

## DATASHEET

# Company overview

## Powering the NEW customer experience

We enable companies to communicate better — driving more revenue, improving their customer experience, and making better business decisions. Leverage omnichannel communications with robust AI, integration, analytics, and advanced self-service capabilities, all delivered through a single, easy-to-use cloud platform that works seamlessly with your existing business solutions. Our Communications Automation Platform makes it easy to create a new customer experience that engages audiences, streamlines processes, and keeps employees productive. If you want to focus less on the technology part and more on the customer experience, we'll help take care of it with our Managed Solutions program.



Omnichannel automation



Low / no-code



Artificial intelligence



Actionable insights



Ease of implementation

[Click here for more information](#)

## Solve challenges and see big results

# 28%

Reduce operational costs by 39% with AI and omnichannel automation.

# 53%

Increase revenue by 61% with analytics and AI.

# 63%

Improve CSAT by 63% with more communications channels.

## Communications Automation Platform



### SmartFlows

Build automated AI-enabled omnichannel workflows.



### APIs and integrations

Leverage our open communications APIs for your business, web, and mobile apps.



### SmartEngage

Easily send omnichannel campaigns to your customers and employees.



### AI and Bots

Automate processes and enhance your customer experience by implementing AI.



### Insights

Make better business decisions with rich on-demand analytics.



### Messaging

Add SMS and social messaging to better connect with your customers.

## Managed Solutions program

Short on time or resources? We're here to help accelerate implementation, help you deliver results quicker, and provide best practices. Leverage our Managed Solutions for simple or more complex integrations and workflow automations using conversational/generative AI and analytics.

## A little more about us

**20**

years in the business

**Thousands**

of happy customers

**24x7x365**

live agent support

**98%**

customer satisfaction

## International reach

**200+**

countries

**800+**

mobile carriers

## Compliance

**HIPAA****GDPR****PCI**

## About IntelPeer

IntelPeer delivers rapidly deployable communications solutions for an always connected world. Powered by artificial intelligence (AI) and analytics, our omnichannel platform instantly improves your customers' communications experience. IntelPeer provides industry-leading time-to-value with solutions that work seamlessly with existing business software and infrastructure. Our no-code templates and low-code, co-creation options provide customers with easy-to-use tools that can be utilized by anyone and are also accessible through developer APIs. For more information, visit [intelepeer.ai](https://intelepeer.ai).