

Nuance Document Imaging Professional Services: **Analysis**

A detailed and documented analysis of technical and business requirements provides the foundation for any successful implementation of IT systems.

Nuance Document Imaging print and capture solutions integrate deeply with an organization's users, customers, and business processes. Any missed opportunities for process improvement, workflow integration, and optimization can lead to a poor user experience, lengthy implementation cycles, security vulnerabilities, and unnecessary costs.

Nuance Professional Services offers analysis services to ensure that all business and technical requirements are thoroughly documented before the implementation of the Nuance solution can be designed.

Analysis of business requirements and technology infrastructure

The Analysis engagement focuses on two key areas: Business requirements that drive the configuration and integration of Nuance solutions into the customer environment. This helps customers maximize the value they receive from their investment, clarifies workflow requirements, assists in scaling the infrastructure to meet print and capture volumes, and helps organizations uncover opportunities for workflow optimizations and improvements.

Secondly, but more importantly, the engagement captures and documents the technical infrastructure including local and wide area networks, firewalls, datacenters, server infrastructure, user authentication, document storage, end-user devices including personal computers and mobile devices, and disaster recovery procedures.

Engagement Model

Analysis projects are typically delivered by one or more professional consultants in an on-site fashion. Interactive working sessions with an organization's key stakeholders are leveraged to collect, document, and discuss the detailed technical and business requirements.

All deliverables are thoroughly documented and reviewed by additional subject matter experts prior to being presented to customers.

Nuance Professional Services delivers a comprehensive analysis summation covering:

Business requirements

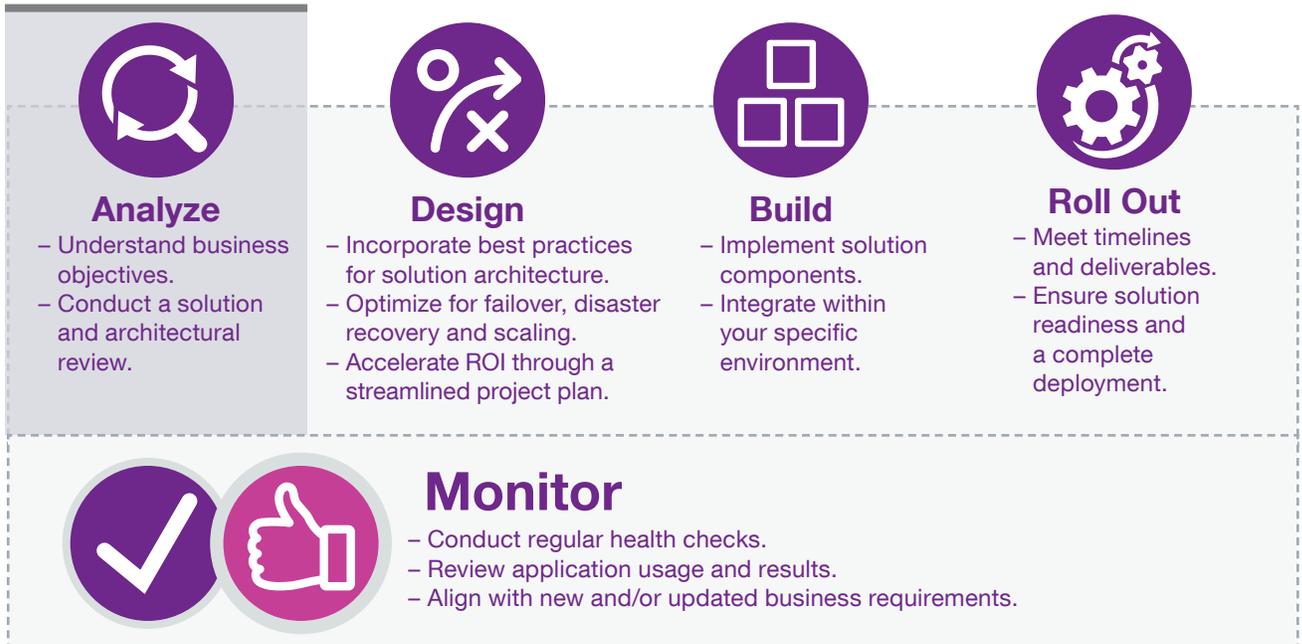
- Print and copy cost management and cost recovery
- Document capture and process workflows
- Business process automation
- Security, regulatory rules and compliance assessment

Technology assets

- Network infrastructure
 - Servers and data centers
 - Network print devices, scanners
 - Desktop and mobility devices
 - Account management practices
 - Disaster recovery procedures
 - Device management practices
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The Analysis engagement captures and documents the business and technical requirements necessary to design an optimal Nuance solution.

Professional Services Methodology



Why partner with Nuance Professional Services?

The Nuance team of professional services consultant 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 technical experts can collaborate to solve even the most complex technical challenges.

Nuance Professional Services engagements are delivered on-site or remote. Projects are scoped based on the size and complexity of the customer environment.

To learn more, contact your Nuance Document Imaging representative by calling +1-800-327-0183. Visit <http://www.nuance.com/for-business/imaging-solutions/professional-services/index.htm> or email us at 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.
