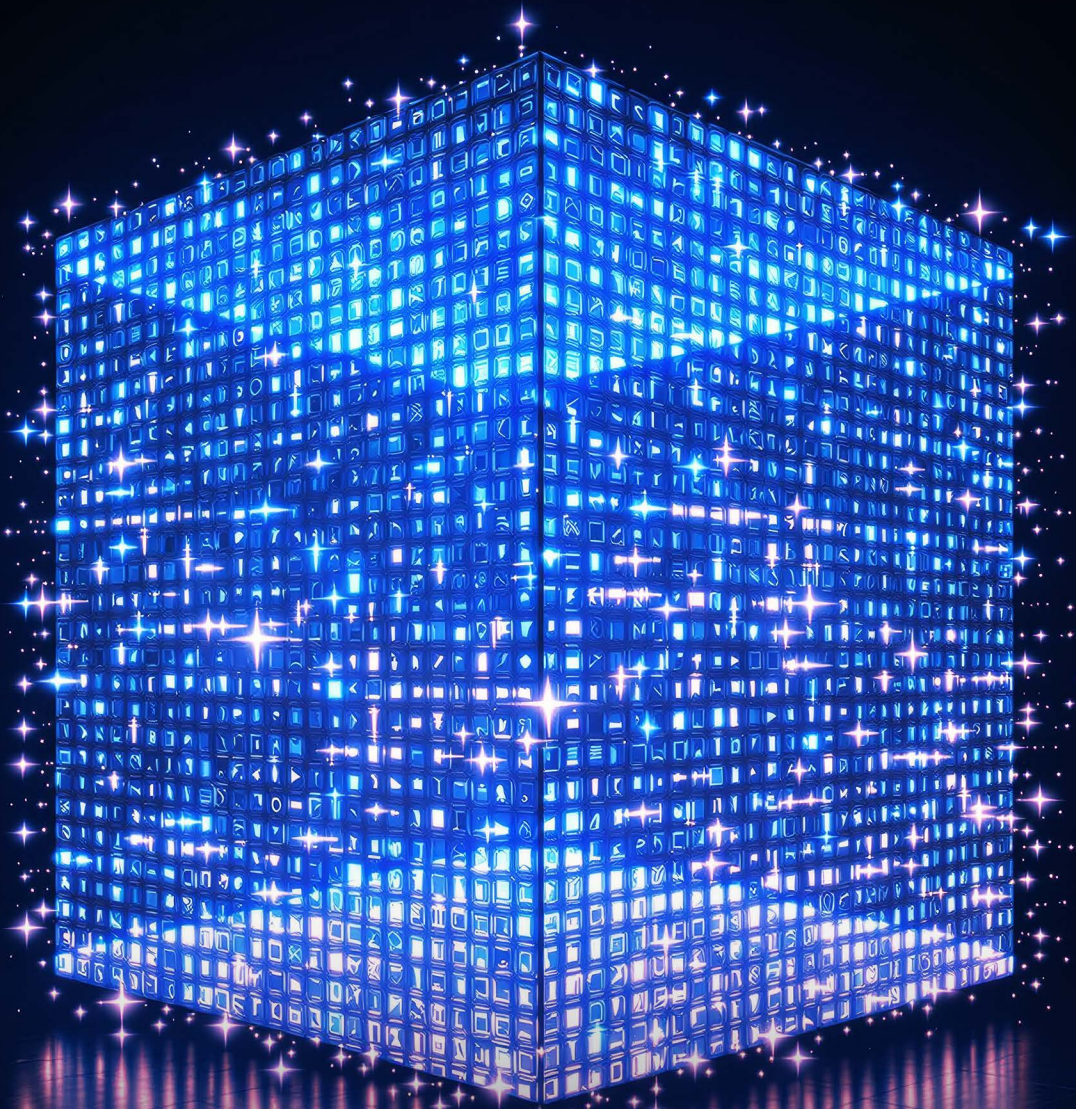


REMEND

AI Service Provider Report 2025



BEST MANAGED SERVICES PROVIDER
INTELEPEER

INTELEPEER

BEST MANAGED SERVICES PROVIDER

[IntelPeer.com](https://intelepeer.com)

Company Background

IntelPeer is a privately held AI-first company founded in 2003 and headquartered in Dania Beach, Florida. As of July 2025, the company employs more than 300 people across the United States.

Originally a telephony provider, IntelPeer has transitioned to focus on enterprise-grade AI services. It serves over 2,500 customers, with more than 100 mid-market and enterprise organizations using its AI solutions. By 2024, AI accounted for over 60 percent of IntelPeer's revenue.

