IntelePeer Joins athenahealth's Marketplace Program to Deliver Advanced Patient Engagement Opportunities to the Healthcare Industry

Dania Beach, FL, July 22, 2025 — IntelePeer, the leading end-to-end conversational AI platform provider, today announced an agreement with athenahealth, Inc. through the company's award-winning athenahealth® Marketplace program. Now available to athenahealth's growing network of healthcare providers, its SmartAgent solution enables enhanced patient engagement, streamlined operations, and an increased ROI. The athenahealth Marketplace empowers athenahealth customers to easily discover and implement solutions that meet their unique needs, fostering a more efficient and patient-centered approach to care.

"Many physician groups leveraging IntelePeer's SmartAgent are also athenahealth customers, and we're thrilled to bring the solution to the athenahealth Marketplace," commented IntelePeer CEO, Frank Fawzi. "Empowering healthcare providers with AI-driven automation that transforms patient engagement, SmartAgent enables faster, more personalized interactions—reducing wait times, streamlining administrative tasks, and freeing up staff to focus on what matters most: delivering exceptional care. As healthcare organizations face increasing demands, our solution offers a scalable, cost-effective way to enhance operational efficiency and improve the patient experience."

SmartAgent, the cornerstone of IntelePeer's conversational AI platform, enables physician groups to rapidly develop, test, and deploy agentic AI agents capable of handling complex, dynamic conversations with self-service rates of over 90%. With built-in analytics and decision logic, providers will benefit from seamless and improved patient interactions, reduced overhead, and faster appointment conversions.

As a new Marketplace partner, IntelePeer joins an expansive, open ecosystem that enables integration with third-party applications, services, and systems to make innovative solutions available to more than 160,000 providers on the athenaOne network. The Marketplace allows athenaOne customers the ability to access and efficiently integrate with solutions that augment the functionality of the athenaOne platform, helping providers and administrators eliminate friction for patients while working to improve practice outcomes and financial performance.

To learn more about IntelePeer's new integrated application on the Marketplace, please visit IntelePeer's product listing page.

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.

For more information, visit: www.IntelePeer.ai

About the athenahealth Marketplace
The athenahealth Marketplace, one of the largest healthcare app stores, offers customers a diverse range of integrated solutions and innovative applications designed to enhance the athenaOne experience. Nearly 75% of athenahealth customers use Marketplace partner solutions to boost practice efficiency and engage patients in their own care. The Marketplace has over 500 solutions across more than 60 medical specialties and capabilities that are integrated with athenaOne, athenahealth's all-in-one solution that improves clinical effectiveness, patient experience, and financial performance. Learn more about our comprehensive Marketplace program at www.athenahealth.com/solutions/marketplace-program.

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