

Nuance Professional Services

Content Control & Systems Assessment

Comprehensive assessment services to evaluate the technology and business processes that control the print, capture, security, and output management of your documents.

You've made a significant investment in Nuance technology to manage the print, capture and security of documents and information in your organization. You depend on your documents moving securely and efficiently while still being readily accessible. Are your technology and processes still optimized for today's needs and tomorrow's future?

Is there a hardware or organizational change in your company's future? Perhaps you're planning on upgrading to the next major version or adding a new Nuance product. In all these cases, a Content Control & Systems Assessment is a smart way to prepare.

To answer all these questions, Nuance Professional Services offers a comprehensive Content Control & Systems Assessment. Our consultants are experts in document print and capture and will assess the state of your Nuance solutions and compare it to your organization's needs. We'll then prescribe system and business process changes for your specific objectives that will ensure your Nuance solutions are optimized growth.

After the thorough discovery work is done, our experts will present our findings in a detailed report, identifying areas where the system can be updated, reconfigured, or expanded to match your current and future needs. We will cover both the technology and the processes that control the secure movement of documents and information in your organization. Our recommendations apply industry best practices combined with our extensive experience configuring secure capture and print solutions across a wide range of industries.



Changing business requirements sometimes outpace the technology and processes that support them.

Nuance Professional Services expert consultation services can assess your Nuance print and capture solutions and prescribe system and business process changes for optimizing them to stay ahead of your business needs.

Scope and Deliverables:

- A team of document print and capture consultants on-site
 - One week of assessment services covering:
 - Interviews with business process owners
 - Evaluation of existing Nuance print and capture technologies and supporting infrastructure
 - Comprehensive report covering:
 - Current state of Nuance print and capture solutions
 - Current state of document control processes and technologies
 - Identification of potential security risks
 - Identification of best practices gap
 - Recommendations to optimize your Nuance solutions
 - Recommendations for best practices for content and information control
 - Recommendations for implementing best practices and security hardening
 - Overview and presentation of report findings
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A Nuance Professional Services Content Control & Systems Assessment delves deep into the technologies and processes managing your documents and information. Areas of focus cover:

- Adherence to Nuance best practices
- Performance of your print and capture solutions
- Analysis of the technical infrastructure supporting your print and capture solutions
- Datacenter topology
- Server assessment
- Network assessment
- Document processing volumes
- Print device connectivity and utilization
- User adoption ratio of your print and capture solutions
- Document and content security and lifecycle
- Document capture sources and route destinations
- Document print methods
- Document processing methods
- Print and copy usage and costs
- Comparative analysis of your initial business requirements and how the Nuance print and capture solutions are used today
- Recommendations for optimizing your Nuance capture and print solutions that may include:
 - Scaling of processing engines and servers
 - Business process optimization to improve security and efficiency
 - Business rules to control print and copy costs
 - Workflows to connect more MFDs and printers
 - Workflows to enable mobile print and capture
 - Practical guidelines for increasing user adoption

Why Partner with Nuance Professional Services?

The Nuance team of Professional Services Consultants have over 15 years of industry experience and service customers globally. Customers benefit from Nuance professional services' direct access to Nuance's world-class technical support and product engineering groups. Questions can be clarified quickly, and an entire team of experts can collaborate to solve even the most complex technical issues.

To learn more, contact your Nuance Document Imaging representative by calling +1-800-327-0183. You can also visit nuance.com/for-business/imaging-solutions/professional-services/index.htm or email us at ndisales@nuance.com.

Scope and Constraints

- Services hours are delivered consecutively.
- The majority of the engagement is performed on site at a single customer location.
- Customer business stakeholders, technical resources, and other subject matter experts will participate and provide key input during the engagement.

How do I order a Content Control & Systems Assessment engagement?

Contact Nuance Sales and obtain a quote for:

- 80 hours of professional services using one of the following professional services hourly SKUs

- Equitrac:
EQINS1HR
- AutoStore or Output Manager:
07GE001S1M0
- SafeCom:
SC0990908
- eCopy ShareScan:
71-C51A-10205

- Expected travel and expenses (*billed at actual*)

Note: By ordering using the program code above, you are acknowledging that such Package is provided pursuant and subject to your executed agreement with Nuance.

This datasheet dated November 16th, 2018 supersedes any previous versions.

About Nuance Communications, Inc.

Nuance Communications, Inc. 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 devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com