IntelePeer Emerges as AI Partner of Choice for PE-Backed Companies, Driving Value Creation in Healthcare

Dania Beach, FL, July 24, 2025 — IntelePeer, the leading end-to-end Conversational AI platform, today announced continued momentum among private equity (PE) firms seeking to drive operational efficiency and margin expansion across their healthcare portfolios. With 26 healthcare customers backed by 33 PE firms, IntelePeer is rapidly emerging as a strategic enabler for PE-backed companies navigating rising labor costs, debt pressures, and the urgent need for digital transformation.

“Private equity firms are under pressure to deliver returns in a challenging macroeconomic environment,” said Frank Fawzi, CEO of IntelePeer. “Our AI platform empowers portfolio companies to automate customer-facing functions, reduce costs, and scale faster—without compromising quality. We’re helping healthcare providers deliver better patient experiences while improving financial performance. Together, we’re automating routine interactions, enhancing care coordination, and driving better outcomes—all while easing the administrative burden on clinical staff.”

Trusted by Leading PE-Backed Healthcare Brands

IntelePeer’s healthcare customers include industry leaders such as 42North Dental, Jefferson Dental & Orthodontics, and Unio Health Partners. These customers leverage IntelePeer’s SmartAgent, SmartOffice, and SmartAnalytics solutions to:

- **Accelerate Time to Value:** Deployments completed in weeks—not quarters.
- **Integrate Seamlessly:** Flexible architecture connects with EHRs, CRMs, and legacy systems.
- **Deliver Transparent ROI:** Real-time dashboards track AI-driven deflection, scheduling, and revenue impact.

AI That Delivers Results

Healthcare organizations using IntelePeer’s AI solutions are achieving measurable outcomes:

- **Operational Efficiency:** A large dental service organization (DSO) with over 60 clinics deployed AI-powered appointment scheduling to reduce missed calls and labor costs. The AI agent booked approximately 1,500 appointments in just 30 days.
- **Revenue Cycle Optimization:** A multi-location DSO used IntelePeer’s AI to recover over $2 million in outstanding receivables last quarter, including $900,000 from accounts over 90 days delinquent—typically considered bad debt. One-third of payments were collected within a week of initial outreach.
- **Mission-Critical Support:** A leading provider of personal emergency response systems implemented IntelePeer’s AI to modernize its Emergency Response Center. The solution achieved a 100% success rate in emergency escalation and contained 80% of non-emergency calls—freeing up live agents for critical tasks.

Meeting the Moment for PE-Backed Healthcare

Private equity-owned healthcare companies are facing unprecedented headwinds: rising interest rates, labor shortages, cybersecurity threats, and increasing scrutiny over care quality. These pressures demand fast, scalable, and measurable solutions.

IntelePeer is uniquely positioned to meet this moment. With deep domain expertise and a proven track record, the company offers PE operators a clear path to value creation through automation. In addition, the company provides customers with a no-risk guarantee to ensure satisfaction during the implementation phase of a solution roll-out. Whether the goal is margin expansion, operational scalability, or exit readiness, IntelePeer delivers AI solutions that drive real business outcomes.

“IntelePeer is more than a technology provider—we’re a strategic partner for PE firms committed to transforming healthcare through intelligent automation,” added Fawzi. “We help our partners move faster, operate smarter, and unlock value at every stage of the investment lifecycle.”

To learn more about IntelePeer, visit: **www.intelepeer.ai**.

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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