



↔ **XBP** EUROPE

GCloud 15

EON

The Architecture of Robotic Process Automation

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

1. Create a Virtual Workforce:

To establish a digital workforce that operates alongside human employees to handle specific operations

2. Automate Routine Operations:

To automate structured, repetitive, and computer-based tasks, allowing for a complex and holistic approach to business process automation

3. Facilitate Digital Transformation:

To help businesses kick-start automation with a solution that is easy to integrate and customize, moving beyond singular operations to end-to-end automation



Objectives

1. **Automate repetitive and rule-based processes** using intelligent bots and cognitive RPA
2. **Improve operational efficiency and accuracy** while reducing cost and manual effort
3. **Enable processing of structured and unstructured data** through AI and machine learning
4. **Support enterprise scalability** with flexible onshore, nearshore, and offshore delivery
5. **Enhance decision-making** using analytics, process mining, and real-time insights
6. **Ensure security and regulatory compliance** across automated workflows



Scope

In Scope

- Deployment of EON intelligent automation and RPA platform
- Configuration of bots, workflows, and AI-enabled automation
- Integration with existing enterprise applications and data sources
- Automation of targeted business processes (e.g., healthcare, BFS, HR, finance)
- Use of AI capabilities such as OCR, NLP, cognitive RPA, and process mining
- Security, governance, and compliance controls within EON
- User training, knowledge transfer, and operational handover

Out of Scope

- Replacement of core enterprise systems
- Full redesign of upstream business processes (unless explicitly included)
- Custom AI model development beyond EON's supported capabilities
- Manual operations not aligned to automation or hybrid delivery model
- Long-term business process outsourcing outside agreed services



High-Level Architecture Overview

EON is built on a modular, scalable architecture that combines intelligent automation, AI-driven processing, and secure enterprise integration to deliver end-to-end process automation.

Enterprise Systems & Data Sources: Core business applications, documents, emails, and third-party platforms

Integration & Ingestion Layer: Secure connectors, APIs, OCR/IDP pipelines, and real-time or batch ingestion

Automation & Intelligence Core: RPA bots, cognitive automation, AI/ML models, and business rules engine

Process Mining & Analytics: Continuous monitoring, performance insights, and optimization recommendations

Orchestration & Control Layer: Bot orchestration, workload management, scheduling, and exception handling

Presentation & Access Layer: Dashboards, reporting, role-based access, and human-in-the-loop interaction

Security & Governance (Cross-Layer): Identity management, encryption, audit logging, and compliance control



Data Architecture and Integration

EON uses a flexible, secure data architecture to ingest, standardize, and process data from diverse enterprise systems, enabling intelligent automation and real-time insights.

Multi-Source Data Inputs: Enterprise applications, documents, emails, scanned images, and third-party systems

Data Ingestion Layer: Batch and real-time ingestion using APIs, secure connectors, OCR, and IDP pipelines

Data Transformation & Quality: Validation, cleansing, normalization, and enrichment at ingestion

Centralized Processing Layer: Structured and unstructured data processed within the EON automation platform

AI-Enabled Data Handling: NLP, computer vision, and cognitive RPA for unstructured and semi-structured data

API-Driven Integration: Seamless bi-directional data exchange with upstream and downstream systems

Secure Data Access: Role-based access, encryption, audit trails, and compliance controls



Security and Compliance Architecture

EON is designed with security and regulatory compliance embedded across the platform to protect enterprise data, ensure trust, and support regulated industries.

Identity & Access Management: Role-based access control, authentication, and authorization for users and bots

Data Protection: Encryption of data at rest and in transit across all components

Secure Automation: Controlled bot access, credential vaults, and least-privilege execution

Compliance & Governance: Audit logs, policy enforcement, and alignment with regulations such as HIPAA, GDPR, and CCPA

Monitoring & Threat Detection: Continuous logging, activity monitoring, and anomaly detection

Resilience & Continuity: Backup, recovery, and high-availability configurations



Implementation & Transition Strategy

EON is implemented through a phased, low-risk approach to ensure rapid value realization, operational continuity, and smooth adoption.

Phased Implementation: Incremental rollout by process, function, or business unit

Use-Case Prioritization: Focus on high-volume, high-impact processes first

System Integration: Seamless integration with existing applications and data sources

Bot Deployment & Validation: Controlled deployment with parallel runs and quality checks

User Enablement & Change Management: Training, documentation, and human-in-the-loop support

Transition to Operations: Knowledge transfer, stabilization period, and handover to support teams



After Sales Support

EON provides comprehensive after-sales support to ensure platform stability, continuous optimization, and sustained business value post-implementation.

Operational Support: Ongoing monitoring, incident management, and issue resolution

Maintenance & Enhancements: Regular updates, patches, and performance optimization

Bot & Workflow Support: Monitoring, tuning, and optimization of deployed bots

User Support & Helpdesk: L2/L3 support, troubleshooting, and user assistance

Service Level Management: Defined SLAs for response, resolution, and availability

Continuous Improvement: Feedback-driven automation enhancements and process optimization

