The **Human-AI** Interaction

A LOOK AT HOW WE CAN **TEACH AND LEARN** FROM AI.

INSIDE:

IQ

Welcome to Nuance Innovation Quarterly

I'm excited to welcome you to the very first issue of Nuance Innovation Quarterly (Nuance IQ for short).

Each quarter, we'll zoom in on a key issue or an emerging trend in AI innovation, seeking out expert insights and real-world experiences that throw fresh light on the topic. We'll also be sharing details about some of the innovations we're most excited about here at Nuance.

In this inaugural issue, we're looking at the human-AI interaction, discovering how humans and AI can learn from each other to form a powerful partnership that can redefine customer engagement.

We'll take you behind the scenes of an ambitious innovation project. We'll look under the hood of some of our new technologies that are enabling the human-AI interaction. We'll hear from RBS Group and Riyad Bank about the business benefits they're getting from innovative technologies. And we'll also introduce you to some of the pioneers who are helping to harness the combined power of intelligent technology and human ingenuity to revolutionize customer engagement.

Thanks for reading—I hope you enjoy our first ever issue of Nuance Innovation Quarterly.

George Skaff, VP, WW Marketing, Nuance Enterprise

Nuance IQ
Innovation Quarterly Magazine

NUANCE

Catching the innovation wave @Nuance

Innovation is at our core. Check out what we're delivering to drive better business outcomes and more intelligent customer engagements.

Nuance Agent AI

Nuance Agent AI combines machine learning and NLU technology to empower agents with real-time insights, helping them understand customer intent, select the next best action, streamline authentication, and prevent fraud. And with the ability to mine insights from conversational data, it can also tweak agent scripts based on previous dialog flows.

Using Agent AI, agents can assist customers faster, without having to search through an impossible amount of data in manuals and knowledgebases. Agent AI can even improve the training of new and existing agents by giving contact center leaders insights drawn from across the entire customer journey, helping them continually optimize the customer experience.

Nuance® Pathfinder™

Nuance Pathfinder dramatically reduces the time it takes to build intelligent virtual assistants capable of having natural, contextual conversations with customers. Until now, training a virtual assistant to specialize in industry-specific dialog was a manual, time-consuming process prone to human error. But with Nuance Pathfinder, companies will be able to train conversational AI models and construct complex dialogs with ease.

Using a combination of machine learning and Nuance AI innovations, Nuance Pathfinder analyzes existing chat logs and call transcripts to automatically build dialog models for intelligent two-way conversations that solve customers' problems fast. The AI-driven system will bring new opportunities to enhance the customer experience and reduce the cost to serve across a wide range of industries.

Security Suite

Nuance Security Suite helps enterprises thwart omni-channel fraud through a layered offering of artificial intelligence technologies, including voice and behavioral biometrics, intelligent channel, geo and network detectors and ConversationPrint™ and DevicePrint algorithms.

Together these technologies can identify legitimate customers through the sound of their voice, location, device and the way they talk, tap and type—flagging when a call or online interaction is likely fraudulent by analyzing typical conversation patterns, voice characteristics and other aspects of a communication, identifying perpetrators whose profiles do not match those of a given customer.

Why **humans and AI** must learn together.

Tell people you work in artificial intelligence, and it's likely they'll look at you like you've just said you work for Skynet and you're busy arranging the downfall of humankind.

People are afraid of AI. Perhaps they're not afraid of being wiped out by murderous robots, but they're certainly afraid of being replaced by machines.

And on the other side of the coin, there are the big tech firms who'll tell anyone who'll listen that it's all true—machines really can do anything we can do. (They're wrong, by the way.)

Both these attitudes are based on a common misconception. While AI tech is good, and getting better all the time, there's plenty it's just not that good at and won't be any time soon. The fact is, AI has a lot to learn from humans, but it can also teach us things we could never have learned on our own.

So far, so simple

The reality of AI is that the domains where machines excel are relatively simple. Rules-based systems are excellent at things like playing chess, converting phrases into actions the machine should take, and even driving cars. They can answer simple customer service inquiries, but even the most advanced deep learning neural networks are incapable of achieving common customer service goals like building brand loyalty, for example.

