IntelePeer Announces Business Results For 1st Half of 2025

AI-Driven Growth Propels IntelePeer to Record Bookings and Expands Market Leadership Across the Healthcare Industry

Dania Beach, FL, August 13, 2025 — IntelePeer, the leading end-to-end conversational AI platform provider, today reports its business results for the first half of 2025. In addition to contracted annual recurring revenue (cARR) for the company's enterprise segment growing by 37% versus the same period in 2024, AI related cARR increased by 60%. In the healthcare vertical, the company is now serving more than 1,500 clinics throughout North America due to strong demand for its AI-powered solutions.

In the first half of 2025, IntelePeer saw a growing number of customers turn to its conversational AI platform and suite of AI and analytics capabilities to deliver more meaningful and personalized experiences. Approximately 165M interactions were handled by IntelePeer's platform and usage of the company's revolutionary SmartAgent solution continued to grow with approximately 30% of all transactions being handled by an AI agent.

"The first half of 2025 has been a defining period for IntelePeer, marked by record-breaking bookings and rapid adoption of our AI solutions," commented IntelePeer Chief Executive Officer Frank Fawzi. "Our unprecedented growth in AI revenue is a testament to the trust our customers place in our platform and the transformative power of our conversational AI solutions. We're proud to be helping organizations deliver more personalized, efficient, and impactful customer experiences at scale."

Building on its momentum as a leader in conversational AI, IntelePeer delivered significant advancements across its voice and agentic AI platforms. Its next-generation voice AI engine was enhanced to set new industry benchmarks in voice fidelity, responsiveness, and natural conversational flow. The company also launched its agentic AI platform into full production, introducing a new class of composable, task-specific virtual agents capable of listening, understanding, and responding in real time with human-like fluency. Expanding into vertical SaaS, the company unveiled IntelePeer SmartAgent for DSOs (Dental Service Organizations)—its first domain-specific solution designed to streamline dental practice management and automate patient communications.

Business Highlights and Customer Successes

- Fueled by AI, IntelePeer saw its largest number of AI deals booked during the first half of the year and had dozens of new customers turning to IntelePeer's conversational AI platform to help provide meaningful and personalized experiences.
- SmartAnalytics, a comprehensive suite of reporting and insight tools that captures every customer interaction with both AI agents and live representatives, was introduced.
- The company announced a strategic partnership with SOAP Health, the pioneer of AI-First Primary Care, to transform both administrative and clinical efficiency across the healthcare industry.
- The company received a Net Promoter Score (NPS) of 86 indicating high relationship satisfaction with its customers.
- Jefferson Dental & Orthodontics selected IntelePeer's conversational AI platform to transform patient engagement and streamline operations across its 70+ locations.
- Unio Health Partners announced a multi-year partnership with IntelePeer, leveraging the company's industry-leading SmartOffice and SmartEngage solutions to reduce long hold times, manage call volume spikes, and minimize revenue loss from patient no-shows, while simultaneously improving operational efficiency.
- IntelePeer partnered with Marquette University School of Dentistry, Wisconsin's only dental school, to deploy its SmartOffice solution.
- Expanding its partner portfolio, the company joined Henry Schein One API Exchange and Academic partner programs, athenahealth's Marketplace program, and joined forces with Redox to accelerate implementation timelines of AI solutions.

Industry Partnerships and Recognition

Throughout the first half of the year, IntelePeer continued developing key industry partnerships and received numerous accolades for its AI and customer innovation and culture, including:

- The 2025 DMG Consulting LLC "Conversational AI Solutions for the Enterprise" report included IntelePeer as a featured vendor and highlighted the solution's ability to address service and contact center-related functions.
- IntelePeer was included in the Opus Research "2025 Conversational AI Intelliview" report. With tools and resources for creation and management of Conversational and Generative AI, Opus noted the company's ability to align solutions to meet enterprise needs with product completeness, reliability, future vision, and platform maturity.
- IntelePeer achieved ISO/IEC 42001 certification, demonstrating its commitment to managing its AI-powered service offerings responsibly, ethically, and transparently, and the company's AI Hub and suite of Smart automation solutions earned certified status by HITRUST for information security. This is in addition to compliance achieved with ISO 27001, PCI, and HIPAA standards.
- The company received a CUSTOMER magazine Voice AI Technology Excellence Award for its next generation voice AI engine. It also captured an Innovation Award for its AI Hub, SmartAgent, and SmartOffice solutions, and an Excellence in Customer Service Award for its leadership in service excellence; both presented by the Business Intelligence Group.

‘As we look to the second half of the year, we’re building on this momentum with continued innovation across our voice and agentic AI platforms. With strong momentum, a growing portfolio of vertical-specific solutions, and strategic partnerships expanding our reach, we’re well-positioned to accelerate growth and redefine what’s possible in AI-powered customer engagement,” concluded Fawzi.

For more information, 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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