



Foundation First: Streamlining Modern Communication Infrastructure to Unlock AI-Ready Enterprises

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Executive Summary

AI-first mandates are arriving faster than most communication environments can absorb them. While some expectations are realistic in the short term and others will only come to fruition further down the line, the practical applications apply to departments across the enterprise: Boards and business team leaders expect faster insights that drive measurable increases in client engagement and revenue; technology teams are desperate for fewer vendors to manage; and compliance officers need defensible controls that do not turn every conversation into a potential operational headache.

And as for frontline employees, they're eager to minimize tech friction and reach clients where they know they will actually respond; usually, that means consumer messaging channels. WhatsApp. SMS. iMessage. WeChat. Signal. Telegram. LINE.



The names vary by region, industry, and client segment, but the pattern is remarkably consistent: The client chooses the channel, the employee follows the relationship, and the enterprise is left trying to reconcile modern client behavior with legacy communication technology and governance.

But fragmented communication is no longer merely a compliance problem, an IT problem, or a productivity problem. It is all three at once, and the organizations that keep treating it as a single isolated issue – without a comprehensive, unified strategy – will continue to shift the pain around without solving it. A compliance-only answer, for instance, may satisfy a narrow regulatory requirement, but frustrate users. A technology-driven answer may consolidate tools, but suffer in adoption. A business-centric answer may speed up communication but leave gaps in evidence, ownership, and policy.



The only effective path demands a proactively designed foundation.

The only effective path demands a proactively designed foundation: one experience for employees, native access to the channels clients prefer, governance at the point of communication, and a data layer that can eventually support – and actually drive – analytics, automation, and AI.

As we will see, this is not a small challenge. It touches on areas like human behavior, systems, supervision, policy, training, and business processes. But complexity does not have to mean chaos. With the right strategy, supported by technology and partners to optimize it, communication modernization can be a smooth, phased journey rather than a disruptive big-bang change.

One important note before we get started: As you study this e-book, you will notice that we repeatedly refer to our trifecta of business leaders, technical implementors, and compliance officers. This is intentional, as it highlights our premise: Each team experiences a unique pain point, and yet, a single strategy and forward-looking mindset will simultaneously eliminate roadblocks and drive measurable results for all.

SECTION 1

We've Created Our Own Technology Exhaustion

For decades, enterprise employees have been promised that technology would streamline their daily workload, making tasks quicker to tackle and yielding more impressive results. And in many ways, it has. But especially in the past few years, the modern employee experience has also become crowded with tools that each solve one narrow problem while creating a new layer of daily friction. Let's see how that looks.

A relationship manager may begin the day in MS Teams, then check her email, respond to a client by text, follow a WhatsApp thread, update a CRM record, join a meeting, search an archive, and then – if she even thinks of it – ask herself whether any of those conversations should have happened in a compliant channel. None of those actions is exceptionally complex by itself. Together, however, they create a constant background “tax” on attention.

That tax has several names: app fatigue, context switching, tool sprawl, and decision exhaustion. Whatever the label, the experience is familiar: Employees can no longer focus exclusively on their actual work. They are deciding where the work should happen, how they will track back to the conversation later, whether the tool is approved and the conversation captured, whether a personal device is appropriate, and whether the next person in the chain will be able to see and learn from the context.

To be very frank, this all assumes that the employee is aware of these issues and considers them important enough to address. Often, these are priorities that concern management, compliance, and technical teams, all of whom know they must deal with the ramifications when things go sideways.

The business impact on team leaders is easy to underestimate because it rarely appears as a single failure by a single employee. It appears as minutes lost, repeated



all day, by entire teams. It manifests as delayed responses, incomplete handoffs, error-prone manual updates, and client conversations that get lost as they sit outside the systems that the business depends on. In short, the impact is that employees are generating less revenue as they divert energy to managing channels instead of identifying, maintaining, and growing profitable relationships; the communication experience has become fragmented and costly precisely where speed, clarity, and trust matter most.

That principle leaps to an entirely new level of consequence in an AI-first environment, because AI solutions layered atop fragmented communication is not intelligence; it is noise with a deceptively attractive interface. Before an organization can realize the ambitious promises of AI to understand client relationships, identify risks, automate follow-ups, or enrich workflows, it needs a reliable, accessible, single source of truth for communication. It needs to know which conversations occurred, who participated, which channels were used, which policies were applied, and where the record resides.

Without that foundation, AI has too little context, too little trust, and too much exposure. With it, the fragmented communication data becomes an asset rather than a liability.



