

Nuance at a glance

Company overview

Nuance is reinventing the relationship between people and technology through speech and language solutions driven by advances in Artificial Intelligence and cognitive computing. Our intelligent, conversational interfaces transform the complexities of today's highly connected digital world to deliver inspiring and intuitive experiences.

Nuance Communications, Inc. has pioneered the evolution of speech recognition technology that today integrates Artificial Intelligence (AI) to transform the way people interact with the devices, systems, apps, and services that surround them. Every day, millions of people and thousands of organizations experience our technology through intelligent systems that can listen, understand, learn, reason and facilitate life and work. Our clients span large companies and organizations, including hospitals, banks, airlines, carriers and car manufacturers that leverage our technologies and services to make businesses and products run more smoothly and create a better experience.

Speech is one of the most natural and intuitive ways to interact with devices, applications and systems, lessening our reliance on the mouse, keyboard and touchscreen. We have developed a broad portfolio of speech recognition and Natural Language Understanding (NLU) technologies that integrate machine learning and big knowledge for the variety of systems and services that leverage virtual and collaborative assistant offerings across devices and services in the Mobile, Enterprise and Healthcare industries. Further, our 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 and parking close by, or a business driving increased productivity and savings through better workflows, we are delivering powerful user experiences for the systems and services they utilize most often.

Demand for Nuance's technologies is fueled by the expectation for more productive and secure business processes and workflows; the growth and adoption of virtual voice assistants; the drive for meaningful use of electronic medical records; increased demands for 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, we continue to deeply invest in research and development initiatives that take advantage of advances in neural networks and machine learning that make the human language easier for machines to understand and, as a result, improving their ability to navigate complex menus and seemingly endless information to deliver an outcome.

14 billion

customer engagements
per year across enterprises

Global partnerships

Nuance's speech, language and cognitive 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 speech recognition, natural language and application services, including the all-new BMW 7 Series.



Bundesministerium
der Justiz und
für Verbraucherschutz

German Ministry of Justice:

Several thousand legal professionals use Dragon Legal daily to increase turnaround time of cases by simply dictating their reports.

75%

Fortune 100 companies
use Nuance solutions



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.



Cerner and Epic: Nearly every major electronic health record vendors use Nuance clinical speech recognition technology to ease the burden of physician documentation, on both desktop and mobile devices.

72%

of all U.S. hospitals
use Nuance solutions



Alderbaran: Speech innovation that gives robots like Nao and Pepper the ability to listen, understand and respond – creating a more human experience.



University of Pittsburgh Medical Center:

Broad partnership to advance clinical documentation and medical intelligence solutions; Nuance technology licensed across all UPMC hospitals.



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.



USAA: works with Nuance to provide members with intelligent self-service experiences across a multitude of channels including Voicemail (IVR), mobile and web.

Lines of business

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

Mobile

Speech recognition, NLU and predictive touch solutions from Nuance have pioneered many of the personal 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 Mobile by the numbers

7 billion

handsets shipped with Nuance technology

14 billion

cloud transactions annually

160 million

voice-enabled vehicles shipped globally

10 million

TV transactions per day

25 million

subscribers have had voice messages transcribed to text

82 million

devices touched the Nuance Mobile cloud this year

40,000K +

mobile developers integrated Nuance's voice technology

5.9 billion +

voice messaging transactions with Nuance SRS

Enterprise

Nuance Enterprise leverages decades of experience in speech, NLU and AI 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 Enterprise by the numbers

14 billion

customer engagements per year across enterprises

600 million

virtual and live chat conversations per year

\$3B savings

delivered by Nuance Enterprise solutions (est.)

6,500

Enterprises and leading brands worldwide have selected Nuance

700+

Global Pro Services solution experts

1.7 billion

customer engagement web contacts per year

150 million

voiceprints worldwide

75%

of Fortune 100 use Nuance Enterprise

80+

speech recognition languages

40+

Text to Speech languages

20+

years delivering exceptional experiences

4 in 5

Americans receive messages from Nuance's proactive engagement platform

Healthcare

Nuance Healthcare provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for patients. Nuance solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance’s award-winning clinical speech recognition, medical transcription, clinical documentation improvement, coding, quality and medical imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

Nuance Healthcare by the numbers

10,000 organizations	300 million patient stories	500,000+ critical test result messages a year	3x national average on quality benchmarks
500,000 clinician users	\$1 billion in appropriate reimbursement a year	70% of radiology reports in U.S.	72% of all U.S. hospitals
97% clinicians recommend cloud-based speech	5 billion lines of transcription	3 billion medical images shared	14th largest healthcare IT vendor

Document Imaging

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 Document Imaging by the numbers

\$3 billion hardware pull through from Nuance Print Management solutions	6 million knowledge workers use Nuance Capture and Workflow Solutions	100K active deployments of Nuance print management solutions	70K number of NDI software transactions per year
700+ imaging employees worldwide	200+ approximate number of sales and R&D professionals respectively	125 support engineers across the globe providing 24x5 coverage	99.8% accuracy of world’s leading OmniPage OCR Engine
84% share of the top 200 law firms deploying Nuance solutions	65% Fortune 500 companies that use NDI solutions	58% Nuance Print Management 2014 market share	50+ global RFPs listing Nuance Print Solutions by name

Company facts

- Nuance is headquartered in Burlington, Massachusetts
- The company maintains more than 45 offices around the world
- Nuance has 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 speech, language and cognitive solutions are experienced on a global stage.
- Nuance employs approximately 13,500 people worldwide
- 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
- Nuance has achieved consistent growth and strong results in each of our key financial metrics including net new bookings, revenue, recurring and deferred revenue, EPS and cash flow from operations.

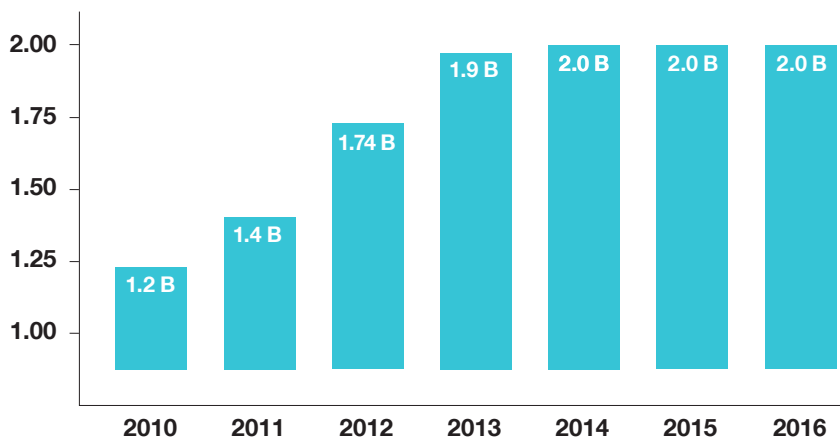
13,500

Employees worldwide

4,300

Patents and patent applications

Revenue in billions



To learn more about Nuance, visit the below links for videos, demonstrations and more:

- [Nuance Mobile](#)
- [Nuance Dragon Professional](#)
- [Nuance Enterprise](#)
- [Nuance Healthcare](#)
- [Nuance Document Imaging](#)
- [What's next blog](#)

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.
