

Nuance Document Imaging Professional Services: **Solution Health Check.**

You've made a significant investment in technology to help your organization run smoothly and meet business objectives. Are you getting the most out of your Nuance solution?

To help answer this question, we offer a **Solution Health Check**. Our highly skilled professional services consultants will assess your Nuance solution and compare it to your organization's needs, providing recommendations for your specific objectives and ensure your solution can grow with your business.

After the thorough discovery work is done, the Nuance professional services team will document findings in great detail, identifying areas where the system needs to be updated, reconfigured, or expanded in order to match your current needs. Our recommendations apply industry best practices combined with our extensive experience configuring capture and print solutions across a wide range of industries.



We deliver a Health Check Summation Report that includes:

Business Process Assessment

- 1 Analysis of your Nuance solution utilization:
 - Document processing volumes
 - MFD and printer connectivity and utilization
 - User adoption ratio
 - Capture sources and route destinations
 - Processing methods
 - Summation of your print and copy usage and costs
- 2 Comparison of changes between your original business requirements and how the Nuance solutions is used today
- 3 Recommendations for optimizing your Nuance capture and print solution that may include:
 - Additional OCR and other processing engines
 - New business rules to control print and copy costs
 - New workflows to connect more MFDs and printers
 - Practical guidelines for increasing user adoption

Technical Assessment

- 1 Analysis of the technical infrastructure supporting your Nuance solution
- 2 Architecture Overview
 - Datacenter Topology
 - Server Assessment
 - Network Assessment
 - Directory Services
- 3 Nuance Software and Systems Integration into your overall infrastructure



The Health Check Summation Report ensures you have the total picture of how your Nuance capture and print solution is working. Armed with this information, you'll know if you're getting all you can out of your Nuance products.

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?

Our team of global consultants have over 15+ years of industry experience in solution customization, design and implementation. As part of the company that develops and supports your Nuance technology, Nuance Professional Services Consultants work hand in hand with Nuance product engineering and support teams. This makes our team uniquely positioned to successfully implement Nuance products in the most complex and challenging environments. On-site or remote, we leverage an enterprise tested and proven methodology encompassing the five phases of a deployment: analyze, design, build, roll out and monitor.

To learn more, contact your Nuance Document Imaging Representative by calling 1-800-327-0183 or visit www.nuance.com/imaging 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.