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A simple example makes the point. Imagine a wealth advisor who receives a client message about a market event, followed by a follow-up asking whether a transfer was completed. The client began the conversation on WhatsApp because that is how the relationship already works. But now it's decision time: If the advisor replies from an unmanaged device, the conversation may move quickly, but the firm loses visibility and triggers a potential compliance gap. If the advisor insists on email, the process is governed, but the "retro" client experience suffers. But if the advisor uses a unified, governed messaging experience within the firm's collaboration environment, the client gets the speed they expect, the advisor can work naturally, and the enterprise maintains control.



SECTION 2

The View From Your Office

As hinted at in the introduction, fragmented communication presents radically different risks, depending on where you sit in the organization. This reality is often why this specific challenge is so difficult to solve: Everyone is, in fact, looking at the same issue, but each team sees a different pain point.



Business leaders — performance

For business leaders, the issue is performance. Clients expect fast answers and low-friction engagement. Every unnecessary app switch, delayed response, or restricted channel can become a small barrier between the front line and the relationship. Those small barriers accumulate. Deals slow down. Service issues linger. Relationship signals stay hidden in private threads. Each of

these symptoms has a direct effect on the bottom line. The business does not always track them back to measure the direct cost, but one thing is for certain: clients feel it, and it affects revenue.



Technology leaders — accumulated debt

For technology leaders, the issue is not simply the overhead of managing architecture. It is the accumulation of reactive decisions over time.

A business unit identifies a new client channel, and technology is asked to support it. Compliance sees off-channel activity emerging, and technology is tasked with controlling it. A new regulation, audit finding, client expectation, or executive request creates another urgent requirement. Each time, the organization solves the immediate problem: a point solution here, an integration there, another archive connector, another mobile app, another security control.



Individually, those decisions may have made sense. Collectively, they create technical debt.

The communication stack becomes crowded with point solutions, legacy tools, collaboration platforms, security controls, archives, mobile apps, and integrations, often added one at a time. The result is vendor sprawl, inconsistent governance, overlapping costs, and a frustrating amount of mandatory operational babysitting. When something breaks, vendors naturally point fingers at each other. When users ignore an approved tool, IT is left managing shadow IT and behavior that it never fully controls.

The upshot is that short-term chores drain away the time and attention technology teams need for innovation and fundamental improvement. At the very moment AI is raising expectations across the enterprise, IT teams are still being pulled into fragmented fixes, exception handling, and support work. They are not uninterested in tomorrow's technology. They lack the bandwidth to embrace it because yesterday's reactive decisions are still consuming today's capacity.



Compliance leaders — defensibility

Finally, for compliance leaders, the issue is defensibility. Policies may say one thing, but employee and client behavior may say another. A firm may have rules against off-channel communication, yet still face the reality that clients initiate conversations on consumer messaging apps every day. Compliance is then forced into a reactive posture: capture what can be captured, remediate what was missed, and prepare for litigation or internal reviews with incomplete visibility. Let it go without saying that attempting to simply ban various communication channels doesn't work and generates negative morale while driving users to quietly circumvent those policies.

Each group is right, and frankly, none ought to be ignored or given definitive priority. That is what makes a single solution that much more powerful.

The secret is to treat communication modernization as a shared operating decision under a broad technological umbrella: With one carefully planned implementation, the business should help client-facing teams gain speed and client access while strengthening relationships; IT should get future-proof architecture that fits the existing stack; Compliance should get capture, governance, policy enforcement, and defensible records. Users should get fewer decisions, not more.

With this mindset, the question is no longer, "Which team owns the problem?" The better question is, **"What shared foundation lets every team get what it needs?"**



SECTION 3

Readiness Is Not a Regulatory Mood Swing

Regulatory intensity rises and falls – though it’s usually the former, not the latter. Enforcement priorities shift. Headlines come in waves. That rhythm can create a dangerous illusion: when the headlines quiet down, the underlying obligation must be less urgent.

It is **not**.

Recordkeeping, supervision, legal hold, eDiscovery, security, and client protection are not seasonal concerns or trends. They are “**operational hygiene**.” Your enterprise either has a defensible communication record, or it does not. It either knows where client conversations are happening, or it does not. It either owns the data generated in those conversations, or has left some of its most important relationship context outside the business.

The point is not to scare anyone with fines. That kind of messaging is loud, old news, and not especially helpful. The more useful point is that communication governance should not depend on the regulatory weather report.

