

Discover how Vivansa’s expertise is supporting DG TAXUD’s customs innovation through the SOFT-DEV project, streamlining processes like CERTificate EXchange (CERTEX), Data Integration and Harmonisation (DIH), and electronic Proof of Origin Certificate (ePOC) to shape the future of EU trade and compliance.

The SOFT-DEV project plays a pivotal role in maintaining and evolving the European Union’s customs systems, addressing the complexities of cross-border trade and the requirements of the Union Customs Code (UCC). As part of the SOF_ia consortium (led by Netcompany), Vivansa provides highly specialised expertise in key activities such as Business Process Modelling (BPM) for CERTEX, Data Integration and Harmonisation (DIH), and the development of the electronic Proof of Origin Certificate (ePOC).

This document explores Vivansa’s contributions to the SOFT-DEV project, including its work within the Single Window Environment for Customs and its role in assisting the Electronic Customs Coordination Group (ECCG). The following sections provide an overview of the context and challenges of these activities, Vivansa’s mission, and the outcomes achieved. Together, these elements illustrate the importance of Vivansa’s role in supporting DG TAXUD’s modernisation objectives for EU customs.

Context and Challenges

The SOFT-DEV project is a cornerstone of DG TAXUD’s strategy to modernise EU customs systems, aligning them with the Union Customs Code (UCC) and the Multi-Annual Strategic Plan for Customs (MASP-C). The MASP-C serves as a blueprint for achieving harmonization across customs processes and systems, addressing challenges such as fragmented data, evolving legal requirements, and diverse stakeholders coordination.

CERTEX, a project within the Single Window Environment for Customs, facilitates the electronic validation and exchange of certificates, enabling economic operators to submit documentation through a unified entry point. Concurrently, DIH ensures consistency in data across Member States’ systems, using the EU Customs Data Model (EU CDM) as a framework for harmonisation.

The ECCG, as the formal governance body for Technical and System Specifications

(TES), plays an essential role in coordinating the approval and oversight of IT systems development. Vivansa's involvement includes assisting DG TAXUD in the preparation and execution of ECCG deliverables, supporting the iterative processes that align these specifications with operational realities and stakeholder needs.

Together, these initiatives reflect the complexities of EU customs modernisation and the collaborative efforts required to achieve interoperability, compliance, and efficiency.

**SOFT-DEV - Supporting DG
TAXUD's vision for modernised EU
Customs** (Ref. 29304).

Client: [DG TAXUD](#)

Date started: November, 2021

Date completed: *on-going*

Contract value: €290m

Type of services activated:

- [Digital government services](#)
- [Customs consulting services](#)
- [Union Customs Code \(UCC\) transition](#)

See our portfolio of [services](#).

Resources allocated:

220+ people including approx. 15 people from the ranks of Vivansa and having essentially the profiles of analyst, architect, modeller, and business expert.

Vivansa Mission

As a subcontractor in the SOF_ia consortium, Vivansa contributes targeted expertise to the SOFT-DEV project across key initiatives, ensuring high-quality outcomes within its scope of work.

For CERTEX, Vivansa focuses on developing Business Process Models (BPMs) to

optimize workflows for certificate validation and integration within the Single Window Environment for Customs. These BPMs align with UCC mandates and MASP-C objectives, providing a foundation for streamlined processes and technical system design.

Vivansa also supports DG TAXUD in the preparation and execution of ECCG deliverables, assisting in review cycles and iterative specification development. By ensuring these specifications align with legal and operational requirements, Vivansa contributes to the smooth coordination of customs IT system improvements.

Additionally, through the ePOC initiative, Vivansa facilitates the transition to digital Proof of Origin Certificates, reducing administrative complexity and promoting compliance in international trade. These activities, while representing a focused part of the broader SOFT-DEV project, require specialised knowledge in customs legislation, IT integration, and business process optimization.

Outcomes

Vivansa’s contributions to the SOFT-DEV project have delivered meaningful advancements in EU customs modernisation.

For CERTEX, Vivansa has refined workflows for certificate validation and exchange, ensuring alignment with the Union Customs Code (UCC) and the objectives of the Single Window Environment for Customs. These enhancements simplify documentation submission for economic operators while improving the efficiency and interoperability of customs systems.

In the area of Data Integration and Harmonisation (DIH), Vivansa has successfully addressed fragmented data structures across Member States. By harmonizing datasets using the EU Customs Data Model (EU CDM), Vivansa has improved interoperability and ensured consistency across key customs systems, such as NCTS and AES.

Vivansa also assists DG TAXUD in the preparation and execution of ECCG deliverables, contributing to the development and review of Technical and System Specifications. This work ensures that these specifications are well-aligned with operational requirements and stakeholder expectations, supporting the effective rollout of customs IT improvements.

Through its contributions to the ePOC initiative, Vivansa has facilitated the digitalisation of Proof of Origin Certificates, enhancing trade compliance and operational efficiency. By reducing administrative burdens, this work supports the EU’s broader commitment to creating a streamlined and interconnected customs ecosystem.

Overall, Vivansa’s specialised expertise has contributed to the successful execution of key SOFT-DEV activities, demonstrating the value of focused support in advancing DG TAXUD’s strategic objectives for EU customs modernization.



DG TAXUD is the Directorate-General for Taxation and Customs Union of the European Commission. Its primary responsibilities include developing and implementing EU tax and customs policies, ensuring a level playing field in the internal market, and facilitating the free movement of goods across EU borders. DG TAXUD works to modernise and simplify tax and customs systems, combat tax evasion, and support businesses operating within the EU’s single market. It plays a crucial role in shaping the EU’s economic and financial agenda.

About the Author



Vivansa On-line Community Liaison

Vivansa Communication Department