

professional services from Nuance

The experience speaks for itself™



About Nuance Professional Services

Customer Interaction Solutions that...

Increase Customer Satisfaction

Reduce Operational Costs

Improve 1st Call Resolution

Maximize Agent Efficiency

Nuance Fast Facts

- Major enterprise-level references
- Best solution delivery system in the industry
- Key partnerships with technology leaders
- 600+ professional services employees worldwide

Industry Expertise

- Health Insurance
- Banking
- Life & Retirement Services
- Retail
- Telecom
- Utilities
- Insurance
- Travel & Hospitality
- Government
- Education
- Transportation

Enterprise-Level Customers

- Aetna
- AIG
- Amtrak
- AOL
- AT&T
- AXA Equitable
- Bank of America
- Citigroup
- CVS/Caremark
- Delta Airlines
- Dell
- DHL
- DTE Energy
- GE
- Hertz
- Horizon BCBS
- Marriott
- Medco
- National Grid
- Northeast Utilities
- Prudential
- Sears
- Southwest Airlines
- Sprint
- TD Waterhouse
- The Hartford
- TXU Energy
- UPS
- Verizon
- VISA
- Vonage
- Walgreens
- Wal-Mart
- Wellpoint
- Wells Fargo
- XM Radio

Dedicated to Customer Interaction Solutions Since 1989

Nuance has extensive experience addressing the unique needs within a myriad of industries. We are committed to being the leader in delivering enterprise-level contact center solutions. Nuance ensures creation of best-of-breed customer interaction solutions through our strong partnerships with premier technology companies in hardware and software such as Aspect, Avaya, Cisco, Genesys, and several others.

Comprehensive Range of Services

Nuance is the world's largest consulting and systems integration firm specializing in enterprise-level customer interaction solutions. Our services are focused on your needs— whether business consulting services, application development, systems integration, solution optimization or managed services— we provide you with services customized for your requirements. Nuance's end-to-end customer contact solutions use the latest technologies, leading industry standards and platforms, and leverage your existing backends and legacy systems to optimize customer interaction solutions and enhance your customer's experience.



Nuance Professional Services: Who We Are

Nuance Professional Services

Organizations who are committed to delivering high quality, differentiated customer care trust Nuance Enterprise Services to provide the full range of services required to plan, design, develop, deploy, and optimize their customer interaction solutions. We have unparalleled contact center services knowledge, including twenty years of developing IVR, call routing, desktop, authentication and reporting solutions utilizing all leading platforms and technologies.

- **Largest Professional Services team focused on solutions for the contact center**
 - 300+ Systems Integrators, Solution Architects, and Application Developers
 - 100 Voice and Graphical User Interface Design Experts
 - 50 Speech Scientists specializing in computational linguistics and acoustic modeling
 - Project Managers experienced in complex, enterprise-level, contact center deployments

Why Nuance Professional Services

- More than four thousand speech-enabled self-service deployments in over **23 languages and dialects**
- Nuance speech solutions automate **more than 7 billion caller interactions** each year
- **Many long-term customers for > 15 years**
- More than **two-thirds of the Fortune 100** use Nuance speech solutions
- Responsible for **more than 75% of all VXML deployments** in the Americas
- **Terabytes of performance data** providing unmatched insight into caller preferences for maximum self-service usage
- Strong partnerships with premier technology companies such as **Genesys, Avaya, Cisco**, and several others
- The **Nuance Delivery System leverages our proven process, tools, and reusable assets** that create efficiencies in our projects

Need more info?

Just call 1-781-565-5000 and ask for Sales.

About Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.

Nuance Business Consulting

Nuance Business Consulting

provides strategic guidance in creating actionable roadmaps for implementing and optimizing customer interaction solutions that reduce costs, drive revenue, and improve customer satisfaction.

- Vendor and technology agnostic approach
- High customer satisfaction levels have caused **more than 90% of our consulting customers to re-hire** us for additional engagements

Nuance University

Nuance Speech University is the most experienced training team with the most comprehensive curriculum on topics specific to Speech Self-Service Solutions, leveraging experience and best practices gained through thousands of Nuance customer deployments.

NEW! Nuance Notification Hub

The Nuance Notification Hub provides the complete solution for multichannel outbound campaigns that reduce costs and generate revenue opportunities through personalized cross-sell and up-sell offers.