

**F2**

**BUILT FOR  
GOVERNMENT**



## **CITES**

**RAPIDLY AND SAFELY HANDLE CASES  
AND CERTIFICATES FOR IMPORT / EXPORT  
OF PROTECTED SPECIES**

cBrain worked with the Danish Environmental Protection Agency (EPA / Miljøstyrelsen) to implement a single solution to allow a controlled international trade of endangered animals and plants, compliant with the Washington Convention (CITES); including a front-end for citizens' permit applications and a back-end for CITES authorities to efficiently process these cases.

## CUSTOMER PROFILE

### Customer Name

Environmental Protection Agency  
(EPA / Miljøstyrelsen)

### Sector

Government - Environmental  
Sector

### Service provided

End-to-end digital solution to  
manage import/export of  
endangered species (CITES)

**Users:** 10-15

### Number of applications

Approx. 6000-7000 per year

### Implementation date

November 2019

## TECHNICAL INTEGRATIONS

- Self-service web form integrated with the EPA's website.
- Global CITES database Species+ integration
- Danish National Identification system (CPR-registry) integration
- Danish Digital Post (e-boks) integration for official communication

## THE CHALLENGE

The Danish Environmental Protection Agency (EPA) used to handle applications for the CITES permits using a paper-based or mail-born case procedure, as well as an outdated case management solution, which led to challenges such as:

- Creation of duplicate cases
- Difficulty complying with the GDPR regulation on protection of personal data when processing cases. GDPR was manually handled, which was too time consuming.
- Lack of transparency in regards to case processing.

## THE SOLUTION

cBrain's CITES digital solution includes:

- Self-service web-form module used by public companies / citizens to apply for CITES permits and certificate online.
- A fully integrated software stack with database, user and role access control, case management, application handling, communication, administration, reporting, audit trails and integrations to Danish national or international portals.
- Integration to the Global CITES database: Species+ to guarantee a current report of the status of each species.
- Add-ons to the F2 standard platform: automated checklists to evaluate applications based on the CITES regulations.

## THE BENEFITS

- Improved data quality as received from the citizens, due to the intuitive online forms used to complete and submit CITES applications, which ensures that all information needed to process an application is available.
- The overview of the number and the nature of cases allows to process applications more efficiently.
- Full control and transparency over all operational steps, to guarantee a fair and effective management of all applications, with an automated case management based on checklists.
- Reduced case processing time, including fewer return inquiries to applicants, due to quality assurance facilitated by F2, where all information is stored in one system.
- More secure and fully compliant with GDPR.
- Easy reporting options and full transparency in case management, facilitating the annual CITES reporting.
- The applicants' experience is enhanced by automation and transparency of services.