



GSI PROFESSIONAL SERVICES PORTFOLIO

End-to-End Advisory, Implementation,
Managed Services & Capacity Building for Global
Trade Digitization
Developed by General Storm Industry (GSI)



GSI Advisory & Design Services – Strategic Transformation Consulting

Consulting services to help governments and enterprises shape their customs, trade and logistics transformation roadmap.

GSI's deep domain expertise and industry knowledge ensure clients can keep pace with rapidly-evolving customs regulations and navigate the increased complexity and enforcement landscape globally. Our services are designed to be knowledge and resource intensive to achieve self-sustaining and self-funding results.

Core Service	Description	Added Value & Focus
1. Customs & Border Modernization & Assessment	Customs and border modernization assessments, including process mapping, gap analysis, and target operating model design.	Regulatory Compliance Focus: Addressing high-priority areas like ongoing trade and customs risks, export/import issues, and legal/regulatory compliance. Services include process improvement design and implementation to meet internal and external reporting requirements.
2. Solution Architecture & Technology Blueprinting	Solution architecture and concept of operations for implementing GSI CustomsXchange, TradeContent Intelligence, and BorderConnect within existing ecosystems.	Intelligent Automation & System Integration: Design and implementation of intelligent workflows, artificial intelligence (AI), and automation to streamline processes (requests, management, assignment, local reporting). Expertise in harmonizing GSI platforms with major ERP suites, including SAP S/4HANA and the SAP Business Technology Platform (BTP).
3. Regulatory Strategy & Risk Management	Policy and regulatory impact support for changes in HS, valuation, risk management frameworks, and single window initiatives.	Proactive Compliance & Audit Readiness: Providing professional services for import and export compliance reviews and risk assessment, Customs audit assistance and representation before customs authorities, voluntary disclosures, and penalty redress and relief. Ensures organizations meet all customs liabilities and obligations and remain watertight and audit-ready.
4. Compliance Program Access & Benefit Realization	Consulting on achieving Certified Compliance Status and accessing restricted Customs programs.	Tangible Benefits Realization: Guiding clients toward a good compliance record that grants access to restricted Customs programs (e.g., C-TPAT/AEO). This results in benefits such as faster release, fewer inspections, simplified reporting, and ultimately, lower freight and product costs, predictably reduced transit time, and significantly improved supply chain visibility.

GSI Advisory & Design Services covers all major regulatory mandates, including: Customs Declarations, Security Filings (e.g., ICS2), Denied Party Screening, Foreign Trade Zone (FTZ) Management, and Product Classification & Duty Determination.

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GSI Implementation & System Integration Services – Full Lifecycle Delivery

End-to-end delivery services to deploy and integrate GSI platforms in complex environments.



Our Professional Services team, guided by Project Management Institute (PMI) standards, partners with clients from business value identification through solution implementation and continuous performance improvement. We focus on asking the right questions and leveraging our deep industry knowledge and domain expertise to ensure clients fully realize the value of their GSI solutions.

Core Service	Description	Added Value & Focus
1. Business Opportunity Assessment Services	Process definition and in-depth analysis of a customer's current business processes to gain a thorough understanding of current operations and provide recommendations for improvements.	Value Identification: Services include business case development, definition of critical success factors to meet business objectives, and proof-of-concept pilot programs customized for each unique organization.
2. Full Lifecycle Implementation & Deployment	Full lifecycle implementation (requirements, configuration, testing, migration, go-live assistance, initial education, and training) for GSI CustomsXchange & Compliance Platform in national or regional programmes.	Expert Delivery: Each new GSI customer is assigned a project consultant for comprehensive project management. This includes installation and configuration and ensuring a smooth transition ("Go-Live") to modern 21st-century business practices, helping clients overcome cultural challenges associated with process re-engineering.
3. Complex Systems Integration & Architecture	Systems integration with ERP, port community systems, tax/treasury, logistics platforms, and identity/government service buses, aligned to SOA and API standards.	Seamless Ecosystem Integration: We specialize in creating a fully integrated environment where GSI platforms are connected with any major system (CargoWise, Project 44, TMS, WMS, carrier APIs, finance, and customer systems). This ensures GSI becomes a fully synchronized ecosystem for real-time decisions, reducing reliance on isolated platforms or manual data entry. This includes the systems engineering, systems integration, and software development needed for large-scale, complex projects like the Automated Commercial Environment (ACE) model.
4. Data Migration, Alignment & Classification	Data migration, cleansing, and classification projects leveraging GSI TradeContent Intelligence for HS/tariff, origin, and duty data alignment.	Data Quality & Compliance Consistency: We enforce compliance consistency by ensuring the same classification, documentation, regulatory data, and screening rules are applied across all integrated systems. This eliminates manual re-entry and data duplication, which are primary causes of non-compliance penalties and delays.
5. On-going Performance & Optimization Services	Post-implementation business performance reviews, tune-ups, and continual business process improvements to ensure the best possible use of GSI solutions.	Maximum ROI & Scalability: We provide the expertise to optimize the GSI ecosystem, ensuring it scales smoothly with growing customs volume without additional manual work. Our ongoing services ensure continuous improvement and maximize the return on investment (ROI).



