

Nuance Lands Highest Combined Rating in Opus Research Intelligent Assistant Report

Outpaces Competitors, Topping List for Market Presence, Ability to Scale and Maturity of Technology

BURLINGTON, Mass. – July 2, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN), a leader in conversational AI innovation, today announced it has been awarded the highest combined rating of Intelligent Assistant (IA) and bot vendors for the second consecutive year [in Opus Research's "Decision Makers' Guide to Enterprise Intelligent Assistants."](#) Nuance's full suite of intelligent digital engagement offerings and ability to handle typed and spoken conversations on one platform were noted as key differentiators by the research firm.

According to Opus, enterprise spending on Intelligent Assistants will exceed a projected \$2 billion in 2018, heading for \$5.5 billion in 2021 – a 67% CAGR for the next five years. This is a result of what Opus calls “the perfect storm where technological advancement in Speech Processing, NLU, machine learning and knowledge management coincides with (or gives rise to) heightened levels of comfort and confidence in human-to-machine communicationsi.”

The report presents a comprehensive assessment of IA solution providers with a focus on enterprise-grade solutions and ranks each organization on technology, maturity of offerings, track record and future plan and vision. Nuance received the combined top score leading 26 vendors, notably standing out for its impressive customer base, high success rate for multiple verticals, and support of numerous devices and modalities.

“The rapid adoption and use of new, conversational end-points and services may not have caught every business by surprise, but it has them scrambling to meet the growing demand from their end customers for intelligent, conversational brand experiences,” said Dan Miller, Lead Analyst at Opus Research. “This report helps those organizations understand what criteria they should consider when evaluating prospective solutions and provides an overview of vendor capabilities and track record, which can inform the process of getting an IA up and running successfully.”

“As pioneers in bringing Conversational AI into the enterprise, we’ve seen first-hand the pressure today’s largest organizations face to deliver customer service that is fast, accurate and convenient,” said Robert Weideman, executive vice president and general manager, Nuance Enterprise. “Nuance’s repeat performance and top ranking in the Opus Research report mirrors the results gained by the myriad enterprises that rely on our AI-powered customer engagement solutions.”

Find more information on Nuance’s top-rated IA offerings [here](#).

About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com.

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i Opus Research, Decision Makers' Guide to Enterprise Intelligent Assistants, June 2018

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