

G-Cloud 15

Intapp Collaboration

Service Definition Document

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Introduction

Public sector and regulated organisations require secure, scalable, and intuitive collaboration tools to manage engagement-centric work, documents, emails, and communications while meeting governance and compliance requirements.

Intapp Collaboration is Intapp's engagement-centric collaboration solution built on Microsoft 365, combining document management, email management, Microsoft Teams collaboration, lifecycle management, and governance into a single integrated service.

Overview of Intapp Collaboration

Intapp Collaboration is used to manage the full lifecycle of engagements, matters, projects, or case files.

Key principles

- Extends Microsoft 365 (SharePoint, Outlook, Teams)
- Matter & Engagement-centric workspaces
- Seamless Outlook and Teams integration
- Customer data remains in the customer's Microsoft 365 tenant

Key Capabilities

- Engagement-Centric Workspaces

Automated and consistent provisioning of SharePoint and Teams workspaces with security, structure, and metadata.

- Unified Collaboration Experience

Central access via Intapp home page, Outlook, and Teams with a unified activity feed.

- Email and Document Management

AI-assisted filing, offline access, and seamless Outlook integration.

- Advanced Search

Powerful metadata-driven search across Microsoft 365.

- Lifecycle Management

Status tracking, membership governance, and compliant archival.

- Integration and Automation

Integration with Power Automate, Power BI, Purview, and external systems via APIs.

Information Compliance and Governance

Supports least-privilege access, consistent filing, retention, and Microsoft Purview policies.

Security and Information Assurance

- Microsoft Entra ID authentication
- TLS encryption
- Data stored in customer tenant
- Intapp acts as application layer only

Backup, Restore and Disaster Recovery

Leverages Microsoft 365 and Azure resilience and recovery capabilities.

Onboarding and Offboarding

Deployment into existing Microsoft 365 tenant with enterprise app registration and add-ins.

All data remains accessible on service termination.

Service Management

Cloud monitoring, incident management, and regular updates.

Service Levels

Defined contractually.

Pricing

Subscription-based. Pricing provided separately.

Technical Requirements

- Microsoft 365
- SharePoint Online
- Exchange Online
- Modern browsers and Outlook