



Award

 1<sup>st</sup> in UN Public  
 Service Award  
 2013

# TTBIZLINK

“Since implementing TTBizLink, we have seen an immediate impact and improved the service levels and efficiencies across the agencies, with over 75 per cent reduction in application processing time. These improvements are in line with our eGovernment strategy to utilise ICT to transform key trade and business related services to transform Trinidad and Tobago into a world class business hub with an efficient, transparent and attractive business climate.”

**Senator the Honourable Vasanth Bharath,**  
 Minister of Trade, Industry and Investments,  
 Government of the Republic of Trinidad and Tobago

## SUMMARY

**Client:** The Ministry of Trade, Industry and Investment, Ministry of Finance, Ministry of Food Production, Ministry of Health, Ministry of Legal Affairs, Ministry of National Security; trade and business communities connected to trade and business facilitation in the Republic of Trinidad and Tobago.

**Challenge:** Almost all trade and business related activities were performed in a manual, paper-based manner across government divisions. It is a challenge to design an Information Technology (IT) system that automates core processes, promotes collaboration between agencies and ensures that the appropriate support structures, such as legislation, support centre, training, marketing and communications, are in place.

**Solution:** The state-of-the-art Single Electronic Window (SEW) system - TTBizLink connects 8 government departments across 5 government ministries with the business community seamlessly. It is a one-stop online portal for the business community to access services related to trade and business facilitation, such as registering a company, applying for work permits, import/export licenses or permits, cargo declaration and manifest submission, etc. Government departments can use TTBizLink's intelligent Electronic Data Interchange and messaging systems to securely integrate and share information.

**Benefits:** Achieved 57% - 96% reduction in application processing time and improved the service levels and efficiencies across government agencies. Transformed key trade and business related services and positioned Trinidad and Tobago as a world class business hub.

## BACKGROUND

The Government of Trinidad and Tobago realised the importance of having a business-enabling environment to attract and keep investors. As a result, a series of institutional, legal and administrative reforms to improve the "Ease of Doing Business in Trinidad and Tobago" was embarked.

Most of the government transactions in Trinidad and Tobago were paper-based and conducted manually. While it was extremely time-consuming for the government agencies to process the paper applications manually, companies and individuals had to make multiple trips to numerous government agencies in order to secure the necessary approvals as there was no coordination between ministries.

## SOLUTION

TTBizLink totally transformed the business and trading landscape in Trinidad and Tobago. It is an IT platform that seamlessly routes online applications (e.g. permits and licenses) from the trade and business community to multiple government agencies. The intelligent business-rule driven messaging and routing mechanism of TTBizLink consolidate the approvals from various government agencies and send them to the applicants online. Process optimisation ensures that wherever possible, applications are concurrently processed by different government agencies, achieving greater benefits for both the applicants and the government.

In order to fully realise the effectiveness of TTBizLink, users were trained on how to use the system and educated on the process changes that came about during the process optimisation and rationalisation. Training programmes were meticulously tailored to the needs of every ministry and the business community. Several support centres, such as a call centre and service centres were established to sustain the operations of TTBizLink system.

In Phase I of TTBizLink, eight modules were developed in conjunction with the users.



## IMPORT/EXPORT PERMITS & LICENSES

Importers/exporters can apply for trade permits and licenses from the Ministry of Trade and Industry (MTI) – Trade License Unit (TLU), Ministry of Food Production Land and Marine Affairs (MFPLMA) – Animal Production and Health Division and Plant Quarantine Services, and the Ministry of Health – Chemistry, Food and Drug Division. Application status can be tracked, and permits and licenses can be printed via the internet.

## IMPORT DUTY CONCESSION

Firms seeking import duty concession can submit their online application forms to MTI. Likewise, application status can be tracked and approvals printed via the internet.

## e-PORTS

This service enables the master of every aircraft or ship or his agent and every cargo reporter to prepare and submit cargo manifest data to the major ports in Trinidad and Tobago through a secure system-to-system link.

## GOODS DECLARATION

The Goods Declaration service enables the Importer/Exporter or authorised agent of imported and exported goods to submit cargo declaration data and supporting documents directly to the Customs and Excise Division's Border Control System. The relevant declaration data will then be shared with the various approving/regulatory agencies through a secure system-to-system link via TTBizLink.

## COMPANY REGISTRATION

Business registration and company incorporation applications can be carried out online. The Registrar General's Department of the Ministry of Legal Affairs (MLA) will process the online applications and applicants can easily track the status.

## CERTIFICATE OF ORIGIN (CO)

Exporters can apply for COs from the Business Development Company Ltd. or Trinidad and Tobago Chamber of Industry and Commerce (TTCIC) via the internet.

## FISCAL INCENTIVES

Companies seeking Fiscal Incentives from the Ministry of Trade and Industry (MTI) can submit the necessary application forms and upload supporting documents online. Application status can be tracked and approvals printed via the internet.

