

Nuance Document Imaging Professional Services: Rollout

After the completion of the Nuance software system build, it's time to bring users online and celebrate the much-anticipated go-live of the system.

Nuance Professional Services understands this is not a simple one-time event. It includes numerous activities that comprise the rollout phase of the Nuance Professional Services methodology. A well executed rollout strategy precedes a successful go-live, which leads organizations to realizing the value of their investments in Nuance technologies.

Rollout and Go-Live

Because a rollout involves numerous activities, Nuance Professional Services provides a variety of services offerings in the rollout phase. Typical activities include the planning and executing of a staged device deployment strategy, assistance with user acceptance testing, IT staff and end-user training, developing process documentation, and on-site end-user and IT support during major go-live events.

Engagement Model

Rollout projects are typically delivered by one or more professional services consultants either on-site or remotely.

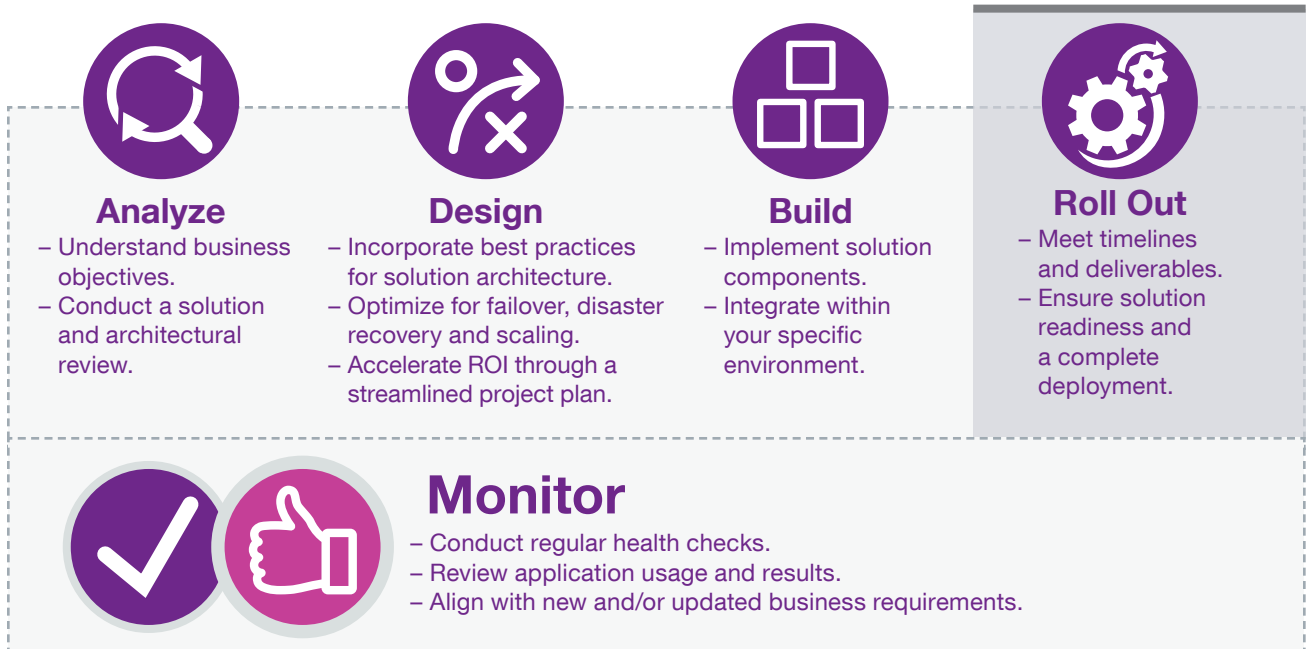
All deliverables are thoroughly documented and reviewed by additional subject matter experts prior to being presented to customers.

A Nuance Professional Services Solution Rollout may include:

- A comprehensive project plan based on your schedule and deadlines
 - Development of test plans
 - Execution of test scenarios with documented results
 - End-user or administrative training content and/or delivery
 - On-site go-live support
 - Process development for system support and handoff to partners and/or Nuance
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The Rollout engagement ensures all aspects of the Nuance solution are fully integrated, tested, and in production by the go-live target date.

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.