

Fostering customer satisfaction, confidence and success

Helping customers adopt, utilise and optimise their solutions.

Adopting, utilising, and optimising software solutions takes time, effort and resources. Nuance is committed to helping you make the most of your technology investments.

We put a priority on customer success and satisfaction, recognising that getting there takes more than user manuals, a support line and a trouble ticket system. It takes more than sales team visits and business reviews. You need a dedicated, dynamic, and multi-faceted approach that listens to your concerns, looks at your data, and provides guidance that helps your radiology organisation achieve its operational, financial and care quality goals.

A consultative approach for the long term

The Nuance Diagnostic Solutions Customer Success Program is an integral part of our cloud-based solution offerings. With this model, you have a team of professionals dedicated to helping you for the long term. This may take different forms depending on the software solutions you have purchased, but some key elements are standard.

Our goal is to ensure your continued success with Nuance solutions

We will help you adopt, utilise and optimise your solutions to demonstrate that you are receiving the value and outcomes you expect. We want to earn your continued business, and also position your organisation as a leader that others can emulate.

Our strategy

Our experts work within your current infrastructure to help define where your organisation is today and where you want to be tomorrow. Our expert customer success executives work closely with your key stakeholders to monitor, guide and advise on optimisation.

Your customer success executive

Customer success executives engage regularly with your teams post deployment. This dedicated representative works hard to understand your business priorities, evolving needs and current issues. We help build a winning strategy through ongoing meetings (remote and onsite) as well as regular, written communications.

KEY BENEFITS

- **Optimise workflows** by applying industry best practices and standards, guiding your organisation to success
 - **Achieve successful clinician adoption** by emphasising training and support strategies
 - **Realise optimal patient 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
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“The Customer Success program not only helped us optimise our use of the PowerConnect Actionable Findings solution, it also increased provider satisfaction and supported our patient safety goals. Working with our customer success executive, we determined the best approach for meeting our notification requirements and made process changes that realised over a 5X increase in the number of messages tracked a month.”

— Tammy Loveland, Administrative Assistant
Radiology Admin and Support, Cox Health, USA

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organisations globally.

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 optimisation and sustained process improvement

Built on more than 20 years of experience working with thousands of radiologists and hundreds of healthcare organisations of all sizes and types—worldwide, Nuance has helped customers transform their organisations to optimise their investment in Nuance solutions.

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About Nuance Communications, Inc.

[Nuance Communications](https://www.nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 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.