Nuance Document Imaging Professional Services: **Build**

The build phase of any IT systems implementation follows the completion of the design. This is where the theoretical becomes the practical, where the conceptual becomes the tangible.

It's where experienced Nuance Professional Services consultants install software, configure features and workflows, perform system integration tasks with third-party applications and deploy and configure Nuance print and capture software to servers, desktops, mobile, and print devices.

Building a solution
The build phase of the Nuance Professional Services methodology has two main objectives. Primarily, it delivers a functioning system to customer organizations who can then introduce the solution to their end user in the rollout phase and start to realize the value of their investment into Nuance technologies. Secondly, the build phase aims to equip organizations to maintain or even replicate the configuration by providing a detailed, step-by-step system build reference guide that allows system administrators to reference the work that has been done.

Engagement Model
System Build projects are typically delivered by one or more professional services consultants in an on-site or remotely delivered project.
All deliverables are thoroughly documented and reviewed by additional subject matter experts prior to being presented to customers.

Nuance Professional Services delivers:
– Accurate solution build and configuration to the design specifications
– A detailed System Build Reference Guide that can be used to replicate your system in a test environment or rebuild in the event of a full system restore
– Adherence to industry best practices
– The experience of a globally recognized specialist team
– Project delivery in scope and on schedule

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The Build engagement follows the design document to create a fully working and thoroughly documented Nuance solution that meets the customer's requirements.

Professional Services Methodology

Analyze
– Understand business objectives.
– Conduct a solution and architectural review.

Design
– Incorporate best practices for solution architecture.
– Optimize for failover, disaster recovery and scaling.
– Accelerate ROI through a streamlined project plan.

Build
– Implement solution components.
– Integrate within your specific environment.

Roll Out
– Meet timelines and deliverables.
– Ensure solution readiness and a complete deployment.

Monitor
– Conduct regular health checks.
– Review application usage and results.
– Align with new and/or updated business requirements.

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.

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