## WORK PERMIT

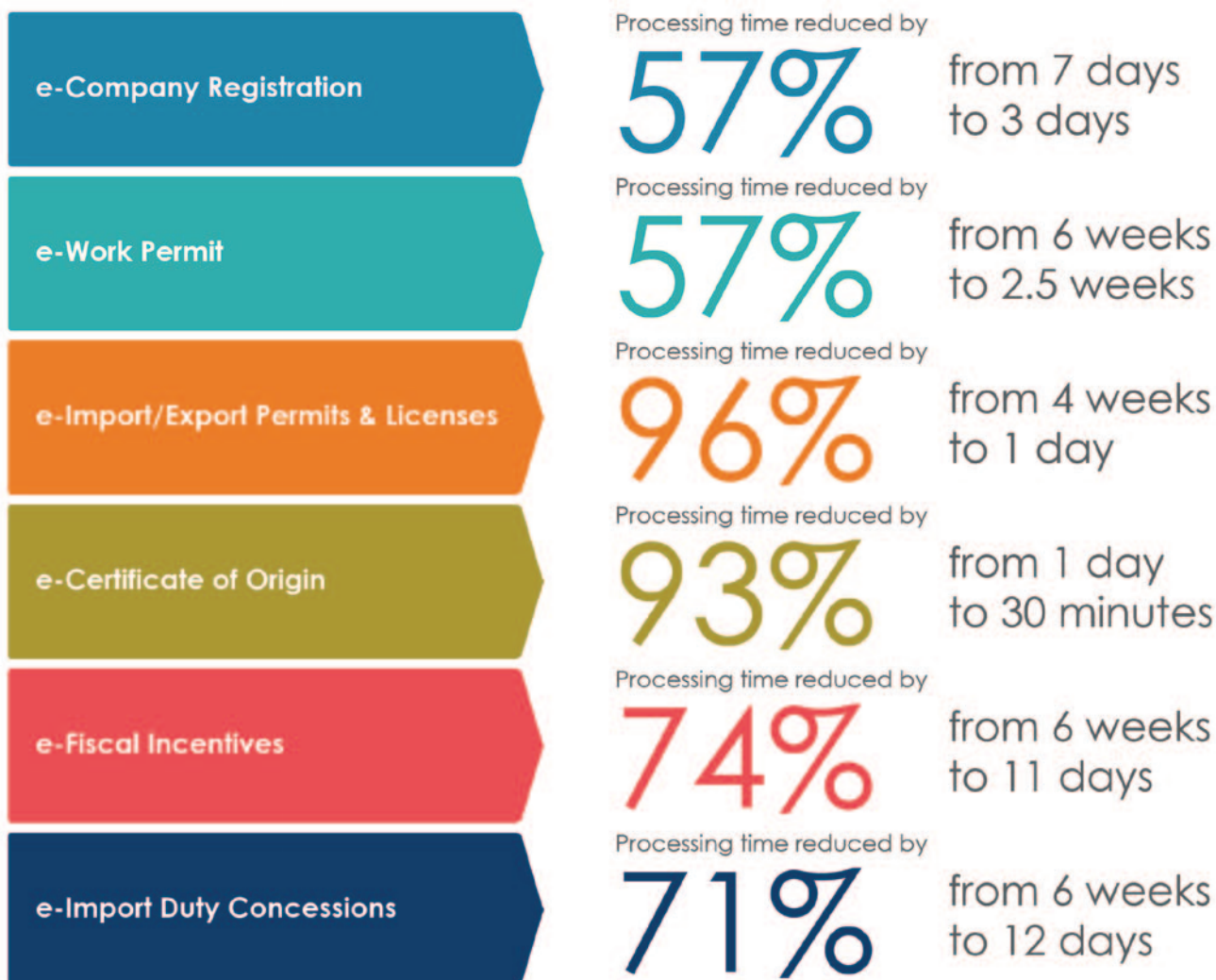
Companies and individuals can electronically submit Work Permit applications to the Ministry of National Security (MNS) – Work Permit Secretariat. Applicants are able to track the approval status online.



Since implementing TTBizLink, the following efficiency improvements were achieved:

## MODULE

## EFFICIENCY IMPROVEMENT (Average Processing Time)



## BENEFITS

### Government

- Overview of each transaction, reduce processing time and bottleneck in the entire process.
- Monitoring the service level agreement between each department within ministries.
- Improvement in the overall efficiency and transparency of government processes.

### Business Community

- Greater operational efficiency.
- Faster trade and business transactions.
- Provision of vital, timely information to support more efficient Business-to-Business (B2B) transactions and investment decisions.
- Enhancing the competitive edge of Trinidad and Tobago-based companies and industries.

For more information on this case study, please contact us at [sales@crimsonlogic.com](mailto:sales@crimsonlogic.com)

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