When off-channel communication becomes evidence in a dispute, the question is not whether last quarter’s enforcement environment was aggressive; the question is whether the organization can produce the relevant records, explain its controls, and show that its policies are more than words in a manual. And when a customer complaint arrives, the question is whether supervisors can see the conversation history. Finally, when a security incident occurs, the question is whether the enterprise understands which channels were used, who had access, and what information was moved.



A mature communication program gives the organization confidence before the inquiry, not after it. That confidence comes from structural controls:



Governed access to approved consumer messaging channels



Real-time policy enforcement, not after-the-fact cleanup



Captured and retained records that are searchable and defensible



Integration with existing archives, surveillance tools, and enterprise systems



Clear ownership of conversation data



User experiences that reduce the temptation to work around the system

The last point is critical. A policy that blocks a preferred channel without offering a practical alternative may reduce official usage, but it rarely eliminates the behavior. It often makes the behavior less visible. People follow the path of least friction, especially when clients are waiting.

Governance should not be designed as a wall between employees and clients. It should align with the company's overall code of business conduct, designed as the road that lets employees move quickly and safely.

That is why the modern conversation is shifting from “capture messages for compliance” to “govern communication as enterprise infrastructure.” Capture is still essential, but it is no longer enough. The enterprise also needs identity, policy, security, integration, analytics, and eventually AI-ready data. Compliance remains part of the story, but it is not the whole story.

The strongest organizations will not modernize because they fear the next enforcement cycle; they will do so because governed communication is how they protect trust, improve client experience and confidence in the firm's transparency, reduce operational drag, and prepare for the next generation of business intelligence.

SECTION 4

It's Solution Time: Unified Communications in a Secure Workspace

For years, enterprise communication strategies began with the tools the company preferred. The modern client relationship starts somewhere else: with the channels that clients actually use.

But this isn't about surrender; the enterprise need not forfeit control to consumer apps. It means, instead, that the enterprise needs a way to bring those channels into a governed business environment without breaking the experience that made clients prefer them in the first place.

LeapXpert's platform is designed around that practical balance. It enables employees to communicate with clients across major consumer messaging channels while applying enterprise governance, security, and capture at the point of communication. The result is not a wrapper that pretends unmanaged messaging is safe. It is a governed conduit between the enterprise and the external channels where real client conversations already happen.

A central part of the model is the single pane of glass.

Employees can work from a familiar environment, such as Microsoft Teams, or from the LeapXpert app, while engaging clients through channels including WhatsApp, iMessage, WeChat, SMS, Signal, Telegram, LINE, and others. For employees, the experience becomes simpler and more natural; they leverage the familiar, appropriate tools for each scenario – business or personal. For IT, the architecture becomes more manageable. For compliance, the record becomes more complete and defensible.



