IntelePeer's Industry Leading AI-Powered Solutions Drive Tangible Business Results for Leading Healthcare Organizations

Dania Beach, FL, March 24, 2025— IntelePeer, the industry's only end-to-end conversational AI platform, is delivering to leading healthcare organizations tangible business results that provide a better patient experience, increase revenues, and improved net margins. Enabling organizations to break even in six months or less followed by a significant improvement in operating margins via the deployment of dozens of use-cases, these companies are using IntelePeer to automate appointment management, new patient on-boarding, revenue cycle management, question and answer responses, and more.

"By far, the healthcare industry is proving to be a leader when it comes to the adoption of conversational AI technologies," said Frank Fawzi, CEO of IntelePeer. "Healthcare companies are leading the charge to deliver the best possible patient experience while also reducing costs and increasing revenues. IntelePeer's cutting-edge conversational AI platform does just that with its unparalleled self-serve capabilities. Healthcare company investors view us as a trusted partner and integral part of their portfolio companies' success, with an accelerating return on investment achieved within six months of implementation."

Looking to optimize operations with scalable solutions, healthcare companies are turning to AI to improve the patient experience while also positively impacting the bottom line. One company using IntelePeer's conversational AI platform, a $100M healthcare company with locations across the US, is on target to receive a 4.3% net margin improvement through its use of AI and automation for scheduling management and optimization, while also reducing its front office workforce. The company has also automated its accounts receivable functionality using IntelePeer's SmartAgents, collecting approximately $2M in additional cash, even from the more difficult to collect 90+ days outstanding receivables.

Other companies using IntelePeer's platform include:

Unio Health Partners, a multi-specialty physician practice management company, is using IntelePeer's SmartOffice solution to enable automation of up to 30% of its inbound calls and reduce no-show rates by 25% by deploying conversational AI to handle up to 60% of scheduling-related interactions.

Benevis, a dental services organization, isusing IntelePeer's SmartAgent solution to improve the efficiencies of its contact center staff by automating its appointment management system. To date, the company is containing more than 50% of its calls, with office-hours patient experience scores at 4.4 out of 5, and it anticipates realizing a return on investment of $1.15M.

IntelePeer's conversational AI platform leverages world-class agentic AI that enables users to build communications-enabled workflows and AI agents that integrate seamlessly with existing processes. IntelePeer's proprietary AI agent called SmartAgent, can handle a wide range of interactions as effectively as a live agent, with a higher percentage of first-time resolutions and improved accuracy, making "being on hold" a thing of the past. Other features include:

- Personalized self-service capabilities based on prior patient interactions
- Real-time analytics to track and monitor interactions and performance as they happen
- AI agents that can respond and adapt to patient interactions in multiple languages and provide dynamic responses
- Fully integrated, omnichannel experience automating voice, messaging, chat, and email interactions
- Q&A knowledge base that enables accurate responses to thousands of questions
- Managed Solutions team delivering continuous improvement of automation rates and patient sentiment
- Patient satisfaction measurement tools
- Integration with other business tools and systems, including Dentrix, Henry Schein, Denticon, Epic, Cerner, and others, enabling seamless real-time data flow and a more comprehensive view of operations
- For information about IntelePeer products and services, visit:https://intelepeer.ai.

About IntelePeer
IntelePeer simplifies communications automation helping businesses and contact centers reduce costs, enrich the customer experience, and accelerate ROI. Its end-to-end conversational AI platform works seamlessly within existing business software and infrastructure, enabling brands to automate complex processes quickly and effortlessly. IntelePeer's vendor-neutral platform leverages world-class agentic AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.

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