



↔ **XBP** EUROPE

GCloud 15

ATHENA

Next Generation Business Management

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. Enhancing Business Performance:

The platform aims to improve profitability and connectivity by allowing users to quickly analyze data, collaborate, and take action

2. Democratizing Data Analysis:

Athena is designed to be "absolutely easy to use" for anyone from any background, removing the need for specialized licenses or certifications often required by competitors.

3. Bridging Operational Silos:

The platform seeks to make connected assets and operations real, valuable, efficient, and logical by integrating disparate data sources into a single source of truth.

4. Operational Efficiency:

The platform leverages automated ingestion pipelines and AI/ML models to eliminate manual data processing, ensuring rapid value realization and improved business performance.



Objectives

1. Comprehensive Data Aggregation:

To ingest and process both structured and unstructured data from disparate sources, including various databases, file types, and REST APIs

2. Real-Time Visualization:

To provide visually stimulating, dynamic charts (drag-and-drop creation) that support real-time data inputs to meet challenging Service Level Agreements (SLAs)

3. Integrated Communication:

To facilitate seamless teamwork by embedding text messaging, chat, and email directly within the platform. This allows users to tag departments or individuals in specific charts without leaving the application

4. Secure External Collaboration:

To enable safe data sharing with external vendors or third parties (who lack full system access) via **tokenized iFrame links**, which ensure data is viewable only while the token is valid

5. Configurability and Alerting:

To allow users to customize themes (light/dark) and set automated alerts via email or text when specific business KPI thresholds are met or exceeded



Scope

Scope:

The scope defines the platform's boundaries regarding deployment, geography, users, and technical capabilities:

In Scope

- Design and implementation of the Athena platform architecture
- Integration of identified data sources and systems
- Development of dashboards, reports, and analytics views
- Implementation of automation rules and alerting mechanisms
- Role-based access control and security configurations
- User onboarding, documentation, and knowledge transfer

Out of Scope

- Replacement of existing core transactional systems
- Custom development beyond defined Athena capabilities
- Long-term operational support post-handover (unless separately agreed)
- Major changes to upstream data quality outside Athena's control



High-Level Architecture Overview

Athena is built on a scalable, modular architecture that securely integrates data, applies intelligent analytics, and delivers actionable insights through a unified platform.

Data Sources: Internal systems, external data feeds, and third-party APIs

Ingestion & Integration: Automated batch and real-time data ingestion with validation and transformation

Data & Intelligence Core: Centralized data repository with analytics, business rules, and AI/ML models

Application Layer: Workflow automation, alerts, and API-based services

Presentation Layer: Role-based dashboards, reports, and web/mobile access

Security & Governance: Identity management, data security, compliance, and monitoring across all layers



Data Architecture and Integration

Athena leverages a unified data architecture to seamlessly integrate, manage, and analyze data from multiple sources while ensuring consistency, security, and scalability.

Multi-Source Data Integration: Connects internal systems, external platforms, and third-party APIs

Flexible Ingestion Pipelines: Supports batch and real-time data ingestion with validation and transformation

Centralized Data Layer: Single source of truth for structured and unstructured data

Data Standardization & Quality: Cleansing, enrichment, and governance applied at ingestion

API-Driven Interoperability: Enables seamless data exchange across systems

Secure & Governed Access: Role-based access, audit logging, and compliance controls



Security and Compliance Architecture

Athena is designed with security and compliance embedded across all layers of the platform to protect data, ensure trust, and meet regulatory requirements.

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

Data Protection: Encryption at rest and in transit to safeguard sensitive information

Secure Integration: Controlled APIs and secure data exchange mechanisms

Compliance & Governance: Audit logging, policy enforcement, and regulatory alignment

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

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



Implementation & Transition Strategy

Athena will be implemented through a phased, low-risk approach to ensure business continuity, rapid value realization, and smooth user adoption.

Phased Rollout: Incremental delivery by modules and use cases

Prioritized Use Cases: Focus on high-impact, business-critical capabilities first

System Integration: Gradual integration with existing systems to minimize disruption

Data Migration & Validation: Controlled migration with parallel runs and data reconciliation

User Enablement: Training, documentation, and change management support

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



After Sales Support

Athena provides structured after-sales support to ensure platform stability, continuous improvement, and sustained business value post-implementation.

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

Maintenance & Updates: Regular enhancements, patches, and performance optimization

User Support: Helpdesk, user assistance, and troubleshooting

Knowledge Transfer: Documentation, best practices, and refresher training

Service Level Management: Defined SLAs for response and resolution times

Continuous Improvement: Feedback-driven optimization and feature evolution