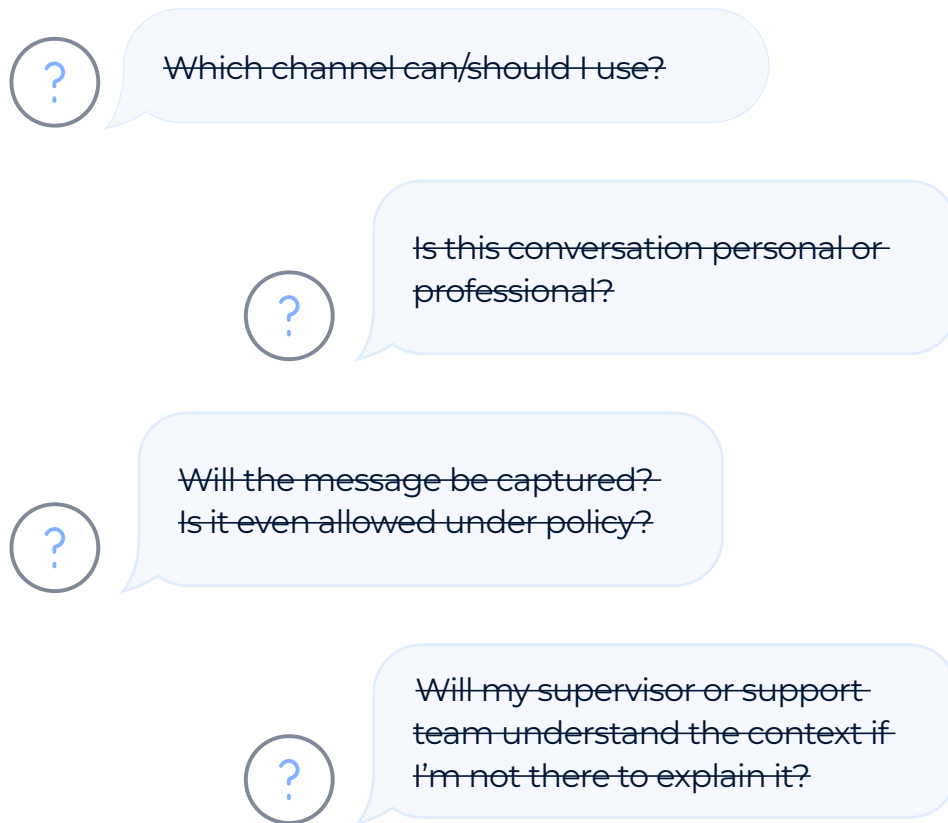


The value is not just convenience. It is the emergence of intuitive, logical, and constructive alignment.

When external client messaging is embedded within the enterprise environment, the organization can apply consistent controls and verify identity and oversight. Policies can be enforced. Data leakage prevention can be applied. Ethical walls and legal information barriers can be maintained. Conversations can be captured and journaled to the systems the organization already uses. Best of all, none of this requires any change to existing archiving, eDiscovery, or a legal hold systems. Security and compliance are no longer bolted on after the conversation has escaped. They become an organic part of the communication flow itself.

That matters because the old split between “approved, but clunky” and “preferred, but risky” is not appealing (to anyone!) or sustainable. Employees will not embrace a tool simply because the enterprise approved it. Clients will not switch channels simply because some policy says they should. The winning model has to make the governed path feel like the easy path.

This single-pane experience reduces the daily decisions that create friction as employees no longer need to pause and ask:



The more the platform handles in the background, the more employees can focus on the relationship in the foreground.

For technology teams, the same model can reduce tool sprawl. Instead of supporting multiple disconnected messaging point solutions, the enterprise can standardize external messaging through a single governed layer that integrates with the existing collaboration and compliance stack. That does not mean every legacy tool disappears overnight; some will remain, while some reveal themselves as less defensible. But it means the organization has a clear direction of travel: fewer workarounds, fewer blind spots, and fewer communication silos. While many IT teams will assume that reaching these goals will dramatically tax their staff, a well-implemented model is quick to deploy and offers the added long-term benefits of built-in scalability and standardization.

For compliance teams, the benefit is equally important and perhaps the most obvious: Communication can be captured and governed from the start, retained as enterprise data, and made available for supervision, investigation, discovery, and archive. The conversation is no longer something the organization tries to reconstruct later. It is owned from the moment it begins, with full content, context, and metadata for robust data preservation.

That is the foundation. Our next topic is what the organization can do once the foundation is in place.



SECTION 5

If the Data Is Fragmented, AI Intelligence Will Be Too

Despite the hype generated and promoted by leading enterprise AI providers, we are still in the very early days of enterprise AI integration. What can be said clearly, however, is that AI has made every enterprise more ambitious. Leaders are chomping at the bit to watch AI identify opportunities, summarize activity, route work, detect risk, support advisors, improve service, and help employees make better decisions. Yes, those medium-long-term goals are reasonable; the problem is that AI can only be as useful as the data it can find and then trust. We are, indeed, back to the discussion about foundations.

In many organizations, the richest relationship data is scattered across communication channels that the enterprise does not fully understand. It's the type of input that, until a few years ago, one would have assumed would require a room full of psychologists analyzing the nuances of language that provide clues to client intent, objections, urgency, sentiment, complaints, buying signals, escalation warnings, and service issues that often appear first in messages. And while the speed of AI is blazingly fast, that efficiency is lost if those messages are unmanaged, fragmented, or invisible. You can't create context without access to structured content.



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access to structured content.



In short, communication governance and AI strategy are becoming inseparable. A mature, governed communication foundation grants AI three things it needs:



Trusted data

Conversations are uniformly and reliably captured, structured, retained, and connected to verified identities.



Context and clues

Messages reveal relationship health, client needs, risk indicators, and operational triggers.



Safe action

Automation can operate inside a governed framework rather than improvising outside the enterprise perimeter.

This is where LeapXpert's broader platform strategy becomes especially relevant. The core implementation that clients around the globe leverage today begins with governed messaging and a unified experience. From there, organizations that are ready to move deeper into AI and automation can add advanced capabilities over time.

One such advanced capability is LeapXpert Signals. Signals turns enterprise-wide messaging into a live pulse, apprising management as to what clients are saying, and, more importantly, feeling. It can surface topics, trends, engagement patterns, sentiment, activity spikes, and other indicators across governed conversations. For leaders, that means communication data can move from archive to dashboard. Instead of waiting for anecdotal (and often misleading, non-representative) updates, teams can see where service issues are rising, which topics are gaining attention, where sentiment is shifting, and which conversations may deserve a closer look.

