

# Rimini Support™ for Nuance

Premium, ultra-responsive support for mission-critical conversational AI, voice recognition and clinical documentation systems

## KEY BENEFITS

- > Ability to secure and extend the life of existing software investment for 15+ years while maintaining compliance
- > Ultra-responsive support, including support for customizations at no extra charge
- > No pressured upgrades or disruptive migrations to subscription-based cloud products

## SOFTWARE SUPPORTED

- > Nuance IVR / ASR / TTS modules
  - *Speech Suite*
  - *Nuance Recognizer and Recognizer Tier 3 and Tier 4*
  - *Nuance Vocalizer & Vocalizer Offline*
  - *Dialog and Dialog modules*
  - *Dragon Medical Practice Engine Dragon Voice/ Dragon PowerMic Mobile*
- > Disaster Recovery
- > Management Console
  - *Nuance*
  - *End User Repository*
  - *Provider Specific Auto Text*

## Product support overview

Nuance products play a critical role in contact center automation, speech recognition, clinical documentation, and intelligent IVR, often operating as always-on systems that support customer experience, patient care and revenue-generating interactions. These environments are frequently highly integrated and tailored to specific organizational workflows.

Keeping these products secure, stable and performant is critical for operational efficiency and effectiveness, and for delivering on the brand promises of both B2B and B2C organizations.

Rimini Support™ for Nuance delivers a high-touch, ultra-responsive support experience to extend the stability, performance and value of your existing implementation — without pressured upgrades or operational disruption.

## Business challenges

Many Nuance platforms and applications are aging, highly customized and deeply embedded in clinical, contact center and enterprise workflows. As the software vendor reduces or eliminates support for older versions or encourages cloud-only adoption, organizations face risks of unsupported products, escalating support costs, pressure to upgrade, interoperability challenges, skills gaps and challenges with maintaining customizations. Under these pressures, many organizations find they are running critical Nuance applications with decreasing vendor support quality and increasing operational risk and burden.

## The Rimini Street solution

Rimini Support™ for Nuance includes break/fix support, defect analysis, configuration guidance and operational continuity for production environments. It redefines enterprise application support by providing:

- **A named Primary Support Engineer (PSE)**  
with deep experience, backed by a global engineering team available 24/7/365
- **10-minute guaranteed response time**  
for critical issues, delivered on average in less than 2 minutes
- **Guaranteed 4-hour resolution<sup>1</sup>**  
of priority tickets with 2-hour update communications
- **Full support for customizations,**  
which often account for the majority of issue volume in complex systems
- **Guaranteed support for your current release**  
for the length of your contract
- **Interoperability support**  
across OS, browsers, email and other technology layers to keep your software versions working in evolving environments — without unnecessary upgrades — and availability of the Rimini Connect™ solution for additional future-proofing
- **Security advisory services,**  
proactive risk mitigation guidance and availability of the Rimini Protect™ solution for advanced security posture improvement
- **Roadmap, architecture and optimization guidance**  
to help you plan an innovation path aligned to your business, not a vendor-dictated upgrade cycle

Rimini Support for Nuance transforms the traditional support model, eliminating tiered escalation and queues with direct access to an expert who manages each issue through to resolution while helping you stay in control of your IT budget and roadmap.

1. Resolution can be a solution, a workaround or an action plan

## KEY DIFFERENTIATORS

- › Industry-leading SLAs for responsiveness and case update communications
- › Direct access to experienced engineers with deep domain expertise
- › Included advisory services for licensing, technical and functional roadmaps, cloud, security and interoperability



**4.9/5.0**

Client satisfaction



**< 2 Minutes**

Average response time for critical (P1) and serious (P2) issues



**99.991%**

On-time delivery of case update communications

SUPPORT FEATURES	Rimini Street	Typical Vendor Support
<b>Support Services</b>		
Product break/fix support	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional primary support engineer from a team that averages 20+ years of experience	■	
Vendor-agnostic account management services	■	
10-minute guaranteed response SLA for critical cases with 2-hour update communications	■	
4-hour target resolution <sup>1</sup> time SLA for critical cases	■	
Full support with no required upgrades	■	
Full support for customizations for all case priority levels, regardless of the development tools used	■	
Personalized performance tuning support	■	
Compatibility and integration support for diversified vendor products and tech stack components in client-tested environments	■	
Full support of existing release for up to 15 years or more from contract date	■	
<b>Advisory Services</b>		
Technical, functional and application roadmap advisory services	■	
Vendor-agnostic cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability advisory services	■	
<b>Impact on Operations</b>		
Significant improvement and efficiencies in software operations	■	
Independence from vendor-dictated roadmap	■	

1. Resolution can be a solution, a workaround or an action plan

**Get ultra-responsive, comprehensive software support from Rimini Street for Nuance**

Request a proposal at

[riministreet.com/solutions/support-services/rimini-custom/](https://riministreet.com/solutions/support-services/rimini-custom/)

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