professional services
from Nuance

The experience speaks for itself ™

NUANCE

Nuance Professional Services :: Maximum Results. Minimum Risk.

Experience That Builds Confidence

- We've deployed more than 4,000 speech-enabled self-service applications in over 20 languages

- Our solutions automate more than eight billion caller interactions each year

- Over two-thirds of Fortune 100 companies use our solutions to enhance their customer experience

"Nuance is a great example of a true partner – they want us to be successful."

Jason Markovich
Commerce Bank

Need big results from your customer care initiatives? Count on Nuance Professional Services to deliver. Since 1989, hundreds of clients have trusted our team to help them design, develop, deploy, and optimize highly effective customer interaction solutions. No other consulting firm or professional services organization can offer Nuance's breadth and depth of customer care experience, innovative thought leadership, or proven track record for delivering exceptional results that align with clients' business objectives.

Our commitment to your success is what sets Nuance apart. We partner with your organization to set specific goals, monitor progress, and produce results that meet your objectives, using proven processes and best-in-class technologies. We bring forward-looking ideas, innovative approaches, and industry-leading best practices to every engagement. And our team stays focused until we meet or exceed your expectations. It's no wonder leading companies across the globe rely on Nuance Professional Services to deliver maximum results with minimum risk.

Customer Interaction Expertise You Can Trust

When it comes to delivering effective customer interaction solutions, Nuance Professional Services is in a class by itself. Our team of more than 700 experts relies on customer interaction knowledge gained from more than 20 years of developing IVR, call routing, desktop, authentication, outbound, and reporting solutions using leading technologies and platforms. In fact, Nuance maintains the world's largest library of speech and call performance data, providing unmatched insight into caller preferences and trends, and allowing you to benefit from proven best practices.

The Nuance Professional Services team includes experts who offer deep vertical industry knowledge, with a thorough understanding of relevant business dynamics, industry trends, and regulations. Our Project Managers bring adaptability, problem solving skills, and extensive experience in overseeing complex, enterprise-level deployments. And our organization maintains strong relationships with premier technology providers, including IBM, Genesys, Avaya, and Cisco, so you can count on great results—no matter which platform you choose for your deployment.

Thought Leadership for Forward-Looking Solutions

Nuance Professional Services benefits from a team of world-class interface designers and speech technologists who are always looking ahead to what's next in customer care and developing new approaches to make human-machine interactions more natural, convenient, secure, and effective. We lead the way in applying best-in-class technologies such as natural language understanding, voice biometrics, advanced audio, and mobile functionality to deliver solutions that exceed consumer expectations and lay the foundation for long-term success.

Nuance Professional Services Core Competencies
- Inbound Solutions
  - Caller Authentication
  - Call Steering
  - Self-Service Speech and DTMF Interactions
  - Natural Language Understanding
- Outbound Solutions
  - Automated Proactive Notification
  - Personalized Alerts via Voice, SMS and Email
  - Preview & Power Dialing for Agents
- Productivity Solutions
  - CTI (Call Routing & Screen Pop)
  - Custom Desktop
  - Reporting & Analytics
- Mobile Care Solutions
  - Mobile App Solutions
  - Cross-Channel Natural Language Routing

With a focus on customer experience, we work to reduce the effort required of your callers, allowing them to get what they need quickly and easily. And as the lines between the phone, web, and device blur, Nuance offers the strategic vision and technology you need to align your IVR, web and mobile care experiences for seamless multi-channel customer contact. Thanks to our big-picture perspective, you can be confident that Nuance Professional Services is qualified to solve all your customer interaction challenges—no matter how ambitious, difficult, or complex.

Full Service Capabilities & Flexible Deployment Options
Nuance offers end-to-end services to help meet your customer interaction objectives. From strategy consulting and requirements analysis, through application design, development and systems integration, to application deployment, testing, tuning and optimization, our team can get the job done and done right—with optimal speed, efficiency, and impact.

When it comes to deploying your solution, Nuance Professional Services offers great flexibility, using whatever model works best for your business and IT strategy. You can choose to run your applications on premise, using the platform of your choice, or in the cloud, with Nuance On Demand. Whether you opt for a hosted or on-premise deployment, Nuance Continuous Improvement and Managed Services can help you monitor, tune, and optimize your applications for the best possible performance and longevity.

Removing Risk for a Confident Partnership
At Nuance Professional Services, we understand that our success depends on the success of our clients. That's why we combine experience and commitment with proven processes, tools, and techniques to take the risk out of client engagements. We leverage Nuance PRO, our proven, six-phase delivery process based on thousands of successful deployments worldwide, to ensure consistent quality of deliverables. Plus, we work diligently every step of the way to earn your trust, meet your objectives, and maximize your return on investment.

Nuance is so confident in our ability to deliver against agreed-upon objectives that we offer Gainshare and Solutions Performance options through which Nuance takes on financial risk against results. We stand behind our work so you can be confident that your partnership with Nuance Professional Services will yield meaningful results that take your customer interactions to the next level.

about Nuance Communications
Nuance is a leading provider of voice and language 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: nuance.com.