For example, a regional manager might see a sudden increase in messages about account access issues across several branches. That signal could trigger a service response before the issue becomes a wave of complaints. A revenue leader might see rising engagement around a new offering, not because someone manually prepared a report, but because the conversation data itself is producing the signal.

Another cutting-edge, optional add-on is Communication Workflows. Workflows can turn client messages into automated, governed actions. Instead of requiring an employee to read a message, re-enter information into another system, send a follow-up, notify a team, and document the step, Workflows can use message triggers to advance processes directly and safely. Approvals, authentication steps, information collection, escalation routing, follow-ups, and other repeatable processes can be handled more quickly and with greater visibility. And naturally, all of this happens in a controlled, structured environment configured by your team. It's not about trusting an AI engine to work independently based on its own independent analysis.



To be clear: This toolkit is not about replacing the human relationship. Far from it. It is about removing the manual handoffs that slow it down. When a client expresses clear intent, submits concrete information, or asks (explicitly or implicitly) for a next step, the workflow should not depend on someone remembering to copy a message into another tool. The communication flow itself can become the trigger.

There is an important adoption point here: Signals and Communication Workflows are not required for every organization on day one. These are advanced capabilities for enterprises that are already embracing AI, building automation into their operating models, and seeking ways to turn governed communication into enterprise intelligence. Organizations can start with the core foundation, prove adoption, stabilize governance, and add these capabilities later when they are ready.

That phased approach is, in fact, healthier than trying to do everything at once. The first milestone is the core: control and simplicity. The second is insight. The third is action. Done well, each stage makes the next one easier to deploy.

In that sense, AI readiness is not a separate workstream. It is the logical, organic result of properly implementing communication modernization.



SECTION 6

Driving People-Powered Performance

Well-designed technical implementations of “bulletproof” software may be central to everything we’ve been discussing thus far, but at the end of the day, success is still all about people. Even leading, proven platforms will still underperform – or even fail completely, in extreme cases – if users do not understand why it matters, leaders do not reinforce the change, administrators are not ready to support it, and business processes remain unclear.

A successful communication overhaul does not start with a platform rollout. It starts with executive direction. Leaders must define how the organization will communicate, which channels are approved, how conversations will be governed, and why the change matters to the business. Without that clarity, employees default to old habits, business units interpret policy differently, and IT and compliance are left managing exceptions after the fact.

The strongest programs begin with four executive commitments:



Decision

Treat communication modernization as a business priority.



Direction

Set the strategy, standards, and governance model.



Support

Give teams the resources and sponsorship to change behavior.



Accountability

Measure adoption and reinforce the new way of working.

From there, the work moves downstream: pilots, training, workflow design, support, and adoption measurement.



A mobile app capture or a governed messaging rollout is not just a technical deployment. It is a behavior change. Employees may need to stop using personal channels for business, adopt a new interface, understand which client conversations belong in the governed environment, and trust that the new model will not slow them down. Managers may need to reinforce expectations. Compliance teams may need to refine policies. IT may need to manage identity, integration, support, and security requirements. Business leaders may need to explain the change in terms that feel relevant to the front line.

That is where Sole Consulting's role becomes essential in implementing LeapXpert's product line.

Sole brings the implementation discipline around stakeholder alignment, communications, training, adoption measurement, and regulated technology deployment. The goal is to make it organized, understandable, and sustainable.

A practical implementation usually follows a phased path:



1. Assess

Our first step is to understand the current state. Which channels are employees using today? Which client segments prefer which channels? Where are the policy gaps? Which tools already exist? Which teams are most affected? What risks matter most? What behaviors need to change? This stage maps stakeholders, workflows, rollout risks, support needs, and success measures. The resulting analysis becomes the authoritative “instruction manual” for each subsequent step.



2. Prepare

Preparation turns the strategy into a practical launch plan. This includes sponsor messaging, user communications, training materials, support models, administrator readiness, policy alignment, and metrics. The adoption story matters; employees need to hear more than “use this because compliance said so.” They need to understand how the new model helps them serve clients faster, reduce app switching, and avoid uncertainty.



3. Pilot

A focused, limited pilot lets the organization validate user experience, administration, security requirements, compliance workflows, and support patterns before scaling. It also provides early feedback. Which instructions were unclear? Which use cases were unexpected? Which integrations need adjustment? Which champions can help others adopt the platform? A pilot is an exciting opportunity to collect early learnings

and make adjustments to the plan. It is how organizations avoid large-scale confusion during full project deployment.



