

## **Nuance Mobile Care Announces Support for the Android Operating System**

### *On-Device Self-Service to Improve User Experience and Feature Adoption for Millions of Android Devices*

**Burlington, MA, June 16, 2010** — Nuance Communications, announced today that its market leading, on-device self-service solution, Nuance Mobile Care provides support for mobile devices running the Android operating system (OS). Nuance Mobile Care is currently shipping on over 12 million handsets through mobile operators worldwide.

Android is an operating system created for mobile phones and other devices launched in November 2007. According to Ovum, a leading market research company, predicts by 2015, shipments of smartphones will grow to 560 million per year, with 20 percent of those being Android phones, exceeding that of Windows Mobile.

By providing support for the Android OS, Nuance Mobile Care – a patented, on-device self-service solution -- will connect millions of mobile device users to customer care for information requests and additional services. Nuance Mobile Care handles requests such as billing, payments, plan changes, account settings and diagnostics visually on the handset. This innovative solution eliminates wait times for customer service agents, significantly reducing costs, and providing a superior customer experience.

"Calls are increasingly being made from mobile devices and leveraging their unique capabilities can help organizations provide a better customer care experience," said Daniel Hong, lead analyst, Customer Interaction at Ovum. "We are seeing enormous interest from mobile operators in technologies that enable them to manage the customer experience in an end-to-end fashion - from the back-end, right down to the mobile handset."

"Mobile operators around the world are discovering how Nuance Mobile Care can enable them to drive a branded customer experience to the mobile device while saving millions every month in reduced contact center costs," said Bob Wise, senior vice president and general manager of Nuance Mobile Care, Nuance Enterprise. "Providing support for Android OS delivers a great opportunity to drive new and innovative way to engage with customers through Nuance Mobile Care."

Nuance's mobile solutions have shipped on more than 4 billion handsets — a result of its extensive relationships with every major mobile OEM and carriers around the world. For more information about Nuance Mobile Care, [www.nuance.com/mobilecare](http://www.nuance.com/mobilecare)

#### **About Nuance Communications, Inc.**

Nuance is a leading provider of speech, imaging and customer interaction solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit: [www.nuance.com](http://www.nuance.com).

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