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Nuance Announces Winners of Inaugural Voice Industry Partner Awards

New Awards Program Recognizes Nuance's World-Class Partners and Their Commitment to the Expanding Voice Automation Market

ORLANDO, Fla.--(BUSINESS WIRE)--May 18, 2004-- Nuance (NASDAQ: NUAN), the voice automation expert, today announced the winners of the inaugural Voice Industry Partner Awards. Nuance partners were recognized within seven distinct categories for their voice automation expertise and commitment to building outstanding solutions to serve the expanding speech market. Nuance's winning partners - Avaya, Accenture, Intel, Intervoice, Tellme Networks, WorkForce Technologies and Ydilo - are commended for their commitment to delivering Nuance-powered voice automation solutions, experience in delivering successful speech applications, Nuance revenue contribution and participation in Nuance partner training courses.

These awards were formally presented at V-World 2004, the speech industry's premier conference, being held May 17 - 20, 2004 in Orlando, Florida.

"Nuance values its partners' dedication to making voice automation solutions a true business imperative," said Chuck Berger, president and CEO, Nuance. "Our mutual customers are the real beneficiaries, as Nuance and its partners team to provide best-of-breed, high-quality speech solutions that result in increased productivity, cost savings and a rapid return on investment."

The 2004 Voice Industry Partner Awards have been divided into seven categories: OEM, Platform Value Added Reseller, Messaging, Consulting, Technology, Voice ASP and International Partner of the Year.

Best OEM Channel Partner Award: Intervoice

Intervoice, a leading provider of converged voice and data solutions, was named the year's Best OEM Channel Partner. This award recognizes the partner that best markets, sells and deploys IVR systems or other call center solutions which embed Nuance speech recognition, voice authentication, or text-to-speech software.

Best Platform Value Added Reseller Award: WorkForce Technologies

WorkForce Technologies, a leader in voice self-service solutions, is the Platform Value Added Reseller category winner. The Platform Value Added Reseller Award recognizes the partner that best markets, sells and deploys voice automation solutions on the Nuance Voice Platform, providing value-add through design, development, deployment, and ongoing support, as well as their own unique systems integration services.

Messaging Award: Avaya Unified Communication Center (UCC)

Avaya Unified Communication Center (UCC), which provides enterprises with a unified speech interface to their most commonly accessed network services, is the Messaging Award winner, fusing speech within its products

to offer voice access to email and voice messages, calling and conferencing capabilities, directories, databases, calendars and task lists, and company information. The Messaging Award recognizes the partner that best markets, sells and deploys Nuance-powered communications solutions, such as voice-driven voicemail, email and unified messaging.

Consulting Award: Accenture

Accenture is a global management consulting, technology services and outsourcing company that helps clients become high-performance businesses and governments. The Consulting Award recognizes the partner that best provides business and technical services that complement a voice automation solution deployment, solving business problems for customers and adding value in connection with a sale of a Nuance speech solution.

Technology Award: Intel

The winner in the Technology category was Intel, which supplies the computing and communications industries with standards-based modular building blocks for the communications market segment. Their commitment to speech technologies and standards has helped to increase quality and lower deployment barriers. The Technology Award recognizes the partner that best markets and sells products, services, designs or standards that are a primary component of a speech solution. This partner works with Nuance sales and Nuance channel partners to deliver a complete business solution.

Voice ASP Award: Tellme Networks

Tellme Networks takes top Voice ASP honors for its work uniting the Internet and telephone. The company operates the largest network of VoiceXML phone applications in the world. The Voice ASP Award recognizes the partner that provides customers with the best-hosted voice automation application.

International Partner of the Year Award: Ydilo

Ydilo, a leading European Voice ASP based in Madrid, emerges as the International Partner of the Year. The International Partner of the Year Award recognizes the partner outside the United States with the greatest commitment to Nuance, revenue contribution, number of successful applications deployed, and ability to meet Nuance-set partner training requirements.

About V-World

Hosted by Nuance and sponsored by Aculab, Apptera, BeVocal, Brooktrout Technology, Cisco, Edify, Empirix, HTI Voice Solutions, Intel, Intervoice, Lucent Technologies, NMS Communications, Nortel Networks, Sun Microsystems, Syntellect, TekVision Communications and Versay Solutions, V-World is the pre-eminent event dedicated to voice automation. The annual V-World conference is designed for anyone interested in voice-enabling enterprise, telecommunications, and Internet applications. It offers targeted sessions for business executives and managers, expert and novice speech application developers, and integrators of speech solutions. Each session features customer presentations, panel discussions and informative case studies related to the development and deployment of speech recognition and voice authentication applications. Executives, managers, developers, marketers and salespeople representing call centers, service providers, e-businesses, interactive voice response (IVR) platform providers, OEMs, VARs, and system integrators are all encouraged to attend. Further information can be found at <http://www.nuance.com/v-world>.

About Nuance

In markets around the world, leading enterprises and telecommunications carriers - including Avon, British Airways, Expedia, Nomura Securities, OnStar, Sprint PCS, United Parcel Service, Vodafone and Wells Fargo - have worked with Nuance to ensure the best possible results from their investment in voice. Nuance is the global leader in voice automation, providing software and solutions to more than 1,000 companies worldwide. Nuance (NASDAQ: NUAN) is headquartered in Menlo Park, Calif., and has offices around the world. For more information, visit www.nuance.com or call 1-888-NUANCE-8.

This press release contains forward-looking statements with respect to Nuance, including, for example, those relating to the business and customer benefits attainable by using Nuance speech products. There is no assurance that the results contemplated by any such forward-looking statements will be realized. The following factors, risks and uncertainties, among others, could cause actual results to differ materially from those contemplated by such forward-looking statements: the risk that any of these products will not achieve increased productivity, result in cost savings or provide a rapid return on investment, or result in other benefits in some or all circumstances; and other factors described in Nuance's filings with the Securities and Exchange Commission, including but not limited to Nuance's last-filed Form 10-Q. Nuance does not undertake to update any oral or written forward-looking statements that may be made by or on behalf of Nuance.

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