If even we humans haven't figured language out yet (most linguists agree they're still just scratching the surface), we can't expect AI to figure it out on its own. AI can easily recognize natural language. The best AI can even recognize the intent behind the words. But no machine can recognize something like sarcasm—that takes human empathy and a native understanding of the nuances of conversation.

Teaching a new dog old tricks

In a business context, humans and AI must work together to make both more effective. A recent survey found that companies that encourage and enable collaboration between humans and AI see their AI initiatives deliver significantly better business results across a range of financial and operational measures.

One part of this collaboration is the role humans play in the training and supervision of AI systems. AI models are far superior to humans at using vast quantities of data to quickly identify patterns and anomalies, and at recommending the best actions to achieve a defined outcome. What they're not so good at are things like empathy, compassion, and emotional intelligence—areas where humans beat machines every time.

In the world of conversational AI, humans must train machines how to interact with humans, not just how to recognize unusual idioms and regional accents. AI algorithms must also be taught how to perform the tasks we need them to do, and to recognize when a task is beyond their capabilities, so it can be handed over to a human (with the AI learning from the actions taken).

There are also emerging roles for humans in supervising AI, analyzing the conclusions AI models reach and approving the actions recommended by machines. As pioneers in AI technology, we all have a responsibility to ensure our models learn and behave in an ethical and sustainable way.

The teacher learns from the student

All this talk of training and supervising AI might make it seem as if the lessons only flow one way. But of course, AI models can teach us a huge amount and show us things we might never have seen without them.

With lots of data and a distinct outcome, a machine will produce astounding results. DeepMind's AlphaGo Zero didn't learn the ancient game of Go by playing against humans (it was simply taught the rules of Go and left to play itself). By the time it got around to playing—and beating—the world's best human players, it had invented strategies unseen in the game's 2,500-year history.

It's this ability of machines to find previously unseen ways to deliver a known outcome that's led biopharmaceutical companies, for example, to invest in AI programs to accelerate drug discovery and unlock the secrets of treating previously untreatable diseases.

Humans and AI: learning together

One thing unites all of history's technological advancements—from the wheel to Alexa. They all provide tools to augment human capabilities, but none of them replace human ingenuity, creativity, and empathy.

Today, our AI tools can learn from us and become better tools as a result. And we can learn from these tools, finding ways to do things differently: better, faster, simpler. Many of us will have to work differently and learn new skills to make the most of the AI opportunity, but our old, human skills will be invaluable to help machines support us, rather than replace us.

(1) Collaborative Intelligence: Humans and AI Are Joining Forces, H. James Wilson and Paul R. Daugherty, Harvard Business Review, July-August 2018

How can a large enterprise innovate as fast as a startup? That's the question Nuance's Technology Advancement Group (TAG) has set out to answer.

TAG's Paul Tepper takes us behind the scenes of the innovation process to witness the birth of Nuance Pathfinder—a revolutionary tool for automated dialog design.

INSIDE INNOVATION:
The journey from prototype to product

A step-change for dialog design
Designing dialog for conversational AI is hard. Really hard.

Look around, and you'll find lots of DIY and open source tools for building chatbots and virtual assistants with natural language understanding (NLU) capabilities. That's the easy part. But the trouble is, while NLU can extract meaning from language, it can't do anything with that meaning. That's the hard part.

Getting the right actions from customer intent takes a deep understanding of the art and science of dialog, which means you can't build a successful system without experienced conversation designers. And there aren't many of those to go around.

So, while we have plenty of conversation designers at Nuance creating systems

> **We wanted to change the economics of building conversational AI systems—and we did it by enabling data-driven design.**

for our customers, we knew there was a need to change up the design process, both to help our designers work more efficiently and to help our customers design for themselves. We wanted to change the economics of building conversational AI systems—and we did it by enabling data-driven design.

An innovation is born
Until now, designers have had to manually build dialog models based on the information they glean from meetings with SMEs. It's an inherently error-prone

process and it's very difficult to scale, so we'd been thinking for a long time about how to automate dialog modeling. But when we started to get access to high-fidelity conversation transcripts, everything got a lot clearer.

