

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 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 Automotive, 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.

Nuance overview

- Headquartered in Burlington, Mass. with 60 offices around the globe and a significant international presence in Australia, China, the United Kingdom, Germany, Canada, Japan, Brazil and Belgium
- 11,600 employees worldwide
- Blue chip customer base across telco, financial services, healthcare, travel, automotive, and retail: 86% of US hospitals, 65% of the Fortune 500, 10 of the largest telco firms, 15 of the largest banks, and the 20 top Auto OEMs

Strong technology reach across multiple domains and languages

- 2,000 voice and language scientists, developers and engineers
- Approximately 5,300 patents and applications
- 80 languages across voice, NLU and text
- 40 text to speech languages and voices
- 6 strategic partnerships with research institutions and universities

Spotlight on Nuance Automotive

- In the future, cars will be connected, autonomous, shared, and electric, which will change the interaction between the user and the car. Every car will come with an automotive assistant to help users effortlessly meet their mobility needs through an intelligent and intuitive user experience seamlessly integrated with the vehicle and its brand.
- Nuance partners with auto OEMs & Tier-1 suppliers to build automotive assistants. We are passionate about delivering a stronger emotional connection between the user and the car brand through a more humanized in-car experience.
- We are an independent, agnostic provider with customer platforms and needs in mind. In other words, we partner with OEMs to build automotive assistants that are fully customized and branded, and in which they own the data.
- We deliver a seamless and intelligent conversational interface that enables a safer, smarter in-car experience – even while keeping consumers connected to the world outside their car through smart home and IoT interoperability with popular general-purpose assistants.
- **Nuance Automotive by the numbers:**
 - 20+ years of experience
 - 45M vehicles with Nuance technology in 2017
 - 200M+ vehicles shipped with Nuance technology
 - 100% of the major OEMs and tier-1 suppliers
 - 60+ automotive brands using Nuance solutions
 - 50+ languages and countries
- **Key differentiators:**
 - High-touch, “private-label” solutions, jointly designed to be unique to the customer and their brand
 - Customization and support of OEM-specific domains
 - Tight integration with vehicle functions and sensors for truly contextual and personalized user experience
 - Solutions are tuned at acoustic labs and optimized the specifics for each vehicle’s make and model
 - Automotive grade and customizable end-to-end user experience for the digital car
- **More resources, incl videos:** <https://www.nuance.com/automotive/automotive-newsroom.html>?

About Nuance

Nuance Communications (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com

Press Contacts

US: Kate Hickman, Nuance Communications, Tel: 781-565-4627, Email: kathryn.hickman@nuance.com

EMEA: Vanessa Richter, Nuance Communications, Tel : + 32 475 76 95 07, Email: vanessa.richter@nuance.com