

# Nuance Document Imaging Professional Services Accessory Care Services Program (ACS)

Cost-effective services to extend the value of your Nuance Print and Capture Solutions by accessorizing it with add-ons.



## Accessory Care Services Overview

Nuance Professional Services can help customers maximize their existing Nuance software investment by expertly and quickly expanding their solution by adding print devices, desktop clients, print servers and capture and print workflows through our Accessory Care Services (ACS).

## Accessory Care Services Benefits

Nuance Professional Services is the ideal resource to quickly handle ACS for your Equitrac, AutoStore, Output Manager, or eCopy ShareScan solution after your initial system has been installed. Our proven methodology of Analyze, Design, Build, Roll out, and Monitor ensures the right level of attention even for small engagements like ACS.

**Product Expertise** - Nobody understands Nuance software like Nuance Professional Services.

**Continued expansion of your Nuance solution** - ACS can extend the reach of your solution to more of your organization.

**Increased flexibility** - ACS engagements are delivered remotely and quickly to minimize disruption to your business.

## Accessory Care Services

**Challenge:** Customers with existing Nuance print and capture solutions often add new accessories in the form of devices, desktop clients, workflows and print queues but these add-ons do not warrant the expense and level of effort of a full professional services engagement.

**Solution:** Deliver agile services scoped specifically for add-ons of devices, workflows, print servers and desktop clients.

### Key Benefits

- Simplified ordering
- Limited scope and risk
- Cost effective
- Nuance services best practices

### Key Features

- Extends Nuance solutions
- Add devices, workflows and print servers and desktop clients.

## Accessory Care Services (ACS)

### What is ACS?

Add devices, desktop clients, print servers and workflows to your Equitrac, AutoStore, Output Manager, eCopy ShareScan solutions.

#### Two-hour block of time for any one of the following services:

- Configuration and integration of up to 3 MFD or SFP devices.
  - Configuration and installation of up to 3 desktop clients.
  - Equitrac desktop client.
  - AutoCapture/WebCapture.
  - QuickCapture Pro.
  - Output Manager desktop client
- Configuration and installation of 1 additional print server.
- Configuration of 1 capture or print workflow.
- Up to 2 ACS units can be stacked for a total of 4 hours of services.

### How do I order ACS?

Ordering ACS is easy and fast, follow these simple steps to start a Nuance Professional Services engagement:

**First, qualify the opportunity; Is Nuance Software already installed and configured and is the product Equitrac, AutoStore, Output Manager or eCopy ShareScan?**

**Two, contact Nuance Sales and obtain a quote for any related product add-on licenses plus 2 or 4 hours of ACS services and then place the order with SKU 01CSS030S1M0 and program code ACS-1.**

### 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](http://nuance.com/for-business/imaging-solutions/professional-services/index.htm) or email us at [ndisales@nuance.com](mailto:ndisales@nuance.com).

### 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](http://www.nuance.com).

### ACS Scope and Constraints

- Services hours are delivered remotely and consecutively.
- Existing Nuance Solution must be working properly.
- Stack up to 2 ACS units per order for a total of 4 hours.
- Print devices must be of the same brand.
- Examples of 3 desktop client installations:
  - AutoCapture
  - WebCapture
  - Equitrac desktop client
  - Output Manager desktop client
  - QuickCapture Pro
- Capture workflows are limited to:
  - MFD Capture, desktop, folder.
  - PDF conversion, basic image cleanup.
  - Route to folder/email/SharePoint.
  - AutoCapture/WebCapture. workflows may require additional ACS to setup desktop client.

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