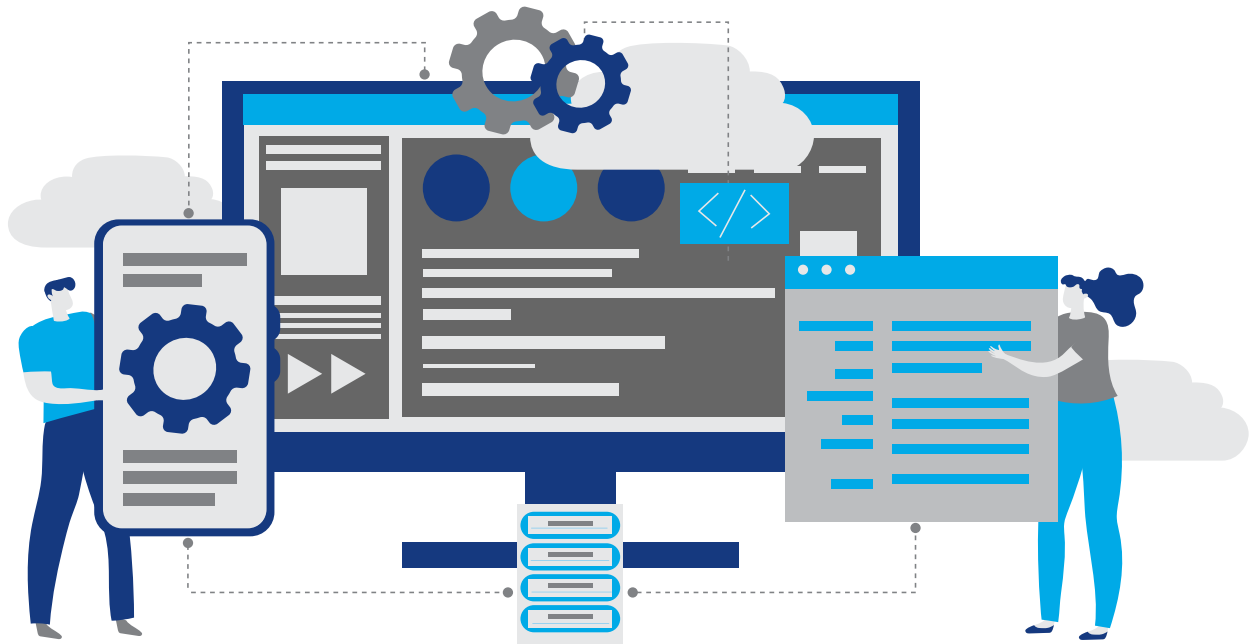


THE CRUCIAL ROLE OF INTEROPERABILITY IN INTERNATIONAL BUSINESS OPERATIONS



Achieving interoperability of systems within an organisation and between supply chain partners is crucial to achieving a competitive edge in a complex and constantly changing global trading environment. It can provide business with the ability to respond faster to occurrences, identify operational efficiencies, and enhance customer satisfaction.

What is interoperability?

Interoperability refers to the ability of different systems and processes within organisations and organisations across the supply chain to seamlessly communicate, exchange data, and work together effectively. It plays a crucial role in enhancing efficiency, reducing costs, and improving overall performance of business operations.

Why is interoperability important?

Interoperability is crucial for businesses operating in international or cross-border contexts for the following reasons:

1

Global supply chain networks

Interoperability enables seamless communication and data exchange across borders, ensuring smooth coordination among international partners, suppliers, and distributors.

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2

Regulatory compliance

Interoperable systems facilitate the exchange of relevant data and documentation, helping businesses comply with import/export requirements, customs procedures, and international trade agreements.

3

Currency and payment systems

Interoperable payment platforms and financial systems facilitate secure and efficient cross-border transactions, enabling businesses to manage currency conversions, settlement processes, and international payments seamlessly.

4

Supply chain visibility and risk management

Interoperable data-sharing mechanisms provide enhanced supply chain visibility, enabling businesses to monitor inventory levels, track shipments, and mitigate risks more effectively across geographically dispersed operations.

5

Customer expectations and experience

Interoperable systems support integrated customer relationship management (CRM), e-commerce platforms, and supply chain logistics, ensuring smooth order fulfillment, delivery, and customer support processes across international markets.

To achieve these, businesses must seek to standardise data formats and transfer protocols, integrate disparate platforms, establish coherent data governance arrangements, build scalable and flexible infrastructures, and embrace advance technologies.

Businesses that can seamlessly integrate with global partners, adapt to diverse market conditions, and leverage international data networks are better positioned to succeed in the global marketplace.