



OVERVIEW

INDUSTRY:

AI Solutions For Healthcare, Customer Engagement and more

COMPANY SIZE:

10,000+ employees

LOCATION:

Burlington, MA

SOLUTION:

Jive Cloud

BENEFITS

- ✔ Gained access to automatic upgrades and features at no additional cost
- ✔ Reduced time searching for information
- ✔ Improved internal and external collaboration
- ✔ Streamlined communication
- ✔ Provided automatic upgrades for all future releases

CASE STUDY

Nuance Communications Uses Jive Cloud To Unlock Powerful Intranet Features

CHALLENGES

In 2012, AI solutions company Nuance Communications launched its Jive intranet, named “The Voice.” It was a huge improvement over their previous intranet, which was difficult to use and filled with outdated information. Quickly, The Voice became the go-to destination for their workforce across 39 countries. Employees were using the platform for onboarding, knowledge sharing and collaboration.

As their needs grew, leaders at Nuance became interested in the powerful features that were available with new versions of Jive. In 2015, they decided to explore the idea of moving their instance to Jive Cloud to gain access to these features. However, they had concerns about preserving their existing content and community. By this time, they already had a customized intranet that was easy for users to navigate. The question became: Would they be able to upgrade without compromising their platform?

SOLUTION

After evaluating the possibilities, leaders determined that they could migrate and still preserve their intranet structure. They also received instant access to all future Jive releases and automatic upgrades at no added cost. More importantly, they would get access to a whole range of new features by switching to Jive Cloud.

For example, adding Jive's External Groups capability was a high priority for Nuance's R&D team. This feature allows employees to collaborate in Jive with people outside the firewall. That makes it possible to work with external partners and contractors while maintaining control over data privacy.

Teams would also gain the ability to launch their own internal groups. Jive's PeopleGraph functionality makes this simple by providing contextual search. Users can find relevant participants, content and tools for their groups in just a few clicks.

To plan for the launch, leaders at Nuance worked with Jive to ensure the deployment was smooth.

"I pulled an all-nighter the night before, checking to make sure everything was working," says Nelson. She gives high marks to Jive's Professional Services team, which assisted with the migration. "They did everything needed to help us get over the finish line," she says.

Ultimately, Nuance Communications was able to roll out its improved Jive community within weeks.

"It went without a hitch," says Nelson. "The structure of the community was the same, so users were able to continue working as though nothing had happened – except that they had all these great new tools that they were able to use immediately."

"The overall feedback since the migration has been fantastic," Nelson says of Nuance's Jive Cloud experience.

"Our users tell me it's now business-critical for them and say it's easier to use with the new functionality they've been asking for. Executives – from our CIO to our head of Corporate Communications and VP of Brand and Creative – all tell me they've heard nothing but good things about the migration from their teams."



We've had great success on Jive's cloud platform since our migration, with thousands of employees connecting, sharing and getting work done every day. We couldn't be more excited about Jive's quarterly cloud releases and the new collaboration tools that our employees will have to excel at their jobs and be more productive, however and wherever they work."

Kim Nelson
Community Manager, Nuance



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