

Fostering customer satisfaction, confidence, and success

Helping customers adopt, utilize, and optimize their solutions.

Adopting, utilizing, and optimizing software solutions takes time, effort and resources. Nuance is committed to helping you make the most of your technology investments.

We put a priority on customer success and satisfaction, recognizing that getting there takes more than user manuals, a support line, and a trouble ticket system. It takes more than sales team visits and business reviews. You need a dedicated, dynamic, and multi-faceted approach that listens to your concerns, looks at your data, and provides guidance that helps your radiology organization achieve its operational, financial, and care quality goals.

A consultative approach for the long term

The Nuance Diagnostic Solutions Customer Success Program is an integral part of our cloud-based solution offerings. With this model, you have a team of professionals dedicated to helping you for the long term. This may take different forms depending on the software solutions you have purchased, but some key elements are standard.

Our goal is to ensure your continued success with Nuance solutions.

We will help you adopt, utilize, and optimize your solutions to demonstrate that you are receiving the value and outcomes you expect. We want to earn your continued business, and also position your organization as a leader that others can emulate.

Our strategy

Our experts work within your current infrastructure to help define where your organization is today and where you want to be tomorrow. Our expert customer success executives work closely with your key stakeholders to monitor, guide, and advise on optimization.

Your customer success executive

Customer success executives engage regularly with your teams post deployment. This dedicated representative works hard to understand your business priorities, evolving needs, and current issues. We help build a winning strategy through ongoing meetings (remote and onsite) as well as regular, written communications.

KEY BENEFITS

- **Optimize workflows** by applying industry best practices and standards, guiding your organization to success.
 - **Achieve successful physician adoption** by emphasizing training and support strategies.
 - **Realize optimal patient outcomes**, operational performance, and financial success by enhancing the use of Nuance solutions.
 - **Encourage ongoing collaboration** and confidence and build a foundation for an organic, dynamic, and long-term partnership.
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“The Customer Success program not only helped us optimize our use of the PowerConnect Actionable Findings solution, it also increased provider satisfaction and supported our patient safety goals. Working with our customer success executive, we determined the best approach for meeting our notification requirements, and made process changes that realized over a 5X increase in the number of messages tracked a month.”

— Tammy Loveland
Administrative Assistant, Radiology Admin and Support
Cox Health

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare 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, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

What we do



Monitor, track, and report on metrics



Provide regular advice and feedback to promote best practices



Facilitate training and change management to support adoption



Establish a regular cadence of meetings

Key service milestones

- **Hold interactive sessions** to define goals, deliverables, and successful outcomes
- **Develop a plan** that outlines customer goals
- **Promote adoption**, workflow optimization, and sustained process improvement

Built on more than 20 years of experience working with thousands of radiologists and hundreds of healthcare organizations of all sizes and types, Nuance has helped customers transform their organizations to optimize their investment in Nuance solutions.

LEARN MORE

Please contact us at 1-877-805-5902 or visit nuance.com/healthcare.



About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 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.