

Customer engagement

# Nuance wins big at 2019 Stevie Awards

[Nuance Communications](#)

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What does it take to succeed at digital transformation? These enterprises can attest to how Nuance helped them achieve Stevie Award-winning digital customer experiences that are part of their DT stories.

[Digital transformation](#) really is happening!

It's not just a pie-in-the-sky notion for an enterprise or organization to undergo digital transformation. It really does happen – and it's happening now. Many companies don't see the disruption headed their way, coming from those who are succeeding at transforming their businesses through digital solutions and operations. They don't understand that this disruption will happen very quickly, and if they fail at their own digital transformation, they will disappear.

That's why they can't do it alone. They need a partner to come alongside them for expertise and support throughout the process. The vendor they choose should become their trusted advisors that provide strategic guidance and actionable roadmaps, aligning with their company's key business goals and addressing pain points that can no longer be ignored.

That's part of the story behind several recent Stevie Award winners. [They partnered with Nuance in addressing their pain points and transforming their customer experiences into award-winning, customer-pleasing interactions that bring impactful ROI to the business.](#) Their transformations are happening now!

These customers, along with Nuance, were honored with the following 2019 Stevie Awards for Sales & Customer Service at the February 22<sup>nd</sup> gala held in Las Vegas, Nevada:

**Nuance and Esurance – Gold, Award for Innovation in Customer Service, Financial Services.**

**Nuance and RBS Group – Silver, Best Return on Customer Service Investment.**

**Nuance Security Suite – Silver, Contact Center Solution New Version.**

**The Modern Voice: Nuance's AI-powered Engine for Conversational Dialog – Silver, New Contact**

## Center Solution.

### Nuance, A5 and Oi – Bronze, IVR or Web Solution, New Version.

To read some of their stories and learn more about the Stevie Awards, [go here](#).

**Tags:** [Customer service strategy](#), [Awards](#), [Stevie awards](#)

## More Information

### **Get the scoop on the key to achieving award-winning customer service!**

Read about Nuance's and our customers' big wins at the 2019 Stevie Awards.

[Learn more](#)