

Nuance Restores Service to the Majority of Clients on its Flagship Transcription Platform

Burlington, MA, July 28, 2017 – [Nuance Communications, Inc.](#) (Nasdaq: NUAN) today provided an update on its restoration process following the previously reported June 27, 2017, global NotPetya malware incident that affected many companies in a wide range of industries around the world.

As of today, Nuance Healthcare has brought back on-line the majority of its client base for its flagship eScription LH platform, restoring 75% of clients, which account for approximately 90% of the total annualized volume of lines that are transcribed on that platform. The transcription platform is used by medical professionals for clinical documentation.

“We are nearing completion of our restoration efforts in response to the incident, and I am deeply grateful to our clients for their loyalty and partnership during this time,” said Satish Maripuri, Executive Vice President and General Manager, Nuance Healthcare Division. “Since the incident occurred, our top priority has been to bring our clients back on-line and support them in their mission of providing quality services to their patients.”

“This was a challenging situation, but Nuance has been a great partner throughout,” said Tim Thompson, Chief Information Officer and Senior Vice President of BayCare Health System. “We appreciated their efforts to keep us informed about their progress and they worked with us to give us the confidence we needed in their security infrastructure. We are now fully functional and all of our doctors are back to dictating.”

“Nuance has been working 24/7 to restore, communicate and enhance their security infrastructure to return us to full functionality so that we can continue to serve our patients. They have made themselves available to talk with customers day and night. That’s exemplary of why we have been such a loyal Nuance customer for 15 years,” stated Debra Harris, Director of Health Information Management and Clinical Documentation Improvement at Salem Health.

In addition to the progress made in restoring service on the eScription LH platform, the entire client base of the eScription RH and Clinic 360 solutions that reside on the cloud-based Emdat platform have had service fully restored since July 3. All clients of Nuance’s Critical Test Results Management application, which is part of the radiology workflow, were reactivated on July 16. Nuance is providing cloud-based options for a sub-set of the client base that were on older iChart and BeyondText transcription platforms. No Nuance customer data has been altered, lost or removed by the malware.

Use of Nuance’s Dragon Medical One product has increased among clients seeking an alternative for physicians to capture patient documentation. The PowerScribe and Dragon Medical One solutions were not impacted by the June 27 incident and have remained available to our customers.

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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Safe Harbor and Forward-Looking Statements

Statements in this document regarding completion of restoration efforts related to the June 27, 2017 NotPetya malware incident constitute forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. There are a number of important factors that could cause actual events to differ materially from those indicated by such forward-looking statements, including but not limited to: encountering technical issues arising during the restoration efforts that may impede efforts to complete the restoration efforts. We disclaim any obligation to update any forward-looking statements as a result of developments occurring after the date of this document.

Contact Information

For Investors

Christine Marchuska

Nuance Communications, Inc.

Tel: 781-565-5000

Email: christine.marchuska@nuance.com

For Media

Richard Mack

Nuance Communications, Inc.

Tel: 781-565-5000

Email: richard.mack@nuance.com

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