That's when Nuance Pathfinder started to take shape—the idea that we could create a machine learning technology that could analyze thousands of call transcripts and chatlogs to automatically identify customer intents and map

conversations. Nuance Pathfinder reduces the time and effort of the most labor-intensive steps in the design process for conversational AI: manually labelling data to train the model and writing the dialog for virtual assistant and chatbot scripts.

Nuance Pathfinder's intent discovery algorithm analyzes customer service interaction data and groups conversations together according to customer intent, cutting down on manual labelling effort. Then it builds a visual representation of all the paths these conversations take, highlighting the best paths to resolution and revealing hidden issues.

A tale of two teams
The intent discovery technology was the brainchild of our Corporate Research team. They'd been working on replacing manual tagging processes with unsupervised learning tech for some time. My colleagues and I in the Technology Advancement Group saw an opportunity to start using that tech to create dialog models.

The collaborative relationship between these two innovation teams is built on years of working together to productize advanced research, like the Human Assisted Virtual Assistant (HAVA) that's now branded as Nina Coach.

So, to maintain the momentum of Nuance Pathfinder's development, we decided to productize it ourselves, rather than turn it over to R&D and lose time getting the engineers up to speed on what our teams had done so far. We knew that a fast patent and rapid time-to-market were critical to maintaining Nuance's leadership in conversational AI innovation.

Lessons from the innovation frontlines
Of course, in all the excitement of bringing an innovation into the world, it can be easy to lose sight of what's really important. The experience of taking Nuance Pathfinder from prototype to product has taught me some valuable lessons:

1. **Make sure you're focusing on a real business problem**
   The best way to do that is to prototype quickly and get early feedback from users. They'll soon tell you if you're solving a problem that doesn't really exist—and they can also be a valuable source of new ideas that you may never have thought of yourself.

   On Nuance Pathfinder, we used DevOps tools like Docker Containers and Kubernetes to help us get started quickly and iterate at speed based on user feedback.

2. **Remember—a fast start can lead to a slow finish**
   Moving quickly in the prototype stage can mean you're left paying off technical debt with QA and testing at the other end of the product development cycle. QA and testing will have to happen sooner or later, so figure out a balance you're comfortable with between initial acceleration to prove your hypothesis and overall project speed to get your product to market.

3. **Form close ties with product management**
   Nobody likes to feel they're being cut out of the loop, so ensure your innovation teams have clear lines of communication and collaboration with product managers. This can stop any resentment building up, but it can also give you invaluable insights into how to get products to market successfully.

   On Nuance Pathfinder, I actually became a product manager to really embed myself with that team and foster the collaboration that's been an important part of the project's success.

4. **Sell your idea with great visuals and working demos**
   Bringing your concept to life with great-looking visuals gets people on board faster. And people will react much more positively to a demo of a working prototype than to a 75-slide PowerPoint about what you're planning to do.

> **People will react much more positively to a demo of a working prototype than to a 75-slide PowerPoint about what you're planning to do.**

A huge part of Nuance Pathfinder's success was that we got an early insight into the visualizations users liked, so we knew what direction to take with our user interface. Those visualizations also gave users that magic "aha!" moment, when they saw exactly how the product could help them.

Our customers show us the way
When we first started showing Nuance Pathfinder to customers, they quickly spotted a new opportunity to make the most of the technology's capabilities. They could see enormous value in using Nuance Pathfinder's analysis of customer service conversations to find ways to optimize customer engagements, accelerating resolution and reducing the cost to serve.

One customer we're working with plans to use data-driven insights from Nuance Pathfinder to identify where new or updated scripts can help its contact center agents serve customers more effectively. It's also looking at using Nuance Pathfinder to find areas of customer engagement that are good candidates for automation.

The innovation process – always a work in progress

Like many large enterprises, we're always looking for ways to innovate faster and better. Right now, we're finding our way through trial and error, figuring out which parts of the process work, and which don't. But we understand what it takes to create something entirely new—and now we're using the deep experience of innovation across the TAG team to start innovating the innovation process itself.

ON THE FRONT LINES
TAG, you're it!

TAG gives Nuance customers access to a large pool of AI research expertise to help them develop and deploy powerful new capabilities tailored to their specific needs.

Meet the Nuance Technology Advancement Group

The Nuance Technology Advancement Group (TAG) combines advanced AI research with customer collaboration to discover and incubate the next generation of AI-powered customer engagement solutions.

