



Professional services tailored for healthcare organisations

Make Dragon Medical One the best it can be with the support of the people who know it best.

Delivering 'First-Time Right' principles whilst deriving maximum value for hospitals from the outset

Professional Services help healthcare organisations overcome the challenges of implementing new technology through tailored project methodology.

Drawing on years of extensive expertise in healthcare, cloud, national and compliance requirements, our team of experts gives you all the support you need to plan, deploy and adopt our solution. This valuable experience means our Professional Services team knows the common pitfalls and potential barriers, can ensure your hospital avoids them and perceives under what conditions AI—powered, cloud based speech recognition can deliver its optimal benefits.

The scope extends from strategy and planning through to optimisation, training, implementation, adoption and empowering the customer success organisation to maximise the value of your investment.

A highly efficient methodology optimised to deliver a successful and timely customer experience

Beyond our powerful solution, we are on hand for you to help you achieve unparalleled results because we understand that software and service go hand in hand. The potential of advanced technologies can be used **best** and **fastest** if clinicians are familiar with the solution's capabilities (autotexts, pre-configured templates, advanced step-by-step commands).



Maximise the value for your clinicians and your hospital

- Determine project goals and success criteria
- Manage implementation, whilst developing team talent and capabilities
- Measure and drive solution adoption and utilisation
- Delivering end-user satisfaction from the deployed solution
- Identify opportunities to improve and optimise workflows

Getting the most out of speech recognition—designing a quality service to satisfy your clinicians



Project management

Our project methodology has been refined throughout many years of deploying clinical speech recognition solution to thousands of clinicians across the world. Comprehensive planning that addresses all aspects of the implementation is created. It includes technical components such as infrastructure, virtualisation, clients, microphones as well as non-technical elements such as roles and responsibilities, roll-out, process optimisation, training, maintenance and update concepts and key performance indicators.



Analysis and configuration

Our team assesses current process, identifies where our solution brings benefits.

We help/assist optimising the workflows for clinicians and aligning to their working practices. We help hospitals configure and customise our solution accordingly.



Technical aspect

Our team helps test the introduction of our solution into the specific technical landscape of your hospital. We also help to resolve any technical issues which may arise. Additionally, we support your move to a live Dragon Medical One system and help with admin coaching.



Training

Although Dragon Medical One is intuitive to use, our team provides high quality and effective training experiences to drive early adoption and organisational success. We offer a training programme tailored to your needs: engagement sessions, virtual or in-person, train-the-trainer sessions, self-paced eLearning, webinars and videos. This enables your clinicians to work with the solution as quickly and efficiently as possible.

Supporting the success of your project as you engage with us

Our Customer Success team is focussing on defining and assessing your programme goals and proactively communicating with you on regular basis to ensure you are confident in Dragon Medical One. We provide consistent reports for monitoring KPI trends, responding to changes in engagement for further support/training and demonstrating benefits and adoption throughout the lifetime of the contract. We steer quarterly business reviews to ensure you get the most out of your investment.

Less time to realised value for your hospital

- Increase clinician confidence and acceptance from initial use
- Minimise project timescales and reduce the need for in-house resources
- Optimise and make informed decisions on specific workflows that help accelerate ROI

LEARN MORE

To learn more about Nuance Conversational AI solution, visit australia.nuance.com/healthcare



About Nuance Communications, Inc.

[Nuance Communications](#) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.

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HC_5180_01_B, September 29, 2022_EN_AUSTRALIA