Key Implementation Competencies & Scope:

- **Global Connectivity:** Supports multi-country customs connectivity for filings across the UK, EU, US, Canada, the Middle East, and APAC.
- **Security Filings:** Integration expertise for pre-arrival security filings like ENS, ICS2 (Import Control System 2), AMS (U.S. Customs), and ACI (Canada).
- **Audit Readiness:** Implementation includes paperless digital recordkeeping capabilities, maintaining an auditable record of declarations, documents, and customs transactions for full compliance.
- **Team Expertise:** Services are delivered by GSI's customs professionals, business process experts, and systems specialists, offering the camaraderie and deep understanding needed to successfully execute high-stakes modernization contracts.



GSI Managed Application, Network & Security Services – 24/7 Operations

Operational services to keep mission-critical customs and trade environments secure, available, and up to date

GSI's Managed Services team ensures the sustained high performance of your customs and logistics operations, allowing you to focus on moving freight. We follow industry standard best practices adopted by the Project Management Institute (PMI) for project management and operational excellence.



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Core Service Area	Description	Added Value & Focus
1. 24/7 Application Management & Performance	Application management, monitoring, and incident response for GSI CustomsXchange, including performance tuning on mission-critical database systems (e.g., IBM Db2) and underlying infrastructure.	High Availability & Optimization: Includes post-implementation business performance reviews, tune-ups, and continual business process improvements to ensure the best possible use of GSI solutions. Leverages intelligent workflows and AI to streamline crucial processes, enhance employee performance, and ensure real-time data access (e-government on demand principles).
2. Managed Global Connectivity & Onboarding	Managed connectivity and onboarding for logistics providers, carriers, and brokers using GSI BorderConnect Network, including message mapping and certification.	Secure, Real-Time Collaboration (GSI Global Logistics Network): Facilitates real-time collaboration across commercial, logistics, and customs activities by seamlessly connecting people, data, and systems globally. Includes a wide range of Advanced Messaging Solutions (Integrated EDI, Web EDI, Peppol Provider) and multiple secure connectivity options (HTTP(S), AS2/AS4, API, sFTP, FTPs, Webservices, OFTP). Features a Certified Security environment (SOC 2/ISO27001 equivalent) and an Online Message Monitoring Tool.
3. Regulatory Release & Change Management	Release and change management, including rollout of new regulatory rules, tariffs, and trade content into production environments.	Continuous Compliance & Data Accuracy: Ensures clients keep pace with rapidly-evolving customs regulations. This includes the automated rollout of new HTS codes, duty rates, rulings, and regulations from 190+ countries and 6 million regulatory sources. Utilizes smart automations and AI-enabled technology to ensure seamless deployment and high data accuracy across all platforms.
4. Security & Availability	Ensuring the entire mission-critical customs and trade ecosystem remains secure, available, and compliant with national security requirements.	Government-Grade Reliability: Provides robust operational support for managing large, complex systems, enhancing Customs' ability to intercept contraband and mitigating security concerns through enhanced intelligence and electronic data management systems.

GSI's advanced cross-border trade compliance software helps customers collaborate effectively with trading partners and customs authorities. Our smart automations power efficiency and free you to do what you do best—moving freight! The ongoing services ensure that the GSI platform is a strategic advantage, not just an operational requirement.