The group focuses on conversational AI, predictive AI and analytics through three workgroups:

AI Lab
Aligns advanced AI research with the unique needs of forward-thinking enterprises.

Engagement Services
Helps enterprises prioritize and create roadmaps for innovative AI implementations that deliver tangible results.

Corporate Research team
Collaborates to develop the core algorithms and foundational technologies of tomorrow's AI solutions.

The TAG team leaders
Meet two of our TAG leaders.

PAUL TEPPER
Head of AI Lab
Paul is responsible for setting Nuance's AI strategy and leading product development for AI, machine learning, and natural language understanding products. Paul has studied and worked in the field of dialog systems and NLP for 20 years, with over a decade of experience in software development and AI research.

Being on the TAG team is exciting because…
I get to help build new things with cutting-edge technology, informed by frequent interactions with our customers and an understanding of their problems and pain points.

TAG helps Nuance customers by…
Building product innovations that deliver tangible business benefits, like Nuance Pathfinder, Project Nearby and Nina Coach.

My most memorable innovation project is…
My current one— Nuance Pathfinder. It stands out for me personally as I led the team to bring it from idea to prototype and all the way to a first-of-its-kind product that will fill a critical gap in the way conversational AI systems are designed today.

EDUARDO OLVERA
Director of User Experience
Eduardo has worked on international voice user interfaces for many of the world's biggest enterprises, giving him a deep understanding of the user and business challenges of conversational, multilingual, and multi-modal omni-channel application design, development, and implementation.

Being on the TAG team is exciting because…
I have the opportunity to work with some of our most innovative customers to identify relevant problems, worthwhile goals, and feasible solutions. And then I get to work with our product and R&D teams to find the right technology to build those solutions.

TAG helps Nuance customers by…
Delivering new products and solutions that can address the very specific needs of large enterprises, that follow our conversational design best practices, and that can be deployed according to customers' needs, on top of an enterprise-grade framework.

My most memorable innovation project is…
Working with a major airline to redesign its phone application. Everyone was dreading the redesign because we knew how complex designing the dialog would be. But by taking a user-centric approach that followed conversational principles, we were able to create a robust, highly-effective system that the airline's customers love.

RBS Group fights fraud and protects customers with Nuance voice biometrics.

How do you protect 19 million banking customers from fraud? RBS Group uses Nuance voice biometrics technology to quickly detect fraud attempts coming into its call center and disrupt organized crime activities across all its customer engagement channels.

The Royal Bank of Scotland Group (RBS Group) is a private banking and insurance holding company, based in Edinburgh, Scotland. RBS Group operates a wide variety of banking brands offering personal and business banking, private banking, insurance, and corporate finance through its offices located in Europe, North America and Asia.

> "With Nuance voice biometrics, we get a clearer view of customer and fraudster behavior, so we can keep genuine customers protected and take the fight to the criminals who are targeting their accounts."
>
> **Jason Costain, Head of Fraud Strategy and Relationship Management, RBS Group**

Challenge

Like any bank, the call center is an important customer service channel for Royal Bank of Scotland Group (RBS), which serves 19 million customers across 12 banking and financial services brands.

But the voice channel is also a prime target for fraudulent activity. To combat criminal behavior, RBS was looking for ways to get a clearer view of fraud indicators across all its customer engagement channels.

The bank needed to put more effective security mechanisms in place while still delivering a fast, smooth experience for genuine customers. That meant finding ways to rely less on passwords and other static identifiers that can be stolen or forgotten, and it knew that voice biometrics could be an important piece of the anti-fraud puzzle.

Solution

With Nuance Security Suite, RBS scans all inbound calls and alerts agents to potential fraud. As well as a library of 'bad' voices, RBS now has a whitelist of genuine customer voices that can be used for rapid authentication, without the need for customers to remember passwords and other identifying information.

The Nuance solution also enables the bank to take a holistic approach to fraud detection and prevention. By combining Nuance Security Suite data with information from other criminal activity detection tools, RBS has discovered that fraudsters on the voice channel also perpetrate a lot of fraud on digital channels. Armed with that knowledge, the bank has been able to identify and disrupt organized crime activities to protect its customers and assist law enforcement.

