IntelePeer Named Best Managed AI Services Provider in Remend's 2025 AI Service Provider Report

Report cites IntelePeer's strengths in implementation, integration, security, and vertical market expertise in healthcare, financial services, insurance, and retail

Dania Beach, FL, November 12, 2025— IntelePeer, the only end-to-end conversational AI platform provider, has been recognized as the Best Managed AI Services Provider in the 2025 AI Service Provider Report by Remend, a leading strategic technology advisory firm. Remend cited IntelePeer's strengths in implementation, integration, support, and security, as well as its vertical market expertise in healthcare, financial services, insurance, and retailas the basis for the award.

'Remend 's Best Managed AI Services Provider award recognizes the strength of our distinctive outcomes-focused approach that enables our customers to overcome pressing operational and financial challenges with conversational and agentic AI and analytics," said IntelePeer CEO, Frank Fawzi. "It underscores the value that companies place on our combination of straightforward implementation and intuitive tools that provide the insights they need to achieve their business goals. Without the burden of managing the technology themselves, our customers can accelerate ROI, reduce operational complexity, and deliver exceptional customer and patient experiences."

IntelePeer was an award winner named in the report, which analyzed 60 conversational and generative AI service providers based on product, flexibility, security and compliance, company, and go-to-market strategy and vision. It cited the strength of IntelePeer's proprietary AI platform, which integrates multiple engines and services, and its clear roadmap for AI expansion. Remend also highlighted the company's security and compliance certifications and its extensive vertical market expertise.

'IntelePeer stood out for its ability to deliver real business outcomes through a fully managed AI services model," said Ed Tybursky, Managing Partner, Remend. "Their platform combines deep vertical expertise, robust compliance, and flexible integrations, making it easy for organizations to adopt and scale AI-powered automation tailored to their specific business priorities."

Customer Outcomes

IntelePeer customers using the company's managed services independently affirm the quality of IntelePeer's support and highly collaborative focus on outcomes:

*"I had the pleasure of working as a Project Manager on an implementation of an AI agent helping to answer questions around a conversion effort for tens of thousands of customers. The team was engaged, agile, and highly responsive throughout the project," wrote one user on Gartner Peer Insights**

Another customer wrote:
*"Overall experience has been excellent. The partnership has gone far beyond a standard vendor relationship. The team is truly invested in our success and customer safety, which is critical in our type of business. The whole team listens and adapts to our changing priorities."**

IntelePeer Platform Capabilities

IntelePeer's end-to-end conversational AI platform delivers hyper-automated omnichannel communications across channels, such as voice, SMS, and social messaging, enabling businesses to improve customer experience while lowering costs. AI-driven capabilities in the IntelePeer platform include:

- SmartAnalytics with dashboards for custom KPIs, an interaction explorer for transcript and audio playback, call segment analysis (AI and live agent), and an AI-powered Quality Management agent for live call review.
- SmartAgent serves as a powerful AI customer and patient engagement solution that automates front desk and back-office workflows, including appointment scheduling, insurance verification, patient reminders, and collections.
- Agentic AI Framework with composable, task-specific agents, multi-agent orchestration, built-in guardrails, and observability for rapid deployment of communication-driven workflow automation.
- Next-Gen Voice AI Engine delivering natural, human-like voice interactions with industry-leading speech-to-text and text-to-speech performance and multilingual support.

IntelePeer's outcomes-focused approach is further supported by its AI Hub, which seamlessly integrates automation, communication management, cutting-edge analytics, and secure AI into one comprehensive platform. Through the AI Hub, businesses can access workflow builder templates built by vertical and use case, performance monitoring, and more.

For those organizations just beginning their AI journey, IntelePeer's SmartAnalytics™ Starter Pack helps multi-location organizations quickly extract actionable insights from customer interaction data. The offer includes real-time dashboards, call analysis, and one automation use case—such as appointment management or receivables collection—delivering results within

two weeks. Backed by a Satisfaction Guarantee, the Starter Pack demonstrates how intuitive, AI-powered analytics can drive immediate improvements in efficiency, revenue, and customer experience.

> *"Our goal is to make AI accessible, secure, and outcomes-driven," said Fawzi. "This recognition reflects the trust our customers place in us to deliver innovation that's not just powerful, but practical helping them grow, adapt, and lead in their industries."*
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> *For a copy of the IntelePeer report, visit: https://bit.ly/49KQaMS*
> *For more information about IntelePeer's SmartAnalytics Starter Pack, visit: https://bit.ly/44485KO*
> *To join a live demo of IntelePeer solutions in action, register here: https://bit.ly/47ENv4E*

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About Remend
Remend is an independent advisory firm that helps enterprises and mid-market organizations reduce technology spending and improve ROI. Since 2014, Remend has supported clients with software license optimization, audit defense, contract negotiation and vendor management across major publishers including Oracle, Microsoft, SAP, VMware and IBM. The firm also advises on telecom cost control, cloud strategy, AI initiatives and digital transformation programs. Remend provides data-backed insights that help leadership teams control spend, reduce risk and protect long-term value. To obtain a full copy of the report, visit: AI Service Provider Report | Remend.

About IntelePeer
IntelePeer automates customer interactions to help businesses reduce costs, enhance customer experience, and speed up ROI. Its conversational AI Platform leverages agentic AI to deliver fast, flexible, and transparent communications. Producing human-like interactions, the platform handles both voice and digital customer queries, integrates smoothly with existing enterprise software, and offers easy-to-use tools accessible to anyone. For more information about IntelePeer, visit www.intelepeer.ai.

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