



↔ **XBP** EUROPE

GCloud 15

IDP (Intelligent Document Processing)

AI-Powered Automation for 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 Operational Accuracy:** Minimize human errors through AI/ML extraction, ensuring 99.5% accuracy.
- 2. Scalable Data Extraction:** Effortlessly handle exponential document volume growth (40–70% increase) without adding staff.
- 3. End-to-End Automation:** Reduce processing times by up to 60–70%, converting static files into actionable business intelligence.
- 4. Connecting Information Silos:** Integrate document data directly into ERP, CRM, and cloud platforms for a single source of truth.



Objectives

- 1. Multi-Format Ingestion:** Process structured, semi-structured, and unstructured data from emails, scanners, and APIs.
- 2. Intelligent Classification:** Use pre-trained neural networks to sort and route documents by type or character level.
- 3. Human-in-the-Loop (HITL):** Present low-confidence fields in an intuitive UI for review, feeding corrections back into ML loops.
- 4. Advanced Redaction & Obfuscation:** Automatically protect sensitive PII and secure data exchange for compliance.
- 5. Seamless Interoperability:** Use Open APIs to connect with systems like Salesforce, MediTech, and Amazon S3.



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 platform is built on a modular, cloud-native architecture designed to transform raw document intake into validated, actionable data through a seamless AI-driven pipeline.

Capture: Omni-channel intake from mobile apps, email, or enterprise portals.

Classify & Extract: AI-based segmentation and entity labeling using NLP and OCR.

Validation Core: Hybrid AI and human oversight (HITL) to verify extracted data against business rules.

Integration Layer: Automated data delivery to downstream ERP/CRM repositories.

Security & Audit: Immutable logging of every capture, extraction, and correction event.



Data Architecture and Integration

Our data architecture ensures universal connectivity and rigorous preprocessing, allowing for standardized data enrichment and secure exchange across disparate enterprise systems.

Universal Input: Seamlessly connects physical scanners, digital feeds, and third-party APIs.

Intelligent Preprocessing: Image cleaning and noise reduction to ensure maximum extraction accuracy.

Cognitive Search Integration: Employs AI technologies like Natural Language Processing to make structured data easily findable and actionable.

Standardization Layer: Data enrichment and cleansing applied automatically during ingestion.

API-Driven Interoperability: Real-time, bi-directional data exchange with ERP, CRM, and EHR platforms via open APIs.

Scalable Repository: Ingestion and storage of large, multi-gigabyte datasets without impacting processing performance.



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.

Discovery & Design: Detailed process mapping to align AI extraction models with specific business rules.

Phased Rollout: Incremental delivery focused on high-impact use cases (e.g., Finance or HR).

Parallel Runs: Controlled validation through parallel processing alongside legacy systems.

User Enablement: Comprehensive training and change management for "Human-in-the-loop" reviewers.

Data Migration: Controlled transfer of existing digital assets into the new AI-ready repository.

Knowledge Transfer: Stabilization period with full handover to internal support teams.

Stabilization & Handover: Post-launch hyper-care period followed by a formal transition to BAU operations.



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

