

CUSTOMER SUCCESS STORY

Nuance Communications





Company Overview

Nuance Communications (NASDAQ: NUAN) is a technology pioneer with market leadership in conversational A.I. and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. On April 12, 2021, Microsoft Corp (Nasdaq: MSFT) and Nuance Communications, Inc. announced they have entered into a definitive agreement under which Microsoft will acquire Nuance with the transaction closing by the end of 2021.



Cybersecurity Team and Environment

Nuance Communications has a comprehensive security team and program, with the following groups covering both physical and cybersecurity:

- ✓ Global protective services team
- ✓ Security engineering and product security
- ✓ Security operations center
- ✓ Governance, risk and compliance team

The company leverages a shared services model where security services are provided to all of the organizational stakeholders and consultations occur with them as needed. Nuance has undergone numerous acquisitions over the last 20 years and as such has a complex environment with a robust product and service line.



Cybersecurity Challenges

According to Mark Gilman, Security Manager at Nuance Communications, one key security challenge has revolved around the centralization, standardization and documentation of processes across the various business units and functions. "Over the past few years or so our leadership team made it a priority to simplify the business by addressing these issues and continues to make progress on maturing these activities," he says. Historically, visibility has been a major challenge for Nuance in the security team, however Gilman says it has drastically improved through various asset management and discovery initiatives.

"At this point, I'm pretty sure I've used all of GuidePoint's services, from pentesting to vendor management to staff augmentation to coming in and helping us build programs," says Gilman.



Working with GuidePoint Security to Mature Nuance Communications' Cybersecurity Program

Prior to working with GuidePoint, Gilman and his team relied heavily on multiple IT professionals to learn the different technology stacks. Now, he relies on GuidePoint Security to help him understand and navigate the vendor landscape and to gain the security expertise necessary for him to be successful. "My partnership with GuidePoint started about six years ago. I actually remember the day I was doing a security strategy development session on a whiteboard with Bill Malone," says Gilman.

Over the last six years, Gilman and his team have worked with different team members and functions at GuidePoint Security, and the relationship has grown from GuidePoint being a security consultant to a trusted advisor that is counted on for a wide range of cybersecurity initiatives.



MARK GILMAN
Security Manager
Nuance Communications

"I believe GuidePoint is unique because they have subject matter experts in each security domain area. They understand the landscape as well as they build a relationship with you and your team to understand what your problems and challenges are, and they help you develop strategies to achieve and address them," says Gilman.

Examples of GuidePoint Services Nuance Communications has Relied Upon

HIPAA COMPLIANCE PROGRAM DEVELOPMENT

Nuance Communications adopted a HIPAA security compliance program and relied on the GuidePoint team to help:

- ✓