In 2024, the company secured \$140 million in growth funding and debt financing to accelerate its AI roadmap and customer acquisition. IntelPeer's key verticals include healthcare, financial services, retail, utilities, insurance, and transportation.

Technology and Partnerships

IntelPeer's technology stack is built on a proprietary AI platform designed to integrate with leading engines and applications. The platform includes:

- OpenAI (dedicated instance hosted on Microsoft Azure).
- Google, IBM, Amazon, and Deepgram for speech-to-text and text-to-speech.
- Pindrop for voice authentication and device validation.

The company's solutions comply with PCI, HIPAA, HITRUST, GDPR, SOC 2, and ISO standards. Integrations include major CCaaS and UCaaS platforms such as Genesys, NICE, CXone, Avaya, Cisco WebEx, Microsoft Teams, and Cisco WebEx Calling.

Product Portfolio

IntelPeer entered the conversational AI space in 2017 with SmartFlows, a low-code/no-code platform for building workflows to automate customer interactions. Since then, its portfolio has grown significantly:

- SmartFlows – Conversational AI platform for workflow automation.
- SmartAgent – AI solution for automating agent responsibilities and enhancing customer experience in inbound contact centers.
- SmartOffice – AI-driven enterprise communication and operations platform providing automation, analytics, and actionable insights.
- AI Hub – Full-stack AI platform for building, testing, and deploying AI solutions, launched in 2023. Includes dashboards for sentiment analysis, resolution tracking, call errors, and performance monitoring.

- SmartAnalytics – Launched in 2025, provides reporting and insight tools capturing every customer interaction across AI agents and live representatives.
- SmartWorker – AI-powered productivity tool for employees that integrates conversations across voice, text, and chatbots with APIs for business applications.
- SmartEngage – Outbound campaign management platform for mass SMS and voice outreach.

IntelePeer's AI Hub also includes built-in guardrails to minimize hallucinations, security features such as encryption, and compliance tools for enterprise environments.

Features and Capabilities

- Easy navigation via left-hand menu in AI Hub, including:
 - AI Workflows for agent creation.
 - Administration panel.
 - Knowledge Collection for training data.
 - Interaction Explorer for analyzing intents, outcomes, and sentiment.
 - Conversation History with detailed logs and records.
- Generative AI capabilities added in 2025 for more autonomous automation and faster change control.
- Multi-engine compatibility through a single interface.
- Cloud, hybrid, and on-premises deployment flexibility.

Pricing and Deployment

IntelePeer uses a per-minute billing model, with subscription-based products that include a minimum number of monthly interactions across voice and digital channels.

Enterprise deployments start at \$150,000 in annual contract value, though proof-of-concept engagements are available. Support, training, and implementation are included in pricing, and account management services are provided at no additional cost.

Reporting capabilities are bundled with SmartAgent and SmartOffice.

Strengths

- Proprietary AI platform integrating multiple engines and services.
- Strong security and compliance certifications across industries.
- Managed services model with support, training, and implementation included.
- Strong vertical expertise in healthcare, financial services, insurance, and retail.

- Wide integration support for CCaaS and UCaaS platforms.
- Strong funding and clear roadmap for AI expansion.

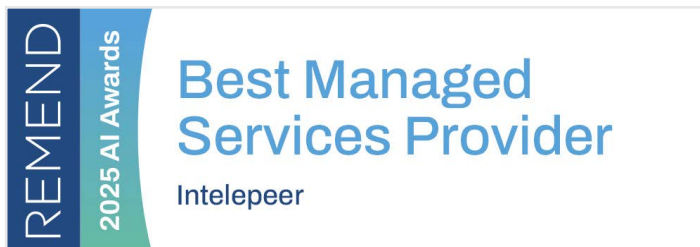
Concerns

- Limited to North America, without multi-geographic deployment capabilities.
- Does not offer its own UCaaS or CCaaS products, relying instead on integrations.
- Heavy dependence on Microsoft Azure for OpenAI hosting could present strategic risks.
- DIY orchestration is not yet fully developed, with customers currently dependent on managed services.

Final Thoughts

IntelePeer has successfully transitioned from a telephony provider to an AI-first company, with strong momentum in AI revenue growth and significant investment in new capabilities. Its AI Hub provides a comprehensive suite for enterprises seeking managed AI services, and its flexibility across engines and integrations positions it well in the mid-market and enterprise segments.

While limited geographic coverage and lack of owned CCaaS/UCaaS offerings create constraints, IntelePeer's focus on managed AI services and compliance make it a strong choice for North American enterprises. Its roadmap toward DIY orchestration and expanded offerings will likely broaden its appeal in the coming years.



RATINGS

Flexibility:	A-
Product:	A
Security:	A
Company:	A
Go-to-Market/Vision:	A