

# Nuance Company Overview

## Company

Nuance Communications, Inc. (NASDAQ: NUAN) is the leading provider of voice and language understanding solutions, transforming the way people interact with the devices, systems, apps, and services that surround them. Every day, millions of people and thousands of organizations experience Nuance through intelligent systems that can listen, understand, learn, and facilitate life and work. Nuance clients span large companies and organizations, including hospitals, banks, airlines, carriers and car manufacturers that leverage Nuance technologies and services to make businesses and products run more smoothly and create a better experience.

Nuance is reinventing the relationship between people and technology through voice and gesture recognition software, natural language understanding (NLU) and intelligent productivity solutions. Through Nuance's proven technology, experiences become more human, as the devices people interact with most frequently adapt to them, rather than people feeling forced to adapt to their devices.

Voice has emerged as one of the most natural and intuitive ways to interact with devices, applications and intelligent systems, lessening our reliance on the mouse, keyboard and touchscreen. Nuance has developed a broad portfolio of voice and NLU technologies for the variety of systems and services that leverage voice and virtual assistant offerings across devices and services in the Mobile, Enterprise and Healthcare industries. Further, Nuance's Document Imaging business drives increased productivity and security for the world's largest enterprises that need to gain control over document capture and workflows.

Whether it's a clinician dictating patient information into an electronic health record, a person engaging with a company's customer self-service, asking a car to find the nearest sushi restaurant, or a business driving increased productivity and savings through better workflows, Nuance is delivering powerful user experiences for the systems and services they utilize most often.

Demand for Nuance's technologies is fueled by the growth and adoption of virtual voice assistants, the drive for meaningful use of electronic medical records, biometric security, more intuitive interactions with the Internet of Things, the need for a safer, smarter connected car, and more. And to continue delivering on the promise of technology, Nuance continues to invest in research and development initiatives that leverage artificial intelligence, neural networks and machine learning that makes the human language easier for machines to understand and communicate.

Nuance's voice, NLU and gesture technologies have been deeply integrated into products, services and applications from some of the world's leading companies and hospitals. Examples include:

- **BMW** – Long-standing relationship to deliver a safer, smarter connected car experience through voice, natural language and application services, including the all-new BMW 7Series
- **Samsung** – Expansive customer relationship to deliver Nuance technology across spectrum of Samsung devices and consumer electronics, as well as solutions for multi-functioning printing and healthcare.
- **Aldebaran** – Voice innovation that gives robots like Nao and Pepper the ability to listen, understand and respond – creating a more human experience
- **Manulife** – Global financial institution that leverages Nuance's natural language IVR (interactive voice response) and voice biometrics solutions to create a more human, conversational customer experience
- **German Ministries of Justice** – Several thousand legal professionals use Dragon Legal daily to increase turnaround time of cases by simply dictating their reports
- **Cerner and Epic** – Use Nuance clinical speech recognition technology to ease the burden of physician documentation, on both desktop and mobile devices
- **University of Pittsburgh Medical Center** – Broad partnership to advance clinical documentation and medical intelligence solutions; Nuance technology licensed across all UPMC hospitals

Our business includes four divisions that serve distinct voice and language-related markets, including:

**Nuance Mobile's** voice, NLU and predictive touch solutions have pioneered many of the voice assistant technologies and intelligent systems in the devices we use every day from the world's leading brands – including mobile devices, cars, televisions, wearable devices, and now the emerging ecosystem of the Internet of Things. We deliver a more human experience with technology, keeping consumers better connected and informed – consistently adapting to and predicting their needs. Audi, BMW, DirecTV, Mercedes-Benz, Roku, Samsung, and Toyota are just some of the major brands that make our technology a part of their innovative experiences.

**Nuance Enterprise** leverages decades of experience in speech, natural language understanding and artificial intelligence to help companies truly connect with consumers in a way that is personalized and conversational. The face of customer service has changed dramatically, as consumers have been presented with new ways to get the service that they need from the companies with whom they do business. Consumer expectations have also shifted as consumers want answers – immediately – and will use whatever channel needed to in order to get those answers. Nuance is powering fast, easy and intelligent customer experiences that include natural, conversational phone-based voice response systems, mobile and web-based virtual assistants, voice biometrics, proactive engagement, and simply more human customer conversations that just make sense. Nuance's intelligent self-service solutions support more than 14 billion customer engagements per year.

