

# Nuance Document Imaging Professional Services: Design

The design follows a thorough analysis of technical and business requirements and builds the foundation that enables a team of technicians to build and configure the Nuance products and IT infrastructure that make up the customer solution.

Nuance Document Imaging Professional Services offers design services to ensure that the Nuance solution is designed in accordance to established best practices and meets the requirements that were defined during the preceding analysis phase of the Nuance Professional Services methodology.

## Deep technical design

During the design phase of the implementation methodology, expert architects review the business and technical requirements and create a detailed design document. Nuance professional services consultants collaborate closely with the customer's IT staff to ensure that the IT infrastructure and any third-party software products that make up the Nuance solution are designed congruently.

## Engagement Model

Design projects are typically delivered by one or more professional consultants in an on-site fashion. Portions of the project can often be completed remotely. Interactive working sessions with an organization's key technical stakeholders are leveraged to collaborate on design elements that impact the IT infrastructure and third party products.

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

---

**Nuance Professional Services delivers a comprehensive design blueprint covering:**

### Technical design

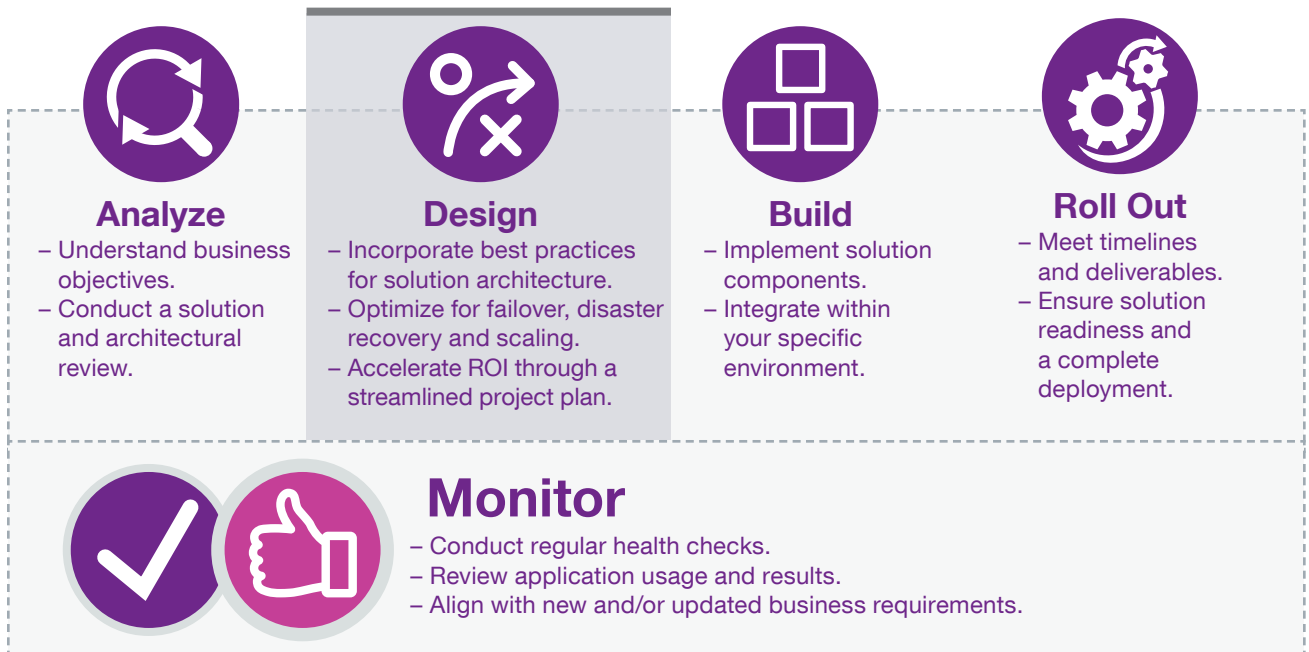
- High availability, load balancing and disaster recovery concerns
- Network topology
- Servers and data center resource usage
- MFD and network printer configuration
- Integration with 3rd party applications
- Desktop and mobility integration
- Nuance best practices for Account management
- Disaster recovery
- Device management
- Security procedures

### Business design

- Print and copy cost management and cost recovery rules
  - Document capture and process workflows
  - Business process automation
  - Balance between ease of use and security
  - Regulatory rules and compliance adherence
  - Cost Recovery funds loading workflows
-

The Design engagement transforms the business and technical analysis into a detailed design document that can be used to build a 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](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).