



# LeapXpert for Microsoft Teams and Microsoft Azure

## Introduction

The shift to hybrid work has changed the way we work and communicate with colleagues, clients, and partners. It's all about collaboration, fast and convenient communication, and mobile-first experiences.

To develop a closer business relationship, employees increasingly communicate with clients and partners through their platform of choice -- usually a messaging app -- rather than corporate voice telephony or emails. Productivity, simplicity, and improved engagement are driving the shift to messaging apps. However, enterprises have concerns about data security, ownership, and compliance when it comes to implementing these tools for client-facing teams.

In parallel, cloud adoption is thriving. Enterprises increasingly rely on cloud services to be more agile in an ever-changing business environment and deliver more value to clients. Microsoft is the leader in the cloud services market with its Azure services and the 365 product family. Microsoft Teams is especially popular (nearly 300 Millions Active Users in 2022).

LeapXpert bridges enterprise, employee, and client needs, providing them with:

- Enterprise security, governance, and compliance
- Employee productivity and engagement
- Client engagement, satisfaction, and privacy
- Seamless deployment and integration of Microsoft cloud infrastructures and services

## LeapXpert and the Microsoft ecosystem

LeapXpert is a **Microsoft Gold partner**, and supports Microsoft customers and partners across multiple use cases and verticals. LeapXpert Federated Messaging Orchestration platform (FMOP) integrates with Microsoft solutions such as Microsoft Teams, Azure, InTune, Purview (former 365 compliance center) and more, to help enterprises maximize the value of their Microsoft solutions.

LeapXpert is also a Preferred Solution on Microsoft marketplace's [Appsource](#), is natively integrated with **Microsoft Teams**, and the Leap Work for Teams application is available on the [Teams store](#).



LeapXpert platform for Microsoft 365 and Microsoft Azure

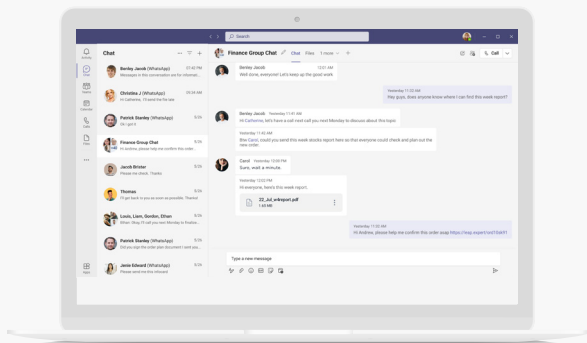
## LeapXpert for Microsoft Teams

LeapXpert Federated Messaging Orchestration is an enterprise messaging platform that enables employees to interact with clients on instant messaging applications with strict enterprise's data security, control, and governance, while fulfilling record-keeping requirements for regulatory compliance.

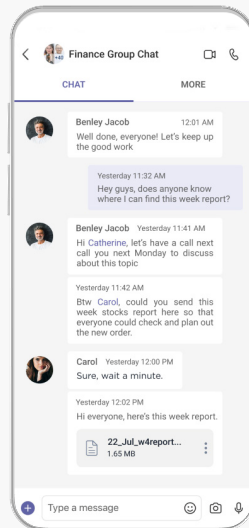
Microsoft Teams and LeapXpert's platform work seamlessly together to provide a comprehensive, safe, and compliant business messaging solution for enterprises. It allows Teams users to chat directly with clients on their preferred messaging apps, such as WhatsApp, WeChat or SMS, using Teams' instant messaging platform.

Key highlights:

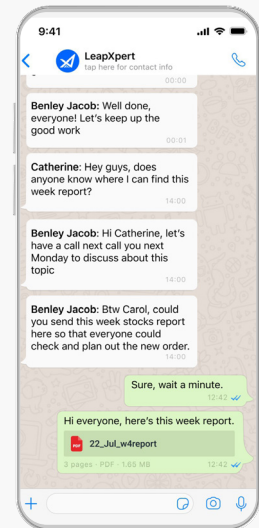
- **Federated** - single centralized platform to natively support multiple consumer messaging apps
- **Multiple messaging flows** - 1:1 chats and group chats between Teams users and external clients
- **Integrated voice** - Initiate Teams Phone calls to external clients
- **Archiving** - Audit logs and history (from Leap Work web)
- **Advanced information protection** - Built-in Data Leakage Protection (DLP) for one-to-one client conversations, ethical wall functionality to ensure client-facing communications compliance
- **Security** - Built-in antivirus / antimalware integration for external file scanning, platform security layer including end-to-end data encryption, SOC-2 compliant and ISO-certified platform
- **Integrated Teams SSO** to login to LeapXpert apps
- Support of **Teams desktop and mobile**
- **Multiple deployment models** - On-premise/private cloud and SaaS



Employee web interface (Teams)



Employee mobile app (Teams)



Client native app (WhatsApp example)

## LeapXpert for Azure

The LeapXpert platform seamlessly integrates with Microsoft Azure, allowing customers to benefit from their existing Azure infrastructure (dedicated instance), which includes:

- Infrastructure services as a dedicated / private cloud or shared / SaaS instance with high availability zones (multizones)
- Compute, storage and networking services (databases, load balancer, kubernetes)
- Identity and access management services (AD)
- Encryption services (Customer Management key stored in Customer's Key Vault)
- Security services (application firewall, VPN gateway, virtual network, CDN/Front Door)

For private cloud deployments, LeapXpert's infrastructure resources are consumed as an Azure resource, per a customer's subscription contract.

## Why LeapXpert and Microsoft

- **Increased productivity** - Enables Microsoft Teams users to communicate with clients and colleagues on their preferred messaging channel without leaving the application
- **Peace of mind** - Ensures compliance with communications regulations and the protection of enterprise assets in accordance with governance practices
- **Proven solution** - Supports hundreds of thousands of users in financial services, legal services and others. Deployed in dozens of tier 1 and tier 2 financial institutions in 45 countries. Microsoft-certified, native messaging app integration.
- **Low TCO** - Maximizes existing Microsoft technologies and investments

## About LeapXpert

LeapXpert provides organizations peace of mind by creating an accessible digital record of all business interactions carried out over mobile messaging and voice applications. The LeapXpert Communications Platform is the first Federated Messaging Orchestration Platform to provide full visibility into data from instant messaging channels, as well as unparalleled governance and control. LeapXpert enables financial institutions and enterprises to embrace a customer-centered communication approach while maintaining professional conduct and ensuring compliance. Founded in 2017, the award-winning company is headquartered in New York with 6 global offices.

For more information, visit [leap.expert](https://leap.expert).