated Business Change

Capgemini's approach recognises that data science, big data and technology can deliver insights – but that delivering benefits from those insights needs an additional focus on business change right from the start. And sustaining those benefits into the future requires that the customer's in-house analytics capability is developed.

Capgemini can offer a dual-speed business change approach which balances organisation-level business change and in-house capability development and business change integrated with teams. The role of assurance scoring would be defined in a high-level concept which shows the relationship of Border Control Management Analytics with the key aspects of the organisation's operating model and highlights the specific capabilities required to support and improve assurance scoring. The detail would then fill out as part of the overall business change process. This approach can provide clear focus and direction and also supports the dynamic 'test and learn' approach.

3.4 Innovation

Stakeholders often find it difficult to understand the possibilities of a Border Control Management Analytics approach, so our routine practices are to progress through Discovery, Alpha, etc. GDS phases, showcasing the potential for these techniques to add actionable and tangible benefits or efficiencies to the organisation. If necessary, prior to this, we can also offer an initial Innovation service which can help bring together stakeholders to discuss the 'art of the possible' for BCMA modelling, analytics and data matching, investigating ideas and generating a prioritised list of options for a discovery phase.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The Buyer responsibilities as part of this service are as follows:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.

- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.

- Buyer should ensure that the project owner attends regular project progress meetings.

- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Not applicable

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards

For the 12th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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