Nuance Named #1 Category Leader for Quality Management and Speech Recognition- Front End Imaging in 2017 Best in KLAS Report

Client Feedback Demonstrates Nuance PowerScribe 360 and Clintegrity Quality Management are Top Performing Solutions

BURLINGTON, Mass., – February 8, 2017 – Nuance Communications, Inc. (NASDAQ: NUAN) today announced it has been named the leading vendor in two categories by the independent research company, KLAS. Nuance ranked #1 for Speech Recognition-Front End Imaging for Nuance PowerScribe® 360 as well as #1 for Quality Management for the third consecutive year. KLAS conducts independent evaluations with healthcare providers on vendor performance recognizing companies like Nuance that excel in helping providers deliver better care as top performers in the Best in KLAS: Software & Services report.

Quality Management Addresses CMS Reporting

With quality and core measure reporting becoming more important to how hospitals are measured and reimbursed, Nuance's leading position in this area is clear with KLAS Category Leader awards for Nuance Clintegrity™ Quality Management in 2014, 2015/2016 and 2017. Clients highly value the technology and the support Nuance provides as they navigate new quality reporting mandates, such as hospital acquired conditions, readmissions and frequent CMS changes that can be difficult to understand and comply with through quality metrics.

"I find that the personalized service that Nuance gives us provides opportunities to make care delivery better and continuously improve. There's always something new. There's always something changing, and they're always up to date with the changes, and let us know so we can begin working immediately. It's like they care about our patients as much as we care about them," said Kris Liwoch, quality data analyst, Shore Medical Center.

PowerScribe 360 #1 in Front End Imaging

As the industry's most trusted and widely used real-time radiology reporting platform, Nuance PowerScribe® 360 provides the rapid and efficient generation of high quality, actionable reports that enable radiologists to reduce patient risks, manage high volumes and transition to Imaging 3.0. PowerScribe 360 supports the shift to value based care, enabling radiologists to more easily demonstrate their value as a core part of the care team for patients. As the #1 solution for speech recognition in front end imaging, PowerScribe 360 clients report higher levels of satisfaction when it comes to overall performance in key areas such as vendor implementation, service and support, and upgrades.

"Nuance is the 14th largest healthcare IT vendor with a long history of outperforming other companies in the eyes of clients as demonstrated through industry awards from KLAS and Black Book, as well as strong client Net Promoter Scores across all areas," said Satish Maripuri, executive vice president and general manager of the Healthcare Division, Nuance. "Our clients' confidence and satisfaction are vital to us and we are honored to receive these awards for delivering on our Mission and driving excellence across our solutions to produce the best outcomes for our clients."

"I joined Nuance because of our passion for helping clients improve healthcare," stated Brenda Hodge, the new senior vice president of healthcare marketing at Nuance. "It will be an honor to receive these KLAS awards at

HIMSS17, the largest and most important healthcare IT conference in the U.S., for delivering innovative solutions and excellent client experiences thanks to the efforts of Nuance teams across the globe."

To see more information from the 2017 Best in KLAS: Software & Services report including vendor comparisons, #1 KLAS Category Leader for Speech Recognition — Front End Imaging chart and the #1 KLAS Category Leader for Quality Management chart Additionally, meet us at the HIMSS Convention and Exhibits in Orlando, Feb 20-24 in Nuance booth #2546.

Nuance provides intelligent systems that support a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for patients. Nuance healthcare solutions capture, improve and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 global healthcare organizations to drive meaningful clinical and financial outcomes. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and medical imaging solutions provide a more complete and accurate view of patient care.

About Nuance Communications, Inc

Nuance Communications, Inc. (NASDAQ: NUAN) 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.

About KLAS

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and counted. Working with thousands of healthcare professionals and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trends and statistical overviews. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. To learn more about KLAS and our reports, visit www.KLASresearch.com.

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https://news.nuance.com/2017-02-08-Nuance-Named-1-Category-Leader-for-Quality-Management-and-Speech-Recognition-Front-End-Imaging-in-2017-Best-in-KLAS-Report