Results

In less than a year, RBS has screened 17 million inbound calls. Of these, 23,000 have led to alerts, and the bank has found that one in every 3,500 calls is a fraud attempt. Stopping fraudsters in their tracks is already paying off financially, as Jason Costain, the bank's head of fraud strategy and relationship management, explains: "Although this initiative isn't just aimed at reducing losses, we expected to save a reasonable amount of money, and we've already saved one and a half times that."

> "One prolific fraudster identified through Nuance Security Suite was connected to suspect logins on 1,500 bank accounts. That's helped us protect potential fraud victims and identify the 'mules' being used by the crime network to perpetrate fraud, leading to two arrests so far."
>
> **Jason Costain, Head of Fraud Strategy and Relationship Management, RBS Group**

Get the full case study

Riyad Bank first in Middle East with Nuance voice banking.

Riyad Bank became the first bank in the Middle East and North Africa (MENA) to use natural language understanding and voice biometrics allowing customers to authenticate using their voice and access services through conversational speech – in both Arabic and English.

"Voice authentication and natural language understanding is just the beginning. Soon, our customers will be able to use their voice for everything."

Shrouq Al-Hadyan, Senior Vice President Digital Banking, Riyad Bank

Challenge

After sixty years as one of Saudi Arabia's largest financial institutions, Riyad Bank wanted to transform its traditional phone banking experience and move away from caller PINs and long wait times.

The bank wanted to find an easy-to-use authentication process that allowed it to verify customers with only their voice, so they could access their accounts and services easily and spend less time waiting for an agent.

But with no other banks in the region adopting voice biometrics or natural language understanding technology, the bank's team had their reservations—but they knew they needed to become pioneers in the industry.

Solution

Nuance's Security Suite is trusted by hundreds of organizations around the world, operates in a wide range of languages, and securely verifies the identity of millions of people every day. It was an ideal solution for Riyad Bank—and the project was a huge leap forward in the market.

With Nuance's Security Suite, Riyad Bank was able to set up customer voiceprints and allow them to access their accounts simply by saying: "Riyad Bank Knows My Voice." And with Natural Language Call Steering, customers can now tell the IVR which service they need in their own words, and quickly get transferred to a self-service option or to the right agent.

With voice access, there's no password to remember, and no unnecessary pre-recorded announcements for customers to listen through, so the experience is seamless, quick and secure.

Results

Since launching its transformation, Riyad Bank has seen a 97%+ success rate with its verification by voice, 90%+ accuracy in natural language understanding for Arabic and English, and higher CSAT scores in its IVR channel.

Riyad Bank is now working closely with Nuance to develop a second phase of the project, in which the goal is to achieve conversational voice for the entirety of the customer experience, as well as complete conversational ID, to create an even more seamless user experience.

"Our customers tell us that using their voice is much easier. We can't wait to create an entire conversational experience i our banking services."

Moyad Al-Moshawah, Acting Head of Customer Insight and Research Section, Riyad Bank

Get the full case study

Esurance and modern digital customer engagement.

esurance®

Esurance understands that customers want quick and seamless experiences with their company. They've created next-generation digital customer engagement assisted by artificial intelligence to deliver self-service and human assistance, while empowering their agents to provide the best possible service.

Direct-to-consumer auto and home insurance provider with an A+ financial rating.

Challenge

Esurance, a direct-to-consumer auto and home insurance provider, was experiencing a rapid growth in its digital customer base. It wanted to maintain its high customer satisfaction ratings, but rather than increasing its costs by adding more contact center agents, the company decided to use intelligent technology to enhance the customer experience cost-effectively.

To retain its reputation for outstanding service, Esurance knew it would need a better understanding of how customers were using the digital channel and how they moved through the experience. This would only be possible by gathering meaningful and actionable insights that would allow the company to optimize its customers' journeys.

Solution

Esurance implemented the Nuance Digital Engagement Platform to create a professional, friendly and efficient customer experience. The Nuance platform combines a virtual assistant (VA) with live chat, enabling the VA to interact with more customers, answer their questions, and include a human chat agent, if needed. And chat agents can provide better quality assistance to customers who need more in-depth help.

