Aqurio Media Center

IntelePeer Named a Communications Automation Platform Hot Vendor by Aragon Research

Company named as one of four noteworthy and innovative vendors making an impact in the CAP market

Dania Beach, FL, June 29, 2023 –IntelePeer, a Communications Automation Platform provider, has been named a 2023 Hot Vendor in the Communications Automation market by Aragon Research. We believe the Hot Vendor listing is a landmark appointment for IntelePeer as Aragon Research ranks it among those companies fostering communication transformation with cutting-edge products, services and technologies in the communications automation platform (CAP) market.

Aragon Research identifies Communications Automation Platforms as an emerging solution addressing more than basic communications needs. With a customer-first philosophy, the primary objective of CAPs is to automate the delivery and enablement of communications in a low-code and seamless manner. As businesses shift to meet customer expectations, CAP makes communications an inherent part of the business process and reduces complex, bottlenecked procedures. These platforms also eliminate the fragmented and siloed API-based communications apps that can hinder digital transformation.

“We are honored to be named in the Communications Automation Platform market by Aragon Research,” said Frank Fawzi, CEO of IntelePeer. “At IntelePeer, we continually look for innovative ways to expedite the adoption of AI and automation to deliver the ultimate communications experience. Our platform lowers the cost of doing business, while improving the customer experience and accelerating ROI for our customers, many seeing payback in under 6 months. We’re excited to be acknowledged and are committed to tapping into the latest technology, like generative AI, to provide our customers with the most advanced solutions in the marketplace.”

IntelePeer provides omnichannel automation for business communications. The report identifies the company’s integration of generative AI and its use of Azure Open AI LLM, enabling enterprises to leverage AI-powered automation across its communications channels. Aragon Research also notes that IntelePeer’s AI capabilities can be smoothly built into communications workflows to augment the user experience and provide detailed analytics for transparency into business processes.

“With its steadfast support for generative AI integration, IntelePeer is a company to watch in the CAP category,” said Jim Lundy, CEO and Lead Analyst of Aragon Research. “Its fully-featured platform aims to enhance the enterprise communication infrastructure by making it possible to power omni-channel outreach from a unified environment without requiring previous programming experience.”

For information about IntelePeer products and services, visit:intelepeer.ai.

Aragon Research does not endorse vendors, or their products or services that are referenced in its research publications, and does not advise users to select those vendors that are rated the highest. Aragon Research publications consist of the opinions of Aragon Research and Advisory Services organization and should not be construed as statements of fact. Aragon Research provides its research publications and the information contained in them “AS IS,” without warranty of any kind.

About IntelePeer
IntelePeer simplifies communication automation for businesses and contact centers while lowering costs, enriching the customer experience and accelerating ROI. Its Communications Automation Platform works seamlessly within existing business software and infrastructure, enabling brands to quickly and effortlessly automate complex processes. Built for business users, IntelePeer’s vendor-neutral platform and low- and no-code solutions leverage world-class AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.

---

https://news.aqurio.com/2023-06-29-IntelePeer-Named-a-Communications-Automation-Platform-Hot-Vendor-by-Aragon-Research