



# Continuous Robotic Process Automation (cRPA)

“Smarter, Faster, Always Audit-Ready”



# INTRODUCTION

Traditional automation solutions often break down in regulated environments due to inflexible workflows, lack of traceability, and manual compliance overhead.

cRPA (Continuous Robotic Process Automation) from xLM transforms this paradigm. It is an AI-powered, GxP-compliant automation framework that combines intelligent agents, conversational interfaces, and deep integrations to eliminate repetitive tasks without compromising traceability or compliance.

cRPA functions as a digital team of autonomous agents that execute tasks across enterprise systems just like humans but faster, more consistently, and always with full audit trails. Whether it's IT service requests, validation workflows, change control, or document processing, cRPA works continuously, contextually, and compliantly.

Built for GxP environments, cRPA brings AI, automation, and compliance together to eliminate repetitive work while preserving full traceability.



# VISION FOR cRPA



At xLM, we envision a future where automation isn't just fast but compliance-aware, contextual, and collaborative.

The cRPA vision is to make AI-powered digital labor available to regulated teams—without scripting, without forms, and without risk. cRPA isn't just automation it's intelligent, compliant, and human-friendly execution at scale.

With cRPA, we believe robotic process automation must be:

- Continuous – Not triggered manually or limited to scheduled runs
- Conversational – Enabling intuitive access via chat or voice
- Contextual – Personalized by role, department, and system data
- Compliant – Aligned with GxP principles, not just IT workflows



# OUR PROCESS

## ► Conversational Entry Point

Service request submitted via chat, voice, mobile, or Teams. No forms or manual routing needed.

## ► Context-Aware Interpretation

cRPA interprets the request using LLMs + LangChain. Maps intent to enterprise workflows based on user role.

## ► AI Agents Execute Tasks

Perform validation, ticketing, change control, etc. Captures screenshots, timestamps, and e-signatures for traceability.

## ► Smart Orchestration

Parallel task handling across systems (e.g., Jira, ServiceNow, SharePoint). Automated exception handling and re-runs.

## ► Audit-Ready Outputs

All executions are logged, versioned, and Part 11/Annex 11 compliant.

## ► Continuous Learning

System improves responses and workflows through interaction history.



# INTELLIGENT FEATURES

- **Digital Workforce of Agents**  
AI agents mimic human actions with GxP traceability and parallel execution.
- **Conversational & Context-Aware Interface**  
Requests via chat, voice, or Teams-executed based on user role and context.
- **AI-Powered Understanding**  
Interprets informal inputs, retrieves accurate answers, and improves over time.
- **Built-In Traceability & Audit security**  
Captures screenshots, timestamps, and e-signatures with FDA Part 11 and Annex 11 compliance.
- **Intelligent Workflow & Data Presentation**  
Shows only relevant options, cutting clutter and speeding up execution.
- **Integrated & Evolving Tech Stack**  
Built on LangChain, Playwright, and vector DBs with continuous learning.



# VALUE MATRIX

Aspect	Traditional Process	cRPA by xLM	Impact
Task Execution	Manual by humans	Autonomous, multi-system agents	80–90% time saved
Compliance Documentation	Post-Process screenshots, logs, signatures	Auto-captured traceability (screenshots, e-signatures, logs)	Built-in compliance
Error Handling	Manual remediation	AI detects and retries or escalates issues	Reduced resolution time
Scalability	Human-resource limited	Unlimited parallel bots across systems	Elastic execution power
Cost	High FTE load, compliance risk	Automation as a Service	Up to 80% cost savings
Learning & Improvement	Manual SOP updates	Continuous learning from usage data	Ongoing improvement

# ABOUT US

xLM is a trusted managed application provider enabling FDA-regulated organizations to modernize compliance, quality, and IT operations.

With decades of domain expertise and a technology-first mindset, xLM helps companies scale digital transformation without compromising on validation, traceability, or audit-readiness.

## Our Other Applications

➤ Continuous Intelligent Validation (cIV)

➤ Continuous Predictive Maintenance (cPdM)

➤ Continuous Environmental Monitoring System (cEMS)

➤ Continuous Temperature Mapping (cTM)



Our stack incorporates intelligent and responsible AI into all our managed services. From Predictive Analytics to Software Validation, our apps are pre-built with best practices so that they can be deployed within days or hours.



### Intelligent Application Provider

All our apps are delivered as managed apps. We do the heavy lifting so that you can focus on building your business



### Intelligent and Responsible AI

Through our partnership with IBM, all our AI centric apps are delivered with cLCG (Continuous Life Cycle Governance)



### White Glove Service

Our team does more than 95% of the heavy lifting. All we need from you are approvals



### Extensive App Portfolio

xLM leverages its robust partner ecosystem to deliver over 15 managed apps and it is growing



### Delivered Validated

All our managed apps are delivered “validated”



### 21 CFR Part 11/Annex 11/FDA CSA Compliant

Ensures all our managed services are compliant out of the box



### High Data Integrity Assurance

Our services guarantee accurate, reliable and resilient data across all our managed apps.

[Get Started](#)

