



GCloud 15
Service Definition
AI Powered Digital Mailroom (DMR)

About XBP Europe

Who, Where, Why, What

Who

XBP Europe (Nasdaq: XBP), is a pan-European integrator of IT Solutions for contact centers and related BPO solutions and services. We serve many of the largest private and public sector clients in the UK, Europe, and our extensive network reaches majority of populations in key European markets.

Why

Going public empowers our management to participate in the large European economy, to grow with our clients, and to create value for our employees and stakeholders. Our Parent company XBP Global is a business process automation leader serving more than 60% of the Fortune 100®.

Where

Secure hybrid cloud infrastructure enables XBP Europe to deploy its solutions to clients across the UK, European market, along with the Middle East and Africa. Our physical footprint spans 15 countries over 34 locations supported by our ~1,500 employees.

What

We provide process management by partnering with our clients including their data modernization and AI journey with suites of solutions and services.

Listed on NASDAQ see our website [here](#).



Goals, Objectives, and Scope

- Business Problem:
Manual mail handling leads to long processing times, high labor costs, data errors, and inability to support hybrid work models.
- Key Solution Goals:
 1. Operational Efficiency: Achieve over 90% automation and 99.9% accuracy in data extraction.
 2. Accessibility: Provide 24/7 access to mail from any location for hybrid working.
 3. Compliance: Create a tamper-proof audit trail for every document.
- In-Scope
Receipt, sorting, scanning,
AI classification,
data extraction,
validation (Human-in-the-Loop),
secure digital routing,
and archival.
- Out-of-Scope
Outbound mail generation (unless specified in Call-Off Order Form).



High-Level Architecture Overview

- Concept: A cloud-native, multi-tenant SaaS application (Lot 2b) that centralizes physical and electronic mail processing.
- Ingestion Layer: Physical mail is received at a secure BPO center for high-speed scanning (Capture) or electronic mail (email/portal uploads) is received directly.
- Processing Layer (AI Core): Documents enter the core system where AI/Machine Learning performs automatic classification and Optical Character Recognition extracts key data points (names, amounts, dates).
- Validation Layer: Documents falling below a confidence threshold are flagged for Human-in-the-Loop validation via a secure web portal for quick review/correction.
- Routing/Integration Layer: Validated, structured data is routed via API or secure connectors to the appropriate internal workflow, Document Management System (DMS), or specific departmental application.
- Access/Reporting Layer: All content is stored in a secure, centralised repository with 24/7 instant access and reporting dashboards.



Data Architecture and Integration

- Data Types Documents: Image files (TIF, PDF), structured data (XML, JSON, CSV), and metadata.
- Data Model Centralised, object-based document repository linking documents to extracted metadata, audit logs, and classification tags.
- Integration (APIs) RESTful APIs are used for seamless and secure communication with client-side applications (e.g., CRM, EHR). The design supports System Synchronization services to maintain integrity.
- Data Flow Data is primarily stateless (document processing is independent) until the routing stage, where it triggers process services and updates state in downstream systems.
- Retention/Destruction Documents are electronically archived according to retention policies; physical documents are destroyed to BS15713:2009 standard.



Security and Compliance Architecture

- Access Control:
Role-Based Permissions: Restricts document visibility based on user roles and separation of duties.
Utilises Two-Factor Authentication (2FA) for portal access.
- Data Protection:
Encryption: Data is encrypted in transit (using secure network/TLS 1.2+) and at rest.
- Audit & Accountability:
Complete, detailed audit logging (chain of custody) for every action (scanning, viewing, routing, correction). Automated alerts for suspicious activity.
- Compliance & Standards:
Adherence to ISO 27001 (Information Security), ISO 9001 (Quality Management), and Cyber Essentials Plus standards is maintained.
- System Resiliency:
Incorporates Business Continuity Management (ISO 22301) to ensure uninterrupted service.



Implementation & Transition Strategy

- **Discovery & Planning:**
Finalise mail profiles and volumes. Define all business rules for classification/routing and SMART objectives. Prepare CRM/Database access for automatic indexing.
- **Build & Testing:**
Configure AI/OCR models specific to client documents. Implement API integrations. Conduct security, performance, and User Acceptance Testing (UAT).
- **Deployment & Go-Live:**
Go-Live in a phased approach. Activate physical redirection to the BPO/Scan Center. Rollout end-user training.
- **Optimisation:**
(Ongoing) Continuous improvement cycle: use reporting functions to gather feedback, monitor performance against SLAs, and refine AI model accuracy.



After Sales Support

- Customers will have access to the ServiceFirst support model which provides 24/7 support via telephone, chat and email. This model offers 3 key functions:
 - 1st line Application Support – incident, problem & change management, and query handling
 - 2nd line Application Support – 2nd level analysis of incidents, fact finding and reporting on the issue.
 - 3rd line Application Support – infrastructure support for monitoring, performance and security.
- A Client Relationship Manager is assigned to handle any incident escalations, monthly or quarterly meetings, supply MI information based on agreed KPIs to be reported on and for change requests.