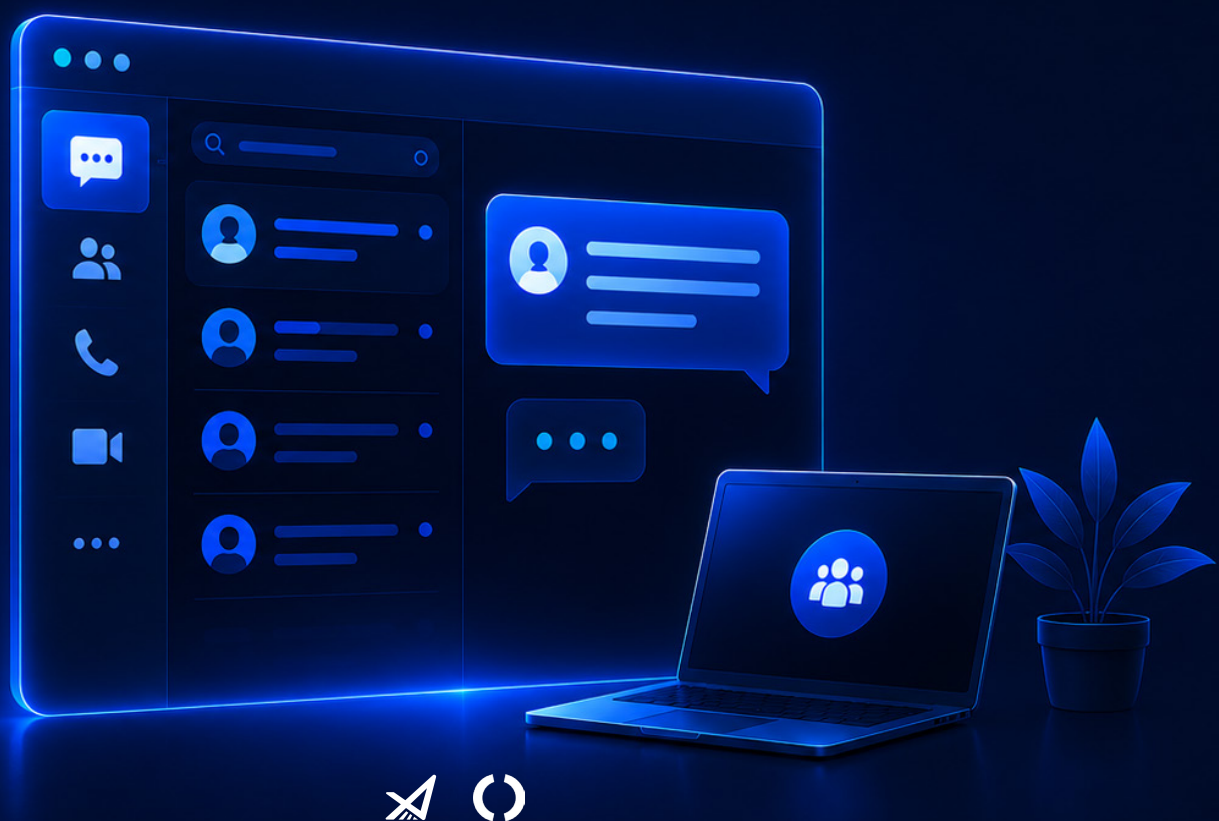
4. Deploy

The broader rollout is phased, reinforced, and measured. Adoption does not happen, of course, simply because a launch email was sent. It happens through visible sponsorship, clear expectations, responsive support, proactive communications, and practical measurement. The organization should know who is using the platform, where friction remains, and what additional enablement is needed.

That phased model keeps the project from becoming either too casual or too intimidating. Yes, communication modernization is complex. But the complexity can be managed when the work is broken into sensible steps.

The result is a rollout that respects the realities of regulated enterprise environments. It accounts for people, process, and technology together. It gives stakeholders a shared plan. It reduces surprises and, most importantly, increases the likelihood that employees will actually use the platform as intended.

The real test of a communication platform is not whether it can be configured. The real test is whether it becomes the normal way people work.



SECTION 7

The Better-Together Model: LeapXpert and Sole Consulting

LeapXpert and Sole Consulting play complementary roles in the same transformation.

LeapXpert provides a proven, governed communication technical foundation. It brings consumer messaging channels into the enterprise environment, unifies the employee experience, applies security and policy controls, captures conversations, and turns communication data into an asset the organization can own, supervise, analyze, and act on.

