

Professional services tailored for hospitals and NHS Trusts.

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

Our Professional Services team support hospitals to ensure successful and optimised usage of our Dragon Medical solutions within the shortest time possible. Our team have many years of practical experience deploying clinical speech recognition solutions to thousands of clinicians across the UK and Ireland.

3 reasons why professional services are important:

1. **We know the common pitfalls**, and potential barriers, and can ensure your hospital avoids them.
2. **We train your team** to get the most from our solutions - ensuring high levels of adoption from day one.
3. **We measure and track your Return-On-Investment** with performance benchmarking against internal goals and national best practice.

Delivering effective installations and deployments:

- **Workflow analysis:** We assess current workflow, identifying where our solutions bring benefits. 'Future state' workflows are optimised for clinicians and aligned to their working practices.
- **Configuration:** Once a new workflow has been assessed and documented, we will help you configure and customise the system accordingly.
- **Technical landscape:** Our technical experts help test the introduction of our solutions into the specific technical landscape of your hospital and will help resolve any issues.
- **Training:** We have a wide-range of training options that can be delivered both virtually or in-person and tailored to your needs. This includes 'train the trainer' sessions.

KEY BENEFITS

- 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/s
 - Identify opportunities to improve and optimise workflows
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Ensuring return-on-investment (ROI):

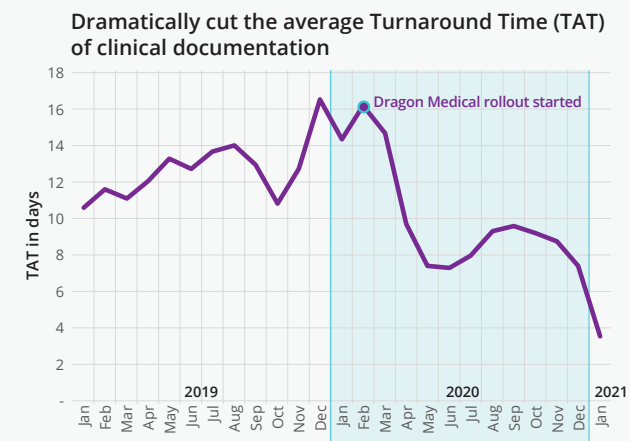
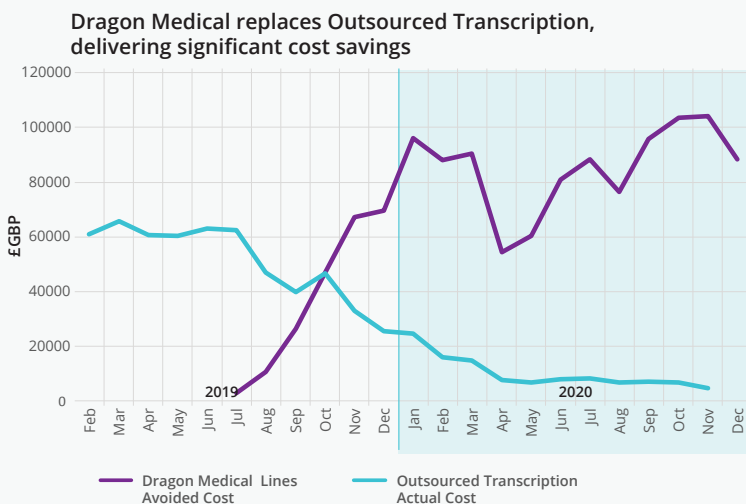
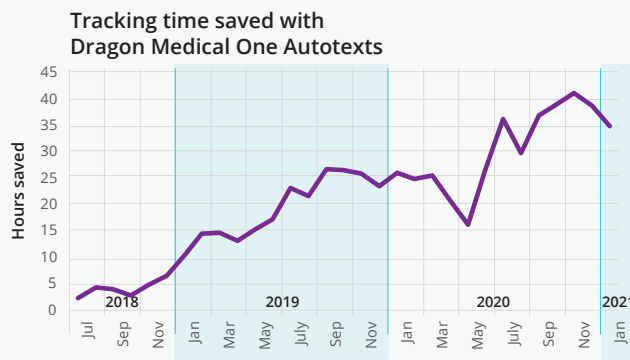
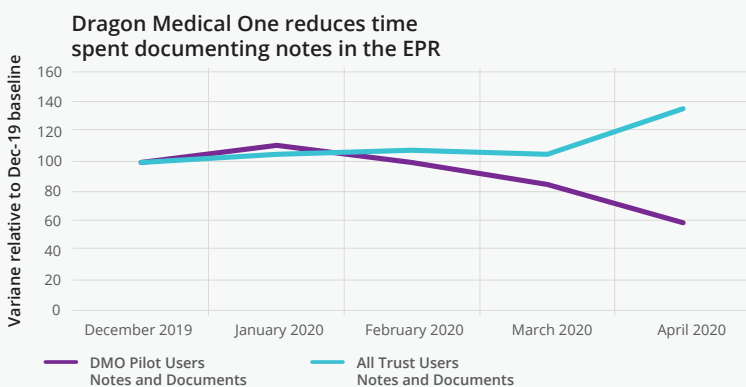
Nuance provides hospitals with benefits realisation reporting and analytics, throughout the lifetime of the contract. We help demonstrate benefits, measure ROI, and respond to changes in behaviour and adoption - month by month and year on year.

KEY BENEFITS

- Increase clinician confidence and buy-in from initial use
- Minimise project timescales and reduce the need for in-house resources
- Optimise, specialty-specific, workflows that help accelerate ROI

Professional Services driven results and ROI

(Real-world data from various NHS Trusts)



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About Nuance Communications, Inc.

[Nuance Communications](https://www.nuance.com) (Nuance) 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.