



### Fast Facts

**Company:** Nuance Communications

**Web Site:** [www.nuance.com](http://www.nuance.com)

**Number of Employees:** 3,500+

**Country or Region:** United States

**Industry:** Professional services–IT services

### Profile

Burlington, Massachusetts–based Nuance Communications is a leading provider of speech and imaging solutions for businesses and consumers around the world.

### Software and Services

- Technologies
  - Open XML Formats

## Software Company Uses Open XML Formats to Improve Document Portability Product

“By adopting Open XML, we can support the widest variety of formats. Our customers are excited about the new functionality and see Nuance as ahead of the market curve with this new offering.”

Mark Erwich , Senior Marketing Director, Nuance Communications

### Business Needs

The mission of Nuance Communications is to develop technologies, applications, and services that transform the way people interact with information and how they create, share, and use documents. The company’s optical character-recognition (OCR) product, known as OmniPage Professional, makes it possible to eliminate the manual reproduction of documents. It also helps companies make their paper forms more usable by transferring the forms’ information into a variety of PC applications.

Nuance sought a better way to translate data for customer use with many of the most common productivity applications. Before, this translation required IT professionals to use binary formats, which were proprietary and difficult to work with. By adopting an XML-based text format, Nuance developers and customers’ IT staff benefit from an open format that is easier to use and modify.

### Solution

Nuance took advantage of Open XML Formats when creating OmniPage Professional 16. Says Zoltan Urban, Director of

Technology Research and Development for Nuance Communications, “Thanks to Open XML, there was no trial and error throughout the development process because it’s easy to check validity and ensure that we’re handling the translation correctly.”

The product’s support for Open XML helps customers port information into productivity applications with a single output filter and to use familiar tools.

### Benefits

Nuance customers now have the flexibility to use and manipulate data in the programs in which they want to work, and to set up the processes for transferring that information more quickly than before. Benefits include:

- Improved developer productivity of several work months, due to increased availability of specifications
- Significantly reduced rework in future versions due to standardized nature of format
- Greater user flexibility, allowing customers to choose familiar tools and environments
- Up to 30 percent increased accuracy in information display