



Client Case Study

## Global Speech & Imaging Solutions Provider



### Worldwide Provider of Speech and Imaging Solutions Chooses Safari Books Online to Deliver Valuable Online Learning in Its Fast-Paced Environment

Nuance Communications, Inc. is a rapidly growing and innovative global speech and imaging solutions company that uses the power of the Internet to provide its engineers and developers with an online resource for vetted technology information they can access anytime.



## Background

Nuance Communications, Inc. is a leading provider of speech and imaging solutions for businesses and consumers around the world. In 2007, the Nuance learning and development team recognized that the company's existing learning and information gathering methods would not adequately provide its globally distributed technology workforce with the resources needed to learn about new and emerging technological advances or keep skill sets up to date.

For the L&D team, a Web-based source of information that could be deployed throughout the enterprise was the logical solution. To be successful, and to meet the needs of the Nuance R&D and IT groups, it would have to be capable of providing the most current, most reliable technical material and it must be accessible at anytime from anywhere in the world.

## Challenge

The uniquely specialized technology that defines speech recognition and imaging products is developing at an accelerated pace and the Nuance engineers and developers must be constantly honing their skills and knowledge to stay abreast of the latest advances. Often, in order to keep product offerings up to date and competitive, the Nuance teams need to know about trends and implement developments before they are widely known or in practical use.

With employees in more than twenty countries located throughout the world, and the bulk of the company's workforce engaged in technology research and development, Nuance could incur significant cost for supplying offices with multiple copies of technology-related books, and additional expense for purchasing updated versions of material. A more important consideration, however, is time—project hours lost while workers are looking for books and searching for relevant information. And, when that information is erroneous, there are the added costs of reworking and opportunities lost due to missed deadlines and launch dates.

*"At Nuance, nearly 40% of our employees are in research and development. With Safari Books Online, the entire R&D team has fast and easy access to the latest information about emerging technologies—increasing our productivity and improving our ability to innovate."*

**—Manager-Global Distance Learning, Nuance Communications, Inc.**

Form #SS-117 (5/09)

### Questions?

Visit [www.safaribooksonline.com](http://www.safaribooksonline.com) for answers to commonly asked questions about Safari's products and services. Or, call a Safari Books Online sales representative at 1.888.619.1684 or email [info@safaribooksonline.com](mailto:info@safaribooksonline.com).



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*“The Safari Books Online library contains current and even unpublished information that is always readily available.*

*Having access to it gives us an advantage. With Safari Books Online we have the potential to bring all of our technical community together in a more collaborative way.*

*They can email books, excerpts from books, and notes to each other, essentially sharing information while learning what others in the community know. For all of the technology and learning junkies at our company, the gathering of information, and being able to collaborate is a huge benefit.”*

**—Manager-Global  
Distance Learning, Nuance  
Communications, Inc.**



## Solution

Provide technology workers with an online digital library that gives users instant access to the most popular books and news about technology from the most respected publishers and authors. From its surveys of technical managers, the Nuance L&D group learned that its technology teams consistently referenced books and resources from O’Reilly Media, citing O’Reilly Media as the leader in technology and programming publications and information. Given its exclusive subscription access to O’Reilly content, it was evident that only Safari Books Online would meet the needs of Nuance.

With Safari Books Online, users know that they are acquiring information that is accurate. And, with the Safari Books Online collaboration feature, users can share and discuss the information they’re reading—making the entire team more knowledgeable and productive. Finally, Safari Books Online’s Rough Cuts feature, which provides access to new books and technology information prior to publication, ensures that Nuance’s R&D and IT teams get the earliest possible access to new developments in technology—helping them to maintain a competitive edge in the marketplace.

### About Safari Books Online:

Safari Books Online is an on-demand digital library delivering expert content in both book and video form from the world’s leading authors in technology and business. Technology professionals, software developers, Web designers, and business and creative professionals use Safari Books Online as their primary resource for research, problem solving, learning and certification training. Safari Books Online offers a range of business-to-business product mixes and pricing programs for every organization, as well as business-to-consumer options for individual users. Thousands of books, prepublication manuscripts, short documents, articles and instructional videos are available at Safari Books Online in one fully searchable database from publishers like Prentice Hall Professional, O’Reilly Media, Addison-Wesley Professional, Microsoft Press, Sams, Que, Peachpit Press, John Wiley & Sons, Elsevier, IBM Press, Adobe Press, Cisco Press, Sun Microsystems Press, FT Press, Wharton School Publishing, Apress, Manning, New Riders, Apple Certified, Course Technology, Splash Media and dozens more.