Targeting and business rules help identify which customers need assistance and why. Because the platform understands customer intent, it can route requests to the agent with the right skill set. And co-browsing helps agents explain things in the most effective way, offering a personalized experience that also trains customers to self-serve in future engagements.

What's more, Esurance uses analytical insights from automated and human-assisted interactions to constantly optimize the experience, creating a continuous learning loop in which the agent is informed by the VA conversation and the VA is coached by the chat agent.

Results

Within the first month of deployment, VA interactions had an 85% first contact resolution rate. And combining the VA and live chat improved live chat conversion rates by 23%.

Both sales and customer care reaped the rewards as automated and human-assisted engagements delivered over $4.4M in policy sales in Q3FY18, and 84% of engagements deflected a call, resulting in $1.6M in cost savings (Q3FY18). Esurance customers also benefit, as demonstrated by a live chat customer satisfaction rating of 86%+.
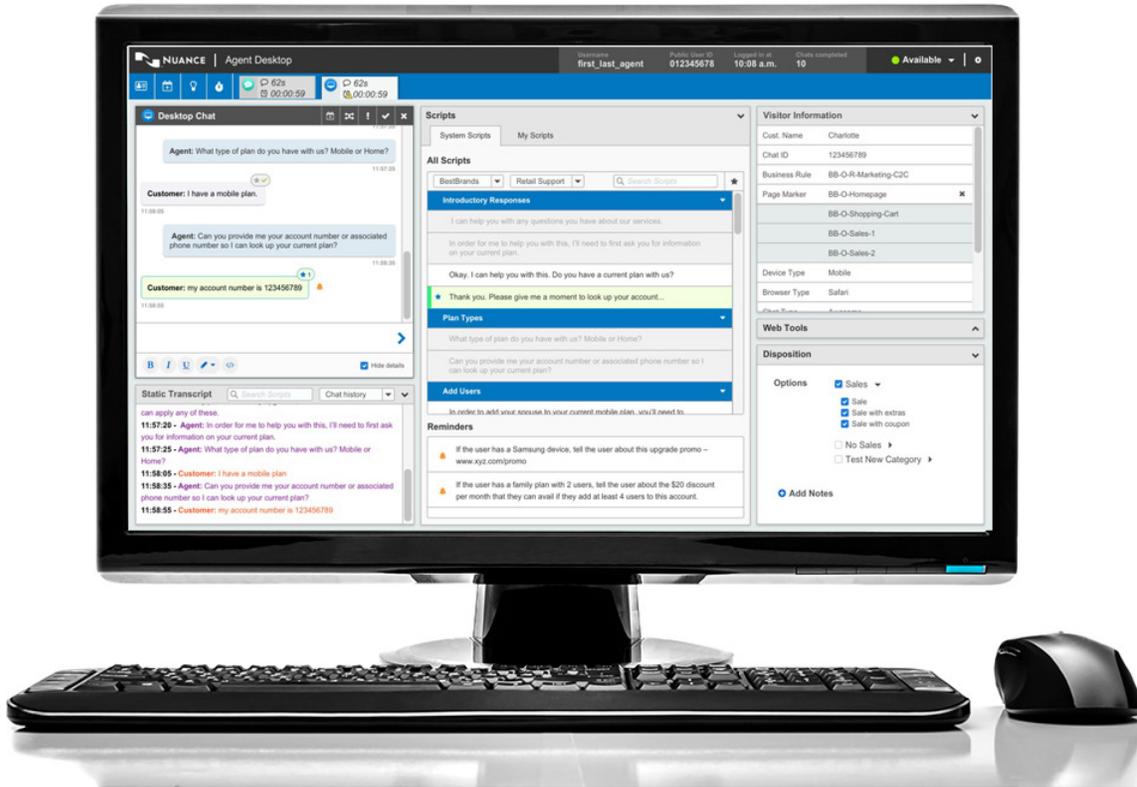
84%

of digital engagements deflected a call resulting in…

$1.6M

in cost savings (Q3FY18)

Get the full case study

AGENT AI

For a solution that creates a truly seamless customer experience, you need both humans and AI working together.

All the contextual information provided by Agent AI is presented to the agent in an intuitive way, to help them stay focused on the customer they're interacting with.