Sole Consulting helps make that foundation operational. It brings the change management, stakeholder strategy, implementation planning, training, and adoption support needed to turn platform capability into business value.

This very clear balance matters. Many technology projects fail not because the software lacks features, but because the organization never fully changes how work gets done. Employees keep reverting to old habits. Supervisors lack clarity. Support teams are surprised by questions. Compliance processes are technically possible, but operationally clunky. Leadership expects transformation, but the rollout feels like another tool added to an already crowded day.

Let's briefly drill down into some of the questions that help us frame the conversation.





Channel reality

- Which consumer messaging channels are employees using today?
- Which channels do clients prefer by region, business line, or segment?
- Where are employees using personal devices or unmanaged apps?
- Which conversations are currently invisible to the enterprise?



Employee experience

- How many communication tools does the front line use in a typical day?
- Where does context switching slow work down?
- Which approved tools do users avoid, and why?
- Where do employees feel uncertain about policy?



Technology and architecture

- What should be the company's mobile policy and an ideal way to support employees' mobile use?
- Where are cost and system overlaps?
- Which integrations are essential?
- How will identity, access, security, and support be handled?



Compliance and legal readiness

- Which records must be captured and retained?
- Where are current recordkeeping gaps and blind spots?
- How do we reduce risks and exposures to mitigate recordkeeping failures?
- Which policies need to be updated or clarified?



AI and automation readiness

- What communication data would be valuable if it were structured and governed?
- Which client signals would help leaders make better decisions?
- Which manual workflows could eventually be triggered by client messages?
- Which AI initiatives need trusted communication context?



Adoption readiness

- Do we have sponsorship across the business, compliance, and technology teams?
- Which user groups should be included in the pilot?
- What education and training will be needed?
- How will success be measured?
- What support model will be in place after launch?

These questions do more than prepare for the implementation. They also help the organization see the future differently. Building a modern, rock-solid foundation is not simply about choosing a compliant messaging tool. It is about deciding how the business wants external communication to work in the AI era.

A joint LeapXpert and Sole assessment can help map the communication landscape, identify friction points, prioritize use cases, evaluate readiness, and define a phased roadmap. The objective is to move from “we know there is a problem” to “we know what to do first.”



Conclusion: Brace Yourself for AI, But Do It From Sturdy Ground

Every enterprise is being pushed to move faster with AI. But speed without foundation can make an already fragmented environment even harder to govern. If communication data is scattered, unmanaged, or invisible, AI cannot reliably turn it into intelligence. If employees are drowning in tools, adding another layer of automation will not magically simplify their day. If compliance is treated as an afterthought and a cost center, the organization may gain speed in the short term while creating risk that surfaces later.

The path toward AI can be more disciplined and, in itself, inherently valuable.

Start by unifying communication. Meet clients on the channels they prefer. Give employees a simpler experience. Bring external messaging into the enterprise environment. Govern conversations from the start. Capture and retain records as owned enterprise data. Then, when the foundation is stable, use that governed data to unlock insight, automate workflows, and support AI-driven decision-making.

This is how compliance becomes a business enabler rather than a brake. It is how technology consolidation becomes more than cost control. It is how AI strategy becomes grounded in reality. And it is how the enterprise turns everyday client conversations into a source of trust, intelligence, and growth.

