



Artificial Intelligence in Xmon Transparency & Responsible Use

Our Commitment to Responsible AI

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Introduction

At TRG Screen, we are committed to transparency in how we develop and deploy artificial intelligence (AI) within our products. This document provides clear information about the AI features currently implemented within [Xmon](#), how they work, and how we protect your data.

Our AI capabilities are designed to enhance your experience, improve efficiency, and deliver actionable insights—all while maintaining the highest standards of data privacy and responsible AI use.

1. AI Features in Xmon

The following table outlines the AI features currently available in Xmon:

Features	AI Capability Category	Description
AI Assist	AI Insights	AI-powered discovery and reporting engine that enables natural language queries to instantly access Xmon analytics. Simplifies complex data interactions, enhances transparency, and empowers smarter, faster decisions around reference data governance and spend.
AI Vendor Notification Ingestion	AI Data Automation	Uses AI to ingest vendor notifications and highlight relevant information to customers based on their usage metrics and vendor notes.
Intelligent Alert Formatting	AI Data Automation	AI-enhanced alert messaging for Xmon Rule Engine that automatically generates clear, contextual rule breach notifications when intraday requests violate defined rules. This reduces the cognitive load on customers, speeds up response, and improves the overall user experience by transforming technical data into actionable insights.

2. How We Use AI Models

Our AI features leverage advanced machine learning models, including:

- **Large Language Models (LLMs):** used in Xmon AI Assist to understand natural language queries and generate human-readable responses
- **Natural Language Processing (NLP):** applied in vendor notification ingestion to extract and categorize information
- **Retrieval-Augmented Generation (RAG):** combines the power of large language models with real-time data retrieval from your Xmon environment. This approach ensures AI responses deliver accurate, contextually relevant insights.

These models are integrated into Xmon to deliver insights and automations that enhance your workflow using AI generated output.

3. Data Privacy and Usage

We take data privacy seriously. Here is how we handle your data with AI:

- **Session-Only Data Use:** AI features in Xmon use customer data such as cost profile and request-level information only during the active session of the AI Assist feature. This data is processed in real-time to deliver relevant insights.
- **No AI Model Training:** Your data is never used to train or improve our AI models. We do not retain, store, or repurpose your session data beyond delivering the immediate AI-powered functionality.
- **Data Security:** All data processed by AI features is handled in accordance with our data protection policies, including encryption at rest and in transit.

4. Transparent AI Output

To ensure fair representation and transparency:

- **Clear AI Identification:** All AI-generated content in Xmon is clearly labeled as "AI-generated". Each AI Assist session starts with the note

"I am Xmon AI Assist, I use Artificial Intelligence to answer your questions."

- **User Awareness:** Users are informed when they are interacting with AI-powered features, ensuring they understand the source of insights and recommendations.

5. Communication of AI Updates

We believe in keeping you informed about AI features and enhancements. Any new AI features or updates to existing AI capabilities are communicated through multiple channels:

- **Email Release Notes:** Sent to all Xmon users with detailed information about new or enhanced AI features
- **In-App Pop-Up Notifications:** Displayed at next login to ensure visibility of important AI updates
- **Version History Menu:** Accessible via HELP > VERSION HISTORY menu, where all historical release notes are available for reference
- **AI Feature Identification:** Each AI feature is clearly identified as "AI" in release notes and documentation

This multi-channel approach ensures you are always aware of how AI is being used in your Xmon solution.

6. Our Commitment to Responsible AI

The AI features in Xmon are developed in accordance with TRG Screen's AI Principles and Governance Framework, which emphasize:

- **Trust and Transparency:** Clear disclosure of AI use and capabilities
- **Privacy and Data Protection:** Robust safeguards for customer data
- **Security and Reliability:** Secure, consistent AI system performance
- **Accountability:** Clear ownership and oversight of AI features
- **Regulatory Compliance:** Alignment with applicable laws and standards

For more information about our broader AI principles and governance, please refer to the [TRG Screen AI Policy and Governance Framework](#).