Integrating AI into your IVR is an effective way to make automated experiences more conversational and contact center operations more efficient—but it can't help with more complex customer issues.

Nuance Agent AI is an internal virtual assistant that monitors customers' interactions and helps agents deliver a better experience.

By combining machine learning and NLU technology, Nuance Agent AI can:

- Unlock agents' potential by providing related offers for upselling or cross-selling, next best action suggestions, and contextual information from existing data

- Provide real-time insight into conversations with indicators such as sentiment analysis, performance tracking, score cards, and authentication status to help agents react faster when a change occurs

- Learn from past conversations by mining conversational data and editing agent scripts to make them more effective

- Enable cross-channel engagement by sharing authentication data from self-service interactions to allow agents to continue the conversation seamlessly

- Help train agents by creating a searchable record of everything that happens in a conversation, and automatically highlighting areas for improvement

Nuance Agent AI can help organizations maximize agent efficiency, improve job satisfaction, and create a superior experience for their customers.

Expert insights
A round-up of our most popular stories.

How to make a difference in the world
There's a lot of hype around AI, but when it comes down to it, the goal of AI innovation is to make lives easier. Take a closer look at the possibilities AI unlocks in customer engagement.

Designing effortless customer journeys
The quickest routes for your customers often aren't the best routes—they can be difficult to navigate and confusing to follow. Find out how good conversational design can make your customers' routes simpler.

Creating a bionic contact center agent
AI is helping create intelligent, seamless customer experiences in the contact center—but it's not replacing your human agents. Learn how AI and agents can work together to create superior experiences.

Upcoming events
Come see us on the road.

Opus Intelligent Authentication Conference – June 4, Munich
Sponsored by Nuance, the Opus IA conference will take a close look at how authentication, identification and fraud prevention technologies can revolutionize security in enterprise today.

Cisco Live 2019 – June 9, San Diego
Join us at Cisco Live 2019, the annual customer and partner conference that helps you transform your outlook, career, and potential by learning directly from Cisco's best and brightest.

Genesys Xperience – June 10-13, Denver
Sponsored by Nuance, the Genesys Xperience unites customers to learn about emerging technologies and the future of customer experience.

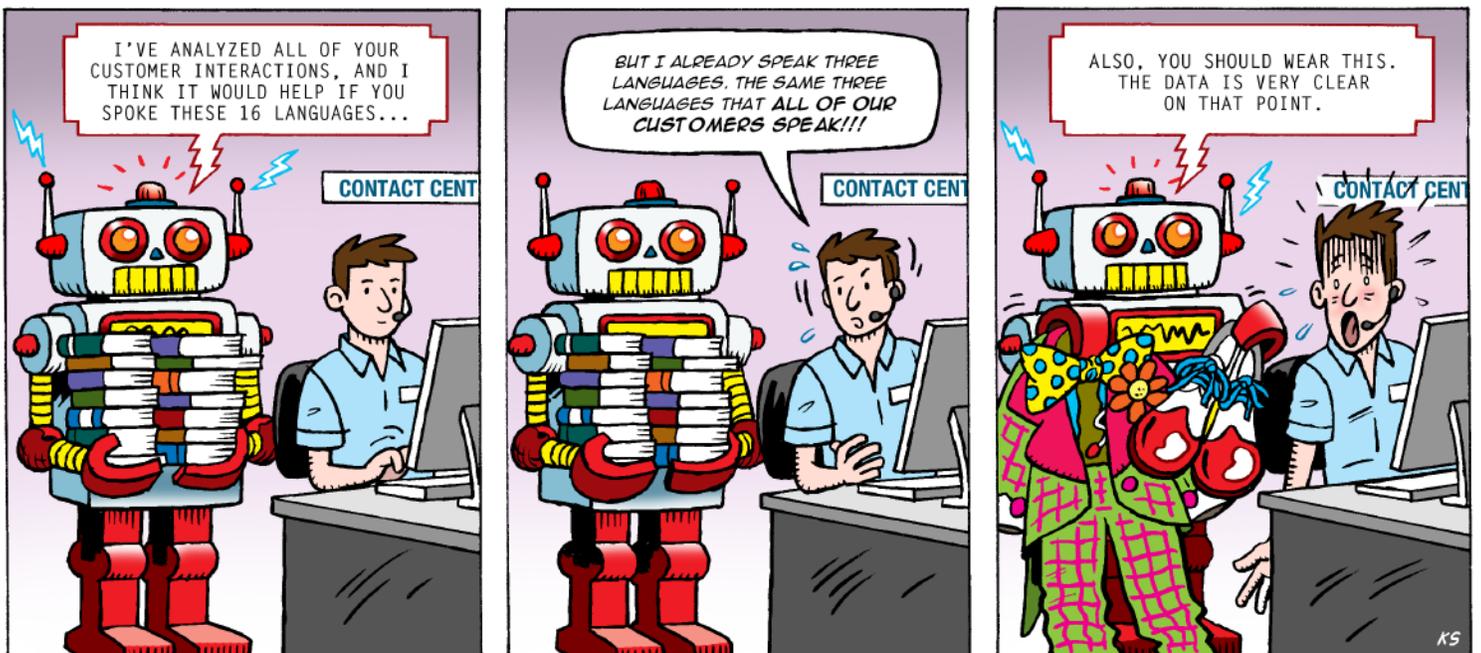**Customer Contact Week Conference – June 24-28, Las Vegas**
Join us at the CCW Conference to learn about the latest tools and technologies transforming customer contact.