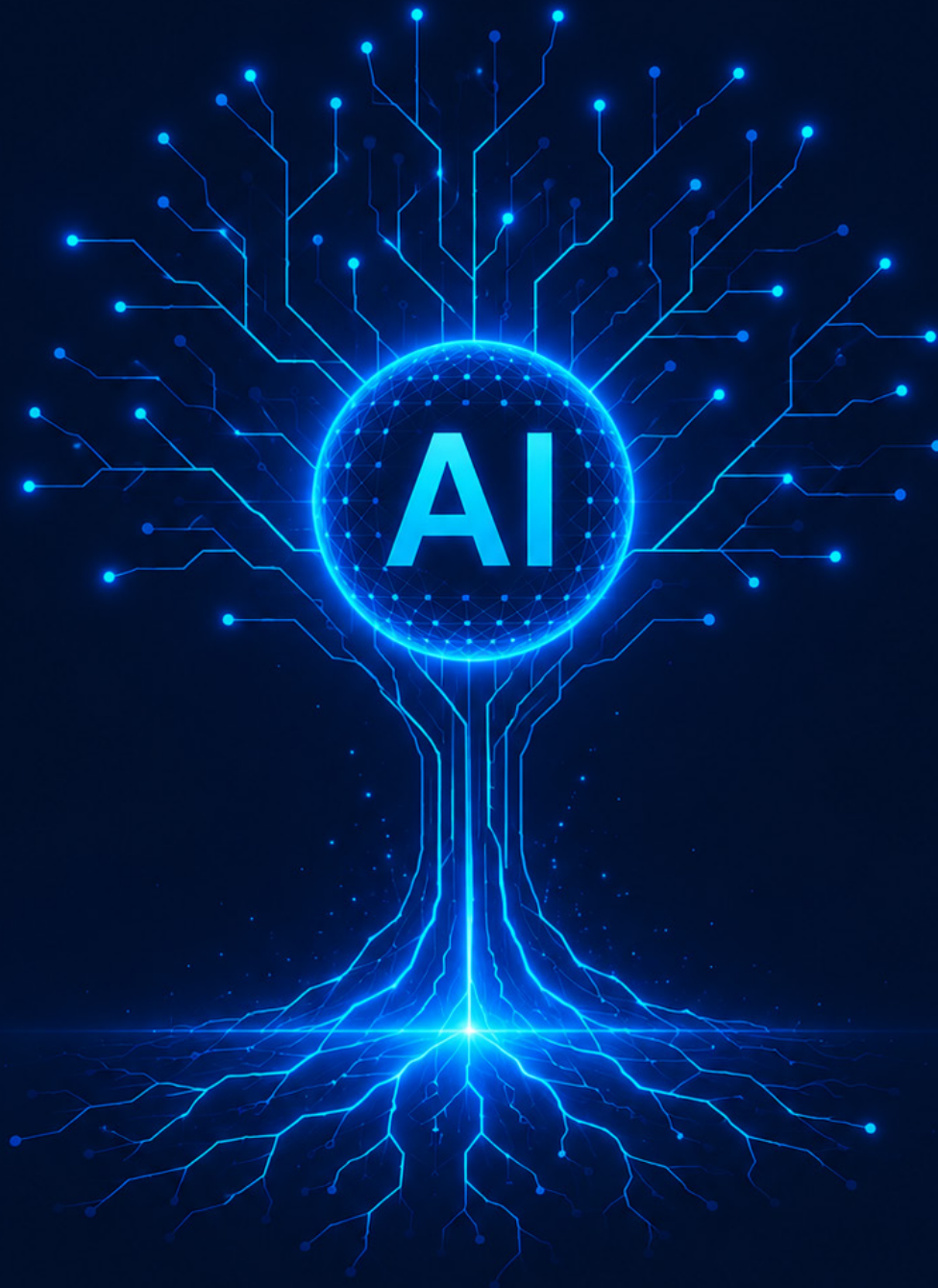
The journey does not require doing everything at once. In fact, it should not. The right roadmap begins with the core communication foundation, then expands as the organization matures. Advanced capabilities such as Signals and Communication Workflows can be added when the business is ready to turn governed conversations into enterprise-wide intelligence and action.

LeapXpert provides the platform for governed communication intelligence. Sole Consulting provides the strategy and change management to make it stick. Together, they help organizations modernize communication without overwhelming the teams expected to use it.

The next step is to stop asking which channels employees are using and start deciding how the enterprise wants communication to work.

If that future is simpler, governed, AI-ready, and built around the way clients actually engage, Sole and LeapXpert can help you get there.





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The organizations that win in the age of AI will not be the ones that simply add more tools and wait to see what happens. They will be the ones who do the work from the ground up, making communication simpler, governed, and intelligent enough to act on.

Ready to Put Your Foundation into Practice?

Contact us



LeapXpert is the leader in Responsible Business Communication. Its platform enables enterprise employees to communicate with third parties on consumer messaging channels while ensuring that every conversation is captured, governed, compliant, and securely retained as enterprise data. Built on this trusted foundation, LeapXpert applies AI to transform data into enterprise-wide productivity, workflow automation, and actionable insight. Recognized by Gartner as a Visionary and trusted by hundreds of global enterprises around the world, LeapXpert is an award-winning company redefining how organizations communicate responsibly at scale.

www.leapxpert.com



Founded in 2018, Sole is a management consulting firm headquartered in Los Angeles focused on AI Strategy & Deployment, Cybersecurity, Risk & Compliance, and Change & Delivery Advisory. Our work spans strategy, change management, and hands-on implementation. We bring the rigor of large-firm consulting with the speed, flexibility, and hands-on attention that only an independent practice can offer. Our senior-led team built its expertise at leading global consulting firms, and we bring that experience to bear on every engagement.

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