

USAA Awards Nuance for Supplier Excellence, Providing Best-In-Class Service Delivery and Performance

BURLINGTON, Mass., – June 23, 2016 – Nuance Communications, Inc. today announced that it has been recognized by USAA as one of the nine companies that help enable USAA to successfully manage its business processes and deliver world-class member experiences to its more than 11 million members primarily from the military community and their families.

USAA's Supplier Recognition Awards are annually given to a select few companies who have played a key role in leading or advancing USAA's service.

"At USAA we have a passionate commitment to our members and our employees," said Shon Manasco, USAA's Chief Administrative Officer. "This event gives us the opportunity to recognize those companies who share that same dedication to providing world-class experiences for everyone USAA serves."

USAA presented awards in four categories:

Going Above. USAA is committed to going above for those who have gone beyond and expects the same from others. These companies went above and beyond in support of USAA's strategic priorities or they exceeded expectations in delivery and performance.

- DataMark Inc.
- Enterprise Holdings Inc.
- Service King Collision Repair
- RR Donnelley

Innovation. Innovation is critical to enabling USAA to serve its members wherever they are. Each of these companies could be considered cutting-edge in its approach and developed a unique product, service or process improvement for USAA.

- Safelite Solutions LLC
- Enterprise Holdings Inc.

Supplier Excellence. USAA has an exceptionally high standard when it comes to service delivery. Winners in this category serve as models for other companies and enable USAA to operate with excellence by consistently providing best-in-class service delivery and performance.

- Caliber Collision
- Nuance
- Safelite Solutions LLC

VET. USAA has established a veteran's hiring program focused on enabling more veterans to establish meaningful careers after they leave the military. These companies were recognized for their outstanding efforts to hire, empower and transition our nation's veterans and military spouses into their respective workforce and communities.

- Strategic Staffing Solutions
- TEKsystems

About Nuance Communications, Inc

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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