Learn more about upcoming events.

be in the know

comic relief

Signs of intelligence.

Intelligent customer engagement powered by AI.

Ready to learn more about how to exceed customer expectations by combining the best of automated and human-assisted service powered by AI and secured by biometrics? Nuance can help you create effortless engagement that will improve customer satisfaction and brand loyalty, while driving revenue and reducing costs.

Multi-modal biometrics authentication

for identification and verification, fraud prevention and anti-spoofing

Innovative engagement on digital and messaging channels

via virtual or live assistance including proactive notifications

Interactive speech technologies

like Conversational IVR and natural text-to-speech

Insightful analytics

for customer engagement, application reporting and agent performance management

Get to know the Nuance omni-channel customer engagement portfolio. Visit us at www.nuance.com/eot or email us at cxexperts@nuance.com.
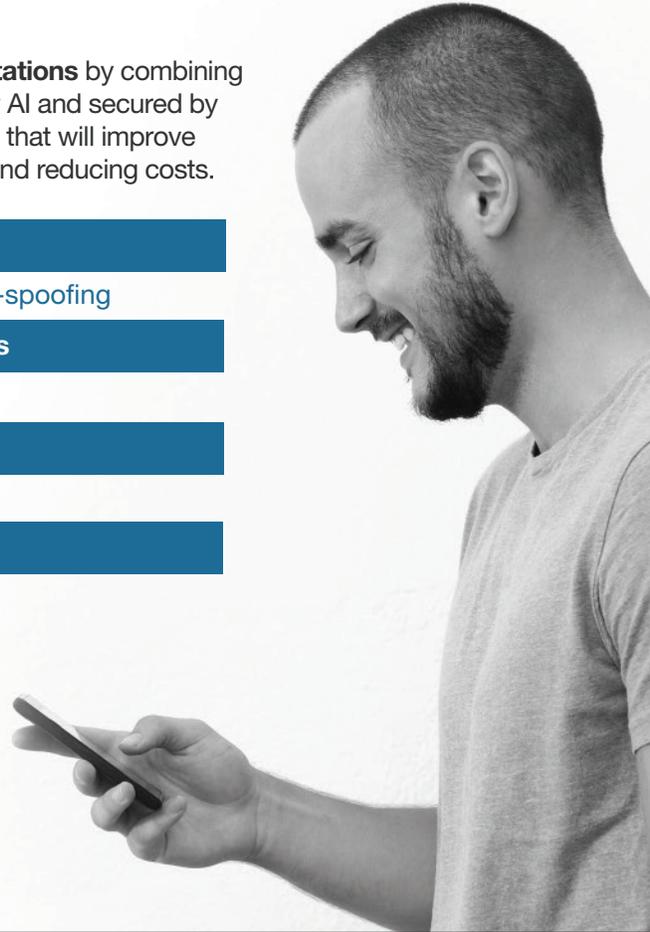
About Nuance Communications, Inc.
Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

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