IntelePeer Achieves HITRUST r2 Certification Demonstrating the Highest Level of Information Protection Assurance

Certification validates company's commitment to strong cybersecurity and the protection of sensitive data.

Dania Beach, FL, July 14, 2025 — IntelePeer, the leading end-to-end conversational AI platform provider, today announced its AI Hub and suite of Smart automation solutions have earned certified status by HITRUST for information security.

"Earning the HITRUST r2 Certification is a testament to the rigorous standards we uphold at IntelePeer to safeguard sensitive healthcare data," said Frank Fawzi, CEO of IntelePeer. "This achievement underscores our commitment to helping healthcare organizations deliver secure, seamless, and efficient patient experiences, while trusting us as a reliable partner in their digital transformation journey."

HITRUST r2 Certification demonstrates that the organization's AI Hub and Smart solutions have met demanding regulatory compliance and industry-defined requirements and is appropriately managing risk. This achievement places IntelePeer in an elite group of organizations worldwide that have earned this certification. By including federal and state regulations, standards, and frameworks and incorporating a risk-based approach, the HITRUST Assurance Program helps organizations address security and data protection challenges through a comprehensive and flexible framework of prescriptive and scalable security controls.

"HITRUST certification is globally recognized as validation that information security andprivacy controls are effective and compliant with various regulations. HITRUST certification isconsidered the gold standard because of the comprehensiveness and applicability of the control requirements, depth of the assurance process, and level of oversight that ensures accuracy," said Jeremy Huval, Chief Innovation Officer at HITRUST.

IntelePeer's AI Hub, a unified platform that integrates communication management, enables healthcare providers to keep up with evolving patient expectations with its analytics and insights, process automation, and secure AI. The Hub provides an all-in-one hyper-automation solution designed to offer exceptional patient experiences without reliance on live agents leading to lower costs, enhanced efficiency, and improved customer experiences. SmartAgent automates inbound interactions, helping providers to quickly and easily streamline agent responsibilities and empower self-service for a much faster ROI. It allows practices to manage spikes in call capacity, reduce costs, and avoid compliance issues. SmartOffice offers unparalleled automation and enhanced interaction resolution for multi-location practices. It allows for routine patient interactions to be addressed without the need for direct human interaction, giving staff time back to focus on more complex patient needs.

About IntelePeer
IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's Conversational AI Platform delivers speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, the platform automates voice and digital customer service capabilities and provides industry-leading time-to-value with solutions that work seamlessly with existing enterprise software and infrastructure, and easy-to-use tools that can be utilized by anyone.

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