



↔ **XBP** EUROPE

GCloud 15

IDP Search and Knowledge Discovery
AI-Powered Semantic Retrieval and Enterprise Data Unification

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. Accelerating Speed-to-Insight:** Reduce the time employees spend searching for information across fragmented systems.
- 2. Unifying Disparate Data:** Connect structured and unstructured data sources into one searchable, centralized index.
- 3. Enhancing Decision Quality:** Ensure users have immediate access to the most relevant and up-to-date information available.
- 4. Preserving Corporate Memory:** Capture and index historical knowledge to prevent information loss during staff turnover.



Objectives

Aim is to transform how users interact with data by moving beyond simple keywords to a deep, context-aware discovery experience.

1. **Semantic Intent Recognition:** Leverage Natural Language Processing (NLP) to understand the meaning behind a query, not just the words.
2. **Federated Search Connectivity:** Simultaneously query SharePoint, local drives, databases, and cloud storage (AWS/Azure/Google).
3. **Automated Content Summarization:** Use Generative AI to provide instant summaries of long search results or multi-page documents.
4. **Proactive Information Delivery:** Suggest relevant documents based on a user's current project, role, or past search behavior.
5. **Secure Discovery:** Ensure that search results strictly adhere to the source system's original folder-level and file-level permissions.



Scope

In Scope

- Design and setup of the IDP platform architecture.
- Integration of data sources (e.g., S3, Google Cloud, MSSQL).
- Development of custom classification and extraction models.
- Setup of HITL validation workflows and role-based security.

Out of Scope

- Replacement of primary core legacy transactional systems.
- Manual document sorting outside of digital ingestion points.
- Hardware maintenance for on-premise components (if cloud-hosted)



High-Level Architecture Overview

The IDP Search and Knowledge Discovery engine utilizes a modern "Crawl-Index-Query" pipeline optimized for real-time relevance and massive scalability.

Federated Connectors: Securely "crawls" data from diverse sources including CRM, ERP, Email, and Cloud Repositories.

Semantic Indexing: Converts text into high-dimensional "Vectors" to enable concept-based retrieval.

Enrichment Engine: Automatically tags documents with entities (people, dates, locations) and themes during ingestion.

Neural Query Processor: Interprets natural language questions and matches them against the semantic index.

Ranking & Relevancy Model: Dynamically ranks results based on document freshness, user context, and authority.

Secure Delivery Layer: Provides an encrypted interface for users to preview and interact with discovered knowledge.



Data Architecture and Integration

Our architecture is designed for deep metadata enrichment and real-time indexing, ensuring that the knowledge base is always current and comprehensive.

Vector Database: Stores mathematical representations of data to allow for "near-neighbor" similarity searches.

Metadata Extraction: Automatically generates tags and categories from unstructured text using AI entity recognition.

Relationship Mapping: Identifies links between disparate documents (e.g., linking a contract to a specific project and client).

Real-Time Delta Crawling: Monitors source systems for changes, ensuring new or edited files appear in search results instantly.

Permission Mirroring: Synchronizes Access Control Lists (ACLs) to maintain the "Least Privilege" security model.

Multi-Cloud Support: Architected to index and store metadata within UK-only regions of AWS, Azure, or private clouds.



Security and Compliance Architecture

IDP integrates military-grade security protocols and automated compliance monitoring to ensure the absolute integrity and confidentiality of sensitive organizational information..

Data Protection: End-to-end encryption (AES-256) and automated PII redaction.

Identity Management: Role-based access control (RBAC) and mandatory Multi-Factor Authentication (MFA).

Automated Redaction: AI-driven obfuscation of PII/PHI to ensure data privacy before secondary processing.

Compliance Framework: Fully aligned with international standards including ISO/IEC 27001, PCI DSS, and Cyber Essentials Plus.

Resilience: Built-in disaster recovery and high-availability configurations across UK-only data centers.

Vulnerability Management: Continuous automated scanning and regular independent CREST-accredited penetration testing.



Implementation & Transition Strategy

The IDP solution is deployed through a phased, low-risk implementation methodology that prioritizes business continuity and ensures a smooth transition to automated operations. The implementation of Search and Knowledge Discovery focuses on "Source Connectivity" and "Relevance Tuning" to ensure the system delivers immediate value.

Source Inventory & Mapping: Identifying all data silos (SharePoint, SQL, etc.) and defining the connectivity priority.

Security & Permission Audit: Testing the "Security Trimming" to ensure users cannot search for files they shouldn't see.

Relevance Tuning: Collaborating with subject matter experts to "weight" specific document types higher in results.

User Acceptance Testing (UAT): Validating search accuracy and retrieval speed against real-world user questions.

Knowledge Transfer: Training admins on how to add new data sources and monitor search analytics for "unanswered" queries.



After Sales Support

We provide a structured after-sales support framework to maintain platform performance, provide continuous AI model training, and ensure sustained business value.

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

Support Tiers: Scalable options from Standard (Business Hours) to Dedicated (24/7/365).

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

