



GCloud 15

PLEXUS WORKFLOW
Service Definition Document

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: Organisations face fragmented processes where critical data is locked in silos, manual workflows cause delays, and lack of visibility hinders compliance. Traditional rigid workflows cannot adapt to the dynamic nature of modern case-work, leading to inefficiencies and poor customer experiences

Key Solution Goals

- 1. Process Efficiency:** Automate complex, high-volume workflows to reduce manual effort and processing costs (proven reduction of up to 18%).
- 2. Unified Context:** Provide a 360-degree view by consolidating data, documents, and rules into dynamic "Case Folders" accessible to all stakeholders.
- 3. Adaptive Control:** Enable knowledge workers to handle unstructured, ad-hoc processes while ensuring full regulatory compliance and auditability.



Goals, Objectives, and Scope

In-Scope

- Adaptive Case Management (ACM) & Business Process Management (BPM).
- Visual Workflow Modelling & Simulation .
- Business Rules Engine (Drools) for automated decisioning.
- Integrated Document Management (Creation, Versioning, Storage).
- Forensic Auditing & Real-time Dashboards.

Out-of-Scope

- Physical document storage (unless combined with specific BPO scanning services).



High-Level Architecture Overview

Concept A scalable, cloud-native, multi-tenant SaaS application designed for high-volume archiving and retrieval.

Ingestion Layer Supports multi-channel ingestion including batch upload, real-time API transfer, and integration with scanning centres for physical mail conversion.

Processing Layer Utilises advanced indexing to associate metadata with documents. Supports flexible data models to map specific business object types (e.g., invoices, contracts, HR files).

Storage Layer Secure, encrypted repository supporting various file formats (PDF, TIFF, XML, JSON). Implements automated retention schedules to manage the document lifecycle from creation to purge.



High-Level Architecture Overview

Access/Integration Layer

- **Web Workplace:** A responsive, browser-based user interface for searching, viewing, and managing tasks.
- **API Integration:** RESTful and SOAP APIs allow seamless connectivity with third-party systems (ERP, CRM) for automated retrieval and archiving.



Security and Compliance Architecture

Access Control

- **Role-Based Permissions:** Restricts visibility based on user roles, ensuring separation of duties
- **Authentication:** Supports Single Sign-On (SSO) and Two-Factor Authentication (2FA) for secure access

Data Protection

- **Encryption:** Data is encrypted in transit (using secure network/TLS 1.2+) and at rest.
- **Logical Separation:** Strict multi-tenancy ensures data isolation between clients.



Security and Compliance Architecture

Audit & Accountability

- **Audit Logging:** Complete, detailed audit logging (chain of custody) for every action (viewing, downloading, metadata changes).
- **Alerting:** Automated alerts for suspicious activity or policy violations.

Compliance & Standards

- Adherence to ISO 27001 (Information Security), ISO 9001 (Quality Management), and Cyber Essentials Plus standards.
- System incorporates Business Continuity Management (ISO 22301) to ensure uninterrupted service.



Implementation & Transition Strategy

XBP Europe has 40+ years' experience of implementing and onboarding new customer projects. We use a PDP implementation methodology based on standards like PRINCE2.

- **Phase 1: Discovery & Planning** Finalise workflow discovery and case modelling and volume estimates. Define business rules for retention, user roles, and search indexes.
- **Phase 2: Build & Testing** Configure the Web Workplace and data models. Implement API integrations with client systems. Conduct security, performance, and User Acceptance Testing (UAT).
- **Phase 3: Deployment & Go-Live** Data migration and initial load. Phased rollout to user groups with comprehensive training and documentation (User Manuals, Admin Guides).
- **Phase 4: Optimisation** Continuous monitoring of system performance and storage utilisation. Regular reviews to refine indexing strategies and retention rules.



After Sales Support

Customers will have access to the ServiceFirst support model which provides 24/7 support via telephone, chat, and email.

Support Levels:

1st Line: Application Support – incident, problem & change management, and query handling.

2nd Line: Application Support – 2nd level analysis of incidents, fact finding, and reporting.

3rd Line: Infrastructure support for monitoring, performance, and security.

Account Management A Client Relationship Manager is assigned to handle incident escalations, monthly/quarterly meetings, and supply Management Information (MI) based on agreed KPIs.



After Sales Support

Plexus provides structured post-implementation support to ensure platform stability, continuous optimization, and long-term business value.

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

Platform Maintenance: Regular updates, patches, and performance tuning

Workflow & Automation Support: Monitoring, optimization, and exception management for BPM and automated processes

User Support & Enablement: Helpdesk services, user assistance, and refresher training

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

Continuous Improvement: Feedback-driven enhancements and process optimization

