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IntelePeer Supercharges AI Platform with Microsoft Azure Cosmos DB for Enterprise-Grade Performance

Healthcare Organizations Gain Scalable, AI-Driven Patient Experience Solutions; Innovations Showcase at Microsoft Ignite

Dania Beach, FL, November 19, 2025— IntelePeer, an end-to-end conversational and agentic AI platform provider, today announced it has integrated advanced capabilities of Microsoft Azure Cosmos DB into its conversational and agentic AI platform, giving multi-location healthcare organizations and medical practices enterprise-grade performance and scalability for delivering superior patient experiences.

The result of a collaborative effort by engineering teams at IntelePeer and Microsoft, the integration significantly enhances the performance and responsiveness of omnichannel patient interactions powered by IntelePeer's solutions. It also streamlines system architecture and unlocks new opportunities for healthcare providers to configure, deliver, and scale highly sophisticated applications that elevate patient experiences and improve operational efficiency.

"By integrating advanced features of Microsoft Azure Cosmos DB into our conversational and agentic AI platform, we're giving our customers enterprise-grade capabilities that enable them to deliver superior patient experiences," said Frank Fawzi, CEO of IntelePeer. "It's part of our commitment to provide healthcare providers practical, easy-to-use AI-powered solutions that can be quickly deployed so they can improve patient satisfaction, operational efficiency, and business outcomes."

IntelePeer's integration with Azure Cosmos DB improves real-time performance across voice, API, and LLM-powered workflows by consolidating short-term memory, session storage, and vector search into Azure Cosmos DB. It also adds new capabilities for Retrieval Augmented Generation (RAG), semantic search, and AI personalization. Additional benefits include:

- The ability to convert FAQ docs into embeddings for more intelligent AI agents.
- Decreased network and data access latency of 15 milliseconds per transaction.
- Reduced costs and resource utilization by using Azure Cosmos DB auto scaling, logical isolation, and emulation capabilities.

"With Microsoft Azure Cosmos DB, it's night and day compared to our previous use of self-managed clusters," said Sergey Galchenko, CTO of IntelePeer. "We've gained fine-grained control over performance, simplified our infrastructure, and empowered our AI agents to deliver smarter, faster, and more scalable customer experiences."

"IntelePeer's use of Microsoft Azure Cosmos DB showcases the power of cloud-native databases to deliver real-time, AI-driven customer experiences at scale," said Kirill Gavrylyuk, Vice President, Azure Cosmos DB at Microsoft."By using Azure Cosmos DB's low-latency performance, vector search capabilities, and seamless scalability, IntelePeer is empowering its customers with enterprise-grade AI performance in solutions that are both cost-effective and transformative."

> *At Microsoft Ignite 2025, IntelePeer is showcasing how Azure Cosmos DB powers its next-generation AI framework and supports scalable, resilient CX solutions across industries including healthcare, retail, finance, and utilities. Derek Boudreau, VP of Product AI and Data at IntelePeer, will join James Codella, PhD, Principal Product Manager at Azure Cosmos DB, during the breakout session, From DEV to PROD: How to build agentic memory with Azure Cosmos DB, on Nov. 20 at 2:00 p.m. EST.*

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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