

# Fostering customer success

Helping customers adopt, utilize, and optimize Dragon speech recognition solutions.

Nuance's Dragon speech recognition solutions deliver tangible operational efficiencies and improvements to documentation quality and turnaround. Working in concert, Nuance Sales, Customer Success, Technical Support, Product Management, and Engineering partner with your organization to optimize our speech solutions for your documentation goals and priorities—both immediate and long-term.

Whether you are a professional in law enforcement, social services, finance, a call center, a law firm, or the public sector, the Nuance Customer Success Program is designed to ensure your organization gets the most from our speech recognition solution offerings.

## **A consultative approach for the long term**

Our team of professionals will help you adopt, utilize, and optimize your Dragon solution to demonstrate value and achieve expected outcomes. This team brings extensive experience from prior implementations of peer organizations to each new implementation.

Your Customer Success Manager (CSM) is your single point of contact to ensure high-quality resources are marshaled for a successful implementation that realizes your stated documentation productivity goals. Your CSM also provides visibility to Nuance's executive team and ensures post-implementation needs – like refresher training – takes place for new employees. Simply put, our goal is to earn your continued business and be the catalyst to help position your organization as a leader industry peers want to emulate.

## **Our technology implementation strategy**

Our technical experts have extensive implementation experience and will work within existing infrastructure to determine appropriate next steps to reach your “desired future state.” This might include accounting for specific software applications, unique network configurations, or creating particular “scripting” to automate workflows. Throughout the process, the CSM will serve as your advocate. They will work closely with the Nuance team and your implementation manager to align your current business priorities and evolving needs—throughout deployment and beyond.

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## KEY BENEFITS

- **Optimize workflows** by applying industry best practices and standards, guiding your organization to success.
  - **Achieve successful adoption** by emphasizing training and support strategies.
  - **Realize optimal outcomes**, operational performance, and financial success by enhancing the use of Nuance solutions.
  - **Encourage ongoing collaboration** and confidence and build a foundation for an organic, dynamic, and long-term partnership.
  - **Become part of a community** and have access to peer organizations that share similar organizational missions and challenges.
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“Beloit Police Department has benefited greatly from Nuance’s Customer Success Program. Nuance support has been great from the start with a successful implementation, customization, training, and technical support. We formally review our Dragon implementation quarterly to ensure Beloit PD optimizes the benefits of Dragon speech technology to all of our sworn. I can’t imagine a more responsive team.”

Nuance helps private and public sector professionals put their words to work by harnessing the most natural and intuitive communication platform around—the human voice. Our speech recognition solutions deliver a natural, fluid approach to creating mission-critical documentation, freeing professionals to spend more time doing the work they love. Our award-winning natural language understanding and speech recognition solutions produce a more complete, detailed and accurate view of documentation workflows, driving meaningful operational and financial outcomes.

### What we do



Monitor, track, and report on metrics



Provide regular advice and feedback to promote best practices



Facilitate training and change management to support adoption



Establish a regular cadence of meetings

### Key service milestones

- **Hold interactive sessions** to define goals, deliverables, and successful outcomes
- **Develop a plan** that outlines customer goals
- **Promote adoption**, workflow optimization, and sustained process improvement
- **Deploy Dragon** and train on this improved way of working
- **Quarterly business review** to review adoption and ensure your deployment is on track

For more than 20 years, Nuance has worked with thousands of users and hundreds of organizations of all sizes and types to transform workflows, improve performance, and maximize their investments in Nuance solutions.

### LEARN MORE

Please contact us at 1-877-805-5902 or visit [nuance.com/dragon](https://nuance.com/dragon).



### About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.