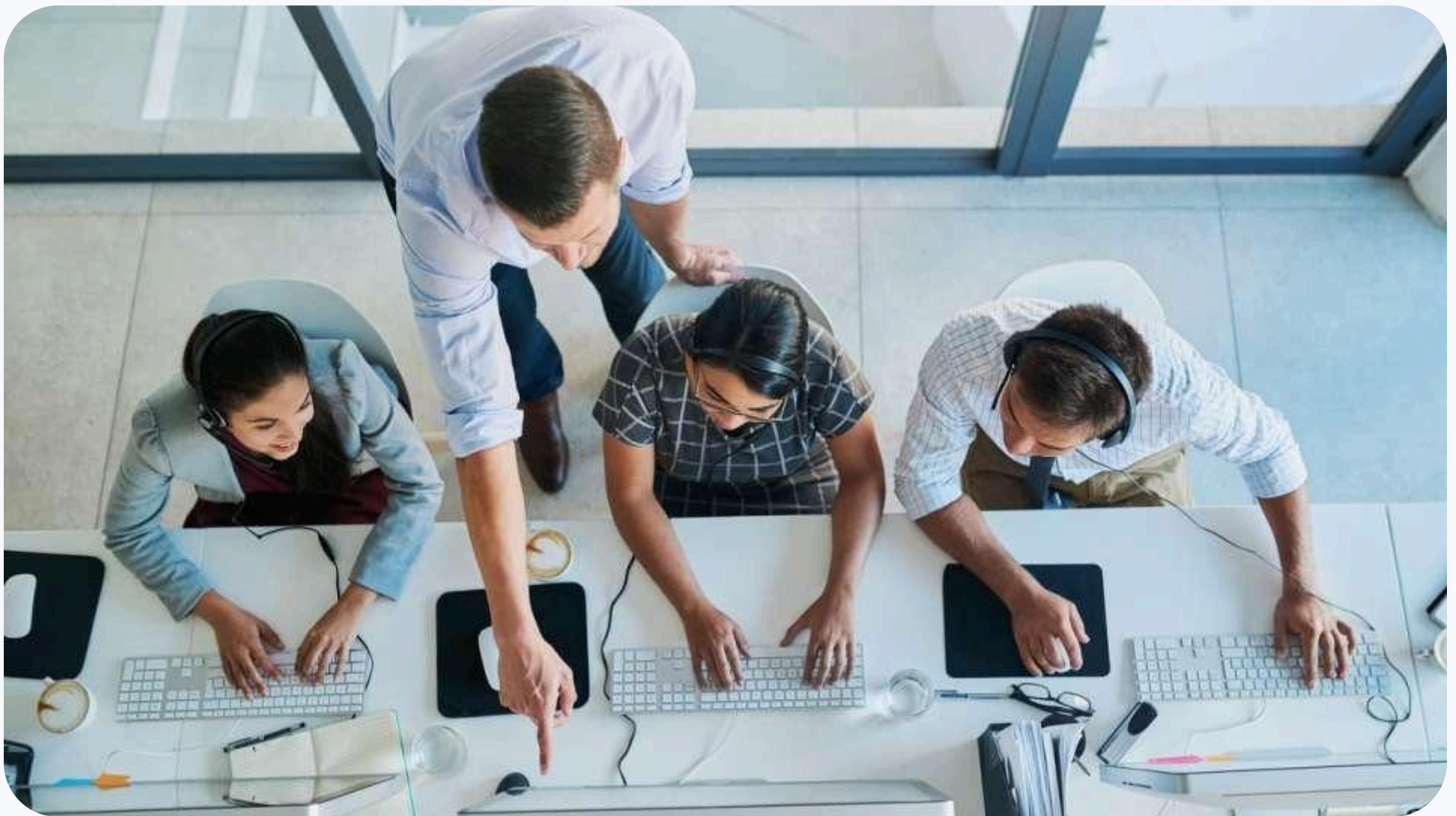
GSI Trade Compliance & Content Services

Specialised services that turn GSI's global trade content and compliance tools into an operational advantage, helping clients address exceptionally challenging regulatory projects and achieve sustainable performance.

