

Roger Lundström, Deputy CIO, Swedish Customs:

“The Swedish Customs is among the world-leaders in smart IT solutions, partly thanks to its skilled cooperative partners.”

Roger Lundström is Deputy CIO of the Swedish Customs, a world leader in the application of IT support in operational processes and methods. The service is seen as an example around the world and has won several awards for its consistent and efficiency-enhancing use of IT since the 1980s.

“We save several billion Swedish kronor annually for companies in this country. At the same time, we have improved our own efficiency and have freed-up some 300,000 man hours per year, that can be used to prevent smuggling and other criminal activities,” says Roger Lundström.

Today, 97 percent of the data entering the Swedish Customs’ systems is handled electronically. The system handles approximately 80,000 messages per day and the customs service maintains close ongoing collaboration with industry to facilitate all foreign trade.

“We have quality assured more than 200 large and medium-sized companies through an IT-controlled process called the Stairway System. The higher the level of quality assurance a company has, the easier and smoother its goods flows are made. All clearing of imports and exports is included and today, only a fraction of cases are handled manually,” Roger Lundström explains.

Arctic Group has been a main supplier, service provider and consultant to the Swedish Customs’ IT department for almost 20 years. Many of the Group’s senior consultants have been involved throughout that period. “In parallel, we have conducted international assignments for the Estonian Customs, the Kazakhstan Customs and the Latvian Customs. Here, we have naturally benefited extensively from our work in Sweden, while also gaining new ideas and experience for our continued development for the Swedish Customs,” says Jonas Lind, Executive Director of the Arctic Group.

Roger Lundström and Jonas Lind



We specialize in two business areas

The Arctic Group specializes in two business areas, customs applications and telecom. The company's leading-edge expertise has also been developed through its long-term collaboration with TeliaSonera, Sweden's largest telecom operator.

"Our consultants normally switch back and forth between assignments for the Swedish Customs and TeliaSonera. This provides us with a unique mix of expertise, which, combined with the company's broad network of qualified cooperative partners, is used to make the company an even more competitive player in the market," says Jonas Lind.

"The Arctic Group is an important partner"

The Swedish Customs also holds an advanced position internationally when it comes to enforcement and crime prevention. Alongside today's increasingly borderless trade, organized crime and smuggling are also rising. Here, the Swedish Customs are in the process of developing new IT support, processes and methods to ensure the gathering, analysis and use of the right information in the right place.

"This has provided even better results. A lot of achievements are already reached thanks to our use of IT. We are soon developing systems solutions and technology for mobile teams. The Arctic Group is an important partner on this front," says Roger Lundström.

Intelligent Customd Solutions

The Arctic Group's experts have participated in specifying, developing and maintaining the following systems for the Swedish Customs:

- Import system
- Export system
- Export Control System (ongoing project)
- EU TARIC
- Tariff Quota Surveillance
- Trader module, EDI entry
- Trader module, web-based entry
- Client register, Stairway concept
- NCTS
- Risk Management System
- Intelligence and Investigation System (ongoing project)
- Management Information System
- Data warehouse
- Trade statistics

Arctic Group has also had a key role in the specifications of the Swedish Customs strategic IT-environment, based on J2EE technology. Our experts were consulted to advise on the IT-architecture, development environment and tools.

Arctic Group is a group of highly skilled IT consultants. By combining advanced competence, experienced consultants and enthusiastic staff, we are able to provide flexible solutions for our customers. Our focus areas are solutions for telecom operators, public administrations and in particular customs administrations.

