

Professional Services to Complement Your Portfolio

Partnering with Nuance to deliver extraordinary customer experiences.

Why partner with Nuance Professional Services?

You already deliver really great professional services to your customers. But every now and then, you need an extra hand, a new skill, or even a major development partner to help you deliver the most value to your customer. That's exactly where we come in.

Extraordinary Customer Experiences

Our professional services are designed to seamlessly augment and enhance your existing services and give you access to new ones, too — so you can win new customers and bigger deals, and deliver faster and more effectively.

Nuance partners like you use our professional services to:

- **Compliment your existing services.**
Need more people? Missing a niche skill? Partner with Nuance Professional Services to fill out your team, enhance your skill set, or learn something new.
- **Expand your portfolio of offerings.**
Why not offer more to your customers? Nuance has extensive expertise in speech science, speech applications, voice biometrics, and natural language call steering. Feel free to tap into our experience as much (or as little) as you need to offer the best solution to your customers.
- **Win bigger, better deals.**
Our business consulting services help your customers realize a complete vision for their contact center and self-service channels that typically means bigger, better deals for you.

Expertise you can count on.

For 25 years, we've delivered contact center services ranging from business consulting to application design and development, systems integration, packaged applications, and support and optimization programs. Today, we have over 700 service professionals around the globe with an average tenure of over 10 years.

What's it mean to you? It means you get the right resources with the right knowledge to deliver on your customer expectations. When you choose Nuance, you get seasoned professionals who understand your customer's requirements, pain points, and needs — and deliver against them every time.

What we offer — and how you benefit

Your goal is to provide your customers with the best possible contact center solutions, to reduce costs and improve customer satisfaction and loyalty. That's our goal, too. Here's how we can help you meet it (and make more money, in the process.)

We plan and consult -so you win better deals.

Partners that use our business consulting services early in an engagement typically see much larger end opportunities and deal sizes. We're experts at painting a vision for a customer — and building the supporting ROI justification — that leads them to them take on bigger, solution-oriented engagements.

Partners like you use our business consulting services to:

- Provide strategic guidance, recommendations, and business justifications for implementing and improving customer interactions across all channels.
- Create plans that reduce cost, drive revenue and improve customer experience.
- Provide an unbiased and objective viewpoint to compliment your recommendations. In addition to our own products, we have deep best practice and vertical experience, and take a technology agnostic approach.

We help you design and deploy better user experiences.

Your customers want intelligent experiences that exceed customer expectations. We can help you deliver. We've created thousands of applications across all industries, delivering some of the best VUI and UX designs in the business.

Whether you want Nuance to take full ownership of the end-to-end application implementation, or just focus on speech application design, our Experience and Full Application Services can help you (and your customers):

- Allow callers to use their own voices (through natural language call steering) to quickly and easily access service features that traditionally have been buried under levels of menu trees within an IVR.
- More quickly identify callers, intelligently predict their needs, allow them to interact in a more conversational and personalized way, and provide a seamless experience across all your support channels.
- Install and configure Nuance products including IVR speech applications that use natural language call steering and voice biometrics.

Selling speech to mid-market accounts? Try our FastStart Approach services

Mid-sized companies don't have the same budgets and timelines as major enterprises. Our FastStart Approach fixed-scope engagements put powerful, speech-enabled IVR applications in the hands of your customers while speeding their time to market. All of our FastStart Approach packages were developed based on dozens of real-world deployments, resulting in highly cost-effective, impactful, and easy-to-implement applications that are far easier to sell to mid-market accounts.

- Ask your Nuance sales rep about FastStart Approach today.
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We help you measure, tune, and continuously improve.

Looking for an opportunity to maintain a continuous engagement with your customers, add more business value or to re-engage with a customer who has not used your services for a while?

We can help you:

- Provide a high-level, baseline view of current application performance to help you make a case for your services.
- Identify opportunities to improve application performance through live call listening and KPI, task, dialog state, and recognition analysis.
- Optimize applications to better recognize what callers say and improve the caller's ability to accomplish tasks.
- Create a Continuous Improvement Program to help your customers get a baseline of their performance, define their performance and user experience goals, and build and execute a plan for continual measurement and improvement.

Why you'll love our Continuous Improvement Programs

The only thing better than a happy customer is a happy, long-term customer. Our Continuous Improvement Programs let you deliver value to your customers incrementally over a period of years. Here's how they work:

- Step 1: We define your customer's performance and user experience goals.
 - Step 2: We take a baseline of existing performance.
 - Step 3: We recommend and implement improvements, and measure their performance against stated goals.
 - Step 4: We repeat the improvement cycle over a defined period of time, typically several years, until all goals have been met or exceeded.
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How do we work? However you need us to.

Our partners enjoy complete flexibility and control around how, when, and how much they use us. We're pleased to provide as much (or as little) assistance as you need to make your project a success.

- **Use Nuance to augment your existing services.**
Need help with just a portion of a project? We can take on as much (or as little) as you need us to. From providing skilled, experienced resources to supplement your team, to delivering training through Nuance University, we can easily and seamlessly fill skill, process, or technology gaps to deliver against your customer requirements.
- **Just use us for speech interface and experience design.**
Already have an existing application development team? You can still bring our unrivaled speech science and interface knowledge to your project. Nuance can contribute to any portion of an engagement, from User Interface design to grammar development, usability testing, prompt design, and application optimization—while you retain full control of project management, implementation, QA, and application deployment.
- **Let us develop full applications for you.**
From defining requirements to designing and optimizing the UI and providing full application support, Nuance can take on complete application development for projects of all sizes. We can even offer ongoing application support services after the solution is deployed.
- **Choose from packaged or custom services.**
We have a variety of service packages such as Customer Survey and FastStart Approach that address specific, common requirements. Each is based on a pre-defined scope developed from our extensive experience so you can be sure you are getting a top-notch design—quickly and efficiently. And when your customer's requirements are unusual or complex, you can rely on us to support you every step of the way. Our staff has been involved in hundreds of projects and have successfully helped organizations of all sizes.

What can we help you with? Let's find out.

At Nuance, we know you won't need us for every engagement. But we're here when you do. We're eager and ready to find areas where we can help you expand your portfolio of offerings, the size of your customer deals, and the value you deliver to your end-customers.

[Ready to chat?](#)

Contact your Nuance sales rep today.

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