**Nuance Healthcare** is the market leader in voice and clinical language understanding solutions that drive smart, efficient decisions across healthcare. Nuance provides solutions and services that improve the entire clinical documentation process — from the capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 500,000 clinicians and 10,000 healthcare organizations worldwide leverage Nuance's award-winning, voice-enabled clinical documentation and mobility solutions to support the physician in any clinical workflow and on any device.

**Nuance Document Imaging** provides the software solutions and expertise required by professionals and organizations to gain optimal control of their document and information processes. The company's expansive portfolio enables strict compliance with information security policies and regulations while enabling organizations to streamline and eliminate gaps across the full spectrum of workflows spanning the lifecycle of their documents from origin to archiving. For users, Nuance's Imaging solutions deliver an experience that is consistent, familiar and intuitive for more efficient, natural, and intelligent interactions with technologies used to create, capture, and process documents.

Nuance has regional offices in 45 countries, with a significant international presence in Australia, China, the United Kingdom, Germany, Canada, Japan, Brazil and Belgium. With a sales presence in more than 70 countries, Nuance's proven voice, NLU and gesture solutions are experienced on a global stage. Nuance is headquartered in Burlington, Massachusetts.

## Key Company Facts

- Nuance is headquartered in Burlington, Massachusetts
- The company maintains more than 45 offices around the world
- Nuance employs approximately 13,500 people worldwide
- Nuance has achieved impressive growth in recent years, including:
  - FY 2015 revenue of ~ \$2.0 billion
  - FY 2014 revenue of ~ \$2.0 billion
  - FY 2013 revenue: \$1.9 billion
  - FY 2012 revenue: \$1.74 billion
  - FY 2011 revenue: \$1.4 billion
  - FY 2010 revenue: \$1.2 billion
- Nuance offerings can support more than 80 languages to deliver global solutions
- Nuance has a significant portfolio of intellectual property, with more than 4,300 patents and patent applications

## Pervasive Solutions

- Nearly two-thirds of Fortune 100 companies use Nuance solutions
- Nuance is a leader in cloud-based speech and personal assistants powering 16 billion mobile cloud transactions annually.
- Nuance solutions have shipped in more than 7 billion mobile devices
- The largest consumer electronics brands, including Samsung, HTC, LG, Panasonic, and others use Nuance
- The world's top automakers, including Audi, BMW, Ford, GM, Mercedes-Benz and others, are Nuance customers, with more than 140 million voice-enabled cars on the road
- Nuance's Enterprise solutions serve more than 14 billion customer engagements annually
- Nuance's Enterprise solutions are used by 75% of the Fortune 100
- Some of the world's largest organizations use Nuance's intelligent self-service solutions, including American Airlines, Australian Tax Office, Barclays, Delta, Domino's, FedEx, Manulife, USAA and many more
- Nuance's voice biometrics solutions currently account for more than 60 million enrolled voiceprints with leading organizations around the world
- Nuance's voice-to-text messaging services have been used worldwide by more than 53 million users to date, processing in excess of 1 billion voicemails annually
- Nuance Healthcare solutions are deployed in 70% of all U.S. hospitals
- Nuance has healthcare clients and partners in more than 30 countries
- Every major EHR/EMR vendor and more than 1,000 healthcare developers worldwide integrate Nuance's medical speech and Clinical Language Understanding to ease the burden of physician documentation
- More than 500,000 clinicians and 10,000 healthcare facilities worldwide use Nuance's voice-enabled clinical documentation and analytics solutions
- More than 22 million consumers and professionals use Nuance's desktop solutions for PCs or Macs
- 84 percent of the top 200 law firms deploy Nuance Document Imaging's solutions

## Technology Examples

Following are links to several YouTube channels that include a variety of videos and demonstrations showcasing Nuance's technologies:

- [Nuance UK](#)
- [Nuance Mobile](#)
- [Nuance Dragon Professional](#)
- [Nuance Enterprise](#)
- [Nuance Healthcare](#)
- [Nuance Document Imaging](#)