Application: 7189

Abu Dhabi Customs Information Technoloy Team

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Abu Dhabi Customs

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Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Abu Dhabi Customs Information Technoloy Team

Category

N08. Technology Team of the Year - Government Technology

Technology Team Submission Format

Written Answers

a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required

The IT team at Abu Dhabi Customs (ADC) has evolved from a traditional support function into a strategic enabler of innovation, driving digital excellence across customs operations. Under the umbrella of the DigiNext 2024–2028 strategy, the team leads ADC's vision of "Digital Invisible Customs"—smart, seamless, and automated border management that powers a frictionless global trade and logistics ecosystem.

Originally tasked with system maintenance, the team was restructured into agile squads specializing in cybersecurity, digital experience, data analytics, systems integration, and innovation. This transformation enabled the successful execution of enterprise-scale digital programs, earning international acclaim for enhancing efficiency, compliance, and customer service.

Operating within a comprehensive technology governance model aligned with TOGAF, ITIL, COBIT, ISO 27001/9001/20000, DAMA-DMBOK, and CMMI, the team delivers secure, user-centric, and resilient digital services. Core capabilities include a cloud-first infrastructure, AI-powered Enterprise Service Management, Zero-Trust cybersecurity, and real-time disaster recovery.

The team's expertise spans enterprise architecture, agile development, and solution design—applying best practices to deliver interoperable, scalable, and future-ready platforms. Stakeholder engagement is embedded through co-creation workshops and AI-driven feedback loops, ensuring continuous service improvement. Governance is overseen by multi-tiered committees to maintain strategic alignment, mitigate risks, and ensure integrated, high-impact delivery.

b. Outline the technology team's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Since 2023, ADC's IT team has delivered a wave of innovations that redefined customs modernization and positioned ADC as a global digital leader. Anchored by the Digital Invisible Customs initiative, the team has automated and enhanced trade facilitation, achieving major milestones:

•Executed 55+ projects leveraging AI, blockchain, IoT, and system integration to digitize core customs operations.

•Ranked #1 in Abu Dhabi's Government Digital Maturity Index (78%) and scored 4.26/5 in the DED++ Digital Transformation Assessment.

•Launched "Ain", an inclusive AI-based digital training platform with sign language support.

•Implemented an AI-powered Risk Management System, reducing risk evaluation time by 60%.

•Built a Data Management Hub, achieving 99.9% data accuracy and 98% availability for real-time decisions.

•Deployed TradeChain, a blockchain platform that reduced shipment processing time by 70% and cut costs by 28%.

•Launched Digital Trade Corridors with Brazil and China; expansion to Japan and Hong Kong is underway.

•Achieved 72% pre-arrival clearance, integrated with 84 systems via 1,000+ APIs.

•Automated Border Crossing Permits, easing congestion and reducing CO_2 emissions.

Additional milestones:

•Rolled out the DigiNext 2024–2028 strategy.

•Migrated infrastructure to Azure cloud with 99.97% uptime.

•Established a Security Operations Center, achieving 100% IA–DGE maturity.

•Resolved 99.98% of IT service requests on first contact.

•Deployed 5 AI use cases (85% accuracy) and 25 RPA bots (98% faster processing).

•Achieved full ISOs compliance and won 25+ global awards.

As a result, IT boosted operational efficiency from 40% to 91% and improved customer satisfaction by over 60%.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

ADC's IT team stands as a benchmark of digital transformation in the public sector. It is the only entity in Abu Dhabi to achieve a 78% score in the Government Digital Maturity Index —well above the government average of 51%—securing a place in the "Leadership" tier. In the DED++ Digital Transformation Maturity Assessment, it ranked #1 among peers with a score of 4.26/5, demonstrating strong alignment between digital investments and strategic goals.

These achievements mark a radical improvement from previous performance baselines:

• Operational efficiency increased from 40% to 91%

• Pre-arrival clearance surged from 6% to 72%

• Clearance times dropped from 60+ to 13.77 minutes

• OGA approval time fell from over 3 hours to under 34 minutes

• 31% of all transactions are now proactive

• Digital transaction volume grew 17%

• Trader happiness index increased from 88% to 92%

Globally, ADC made history as the first customs authority featured in a WCO blockchain case study, recognizing the success of its TradeChain platform. Cybersecurity outcomes are equally impressive—achieving zero breaches and 100% compliance, backed by full disaster recovery readiness.

Internally, project success rates hit 94%, with 99.98% service availability and 99% data quality maturity, demonstrating both agility and resilience.

Compared to peers and its own history, ADC's IT team leads in cost savings, automation, cross-border integration, and stakeholder satisfaction. Its transformation is not just iterative but disruptive—positioning it as a global benchmark for smart government and digital customs innovation.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

The following supporting documents substantiate the IT team's achievements:

1. Award Certificates – Documentation of over 25 global awards, including Stevie, ICMG, FutureNet, HBC, and CIO 200 recognitions.

2. TradeChain Case Study – World Customs Organization's first blockchain-focused case study, spotlighting ADC's TradeChain as a global best practice.

Link: World Customs Organization (https://www.wcoomd.org/en/media/newsroom/2025/may/wco-smart-customs-project-conducts-first-national-study-mission-on-blockchain-technology-in-uae.aspx)

3. Government Digital Maturity Index (GDMI) – Official scorecard verifying ADC's 78% leadership-tier performance.
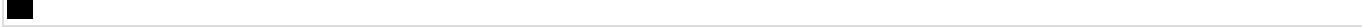
4. DED++ Assessment Report – Third-party (KPMG) assessment confirming ADC's leading digital maturity score of 4.26/5.

5. Performance Dashboards – Visual evidence of operational gains.

6. Technology Models & Frameworks – Diagrams of ADC's IT Tactical Model, Enterprise Architecture, and Service Delivery frameworks.

These materials collectively validate the transformation, performance, and global impact of ADC's technology team.

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Would you like to add an additional supporting document?

No

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