GSI's Professional Services team works with customers on all aspects of their logistics business challenges, from business value identification to solution implementation and results achievement, maintaining and improving ongoing performance. We proudly follow industry standard best practices adopted by the Project Management Institute (PMI), leveraging our industry knowledge and domain expertise to ensure clients fully utilize GSI solutions.

Core Service Area	Description	Added Value & Focus
1. Trade Content Subscription & Governance	Global trade content subscription setup and governance using GSI TradeContent Intelligence (HS/HTS, tariffs, measures, FTAs, rules of origin).	<p>Single Source of Truth & Risk Mitigation: We configure GSI TradeContent Intelligence as your single source for comprehensive trade research across 190+ countries, providing up-to-date HS/HTS Codes, Rulings, Explanatory Notes, and Regulations.</p> <p>This service is crucial for understanding Tariff Volatility and mitigating risk driven by geopolitical shifts, ensuring financial transparency, and compliance consistency.</p>
2. Managed Classification & Duty Determination	Managed classification and origin review service for large product catalogues, with documented rationales and audit trails for customs reviews.	<p>AI-Enabled Efficiency & Accuracy: Implementation services focus on process definition and solution design for maximizing efficiency. We deploy AI-Enabled HTS Code Classification to automate product classification, ensuring accuracy, compliance, and speed.</p> <p>This service streamlines landed cost calculation and is key to optimizing free trade and preferential trade agreements by providing necessary audit trails and robust compliance evidence.</p>
3. Sanctions & Export Compliance Configuration	Compliance configuration services for sanctions/denied party screening, license controls, and export compliance workflows where GSI solutions are deployed.	<p>End-to-End Risk Management: We configure the solution to eliminate manual workflows and reduce false positives with AI-driven accuracy. This ensures comprehensive screening against Extensive Denied Party Lists and support for specialized rules like the OFAC 50% rule. Services include defining Customizable Workflows for compliance professionals, configuring Dynamic Rescreening (screening at first contact and continuously), and leveraging Enhanced Due Diligence Data (e.g., sanctioned ownership, PEPs, Adverse Media) to safeguard against violations.</p>

GSI's ongoing services include post-implementation business performance reviews, tune-ups, and continual business process improvements to ensure the best possible use of GSI solutions and maintain a compliance program that is audit-ready. This commitment ensures that the GSI platform continues to empower businesses with efficient, compliant import processes and accelerates the sales cycle through fast, accurate screening.



GSI Training, Change & Capacity Building

People-focused services to ensure adoption, sustainability, and institutional capability.

GSI's Professional Services team views user adoption as a critical success factor, specializing in guiding organizations to navigate the cultural and process changes inherent in large-scale modernization efforts. Our approach leverages Project Management Institute (PMI) best practices to ensure long-term, self-sustaining performance improvement.

Core Service Area	Description	Added Value & Focus
1. Role-Based Training & Education	Role-based training programs for customs officers, analysts, IT teams, and trade users on GSI platforms and processes.	Maximizing Solution Value: Services include initial education and training on Process Definition and Solution Design. Training covers all compliance areas (Customs Declarations, Security Filings, Denied Party Screening, FTZ Management) and the practical application of GSI TradeContent Intelligence for HTS classification, duty determination, and collaboration. This ensures personnel can take full advantage of the GSI solution.
2. Change Management & Adoption Support	Change management support, including communication planning, stakeholder engagement, and phased rollout strategies for large government programs.	Overcoming Cultural Barriers: We specialize in guiding clients through the re-engineering of legacy processes and overcoming cultural challenges—where "people get accustomed to doing things a certain way." Support includes defining critical success factors, communication strategies, and objective assistance during the "Go-Live" phase to accelerate user adoption and bring 21st-century business practices to the borders.
3. Long-Term Capacity Building & Governance	Long-term capacity-building engagements to help customs administrations develop internal expertise in risk management, data analytics, and system administration on GSI solutions.	Sustainable Performance & Institutional Capability: Focuses on developing internal expertise to ensure continuous compliance and efficiency. Services include establishing frameworks for post-implementation business performance reviews, tune-ups, and continual business process improvements. This builds institutional expertise in managing modern, complex systems and helps the client organization keep pace with rapidly-evolving customs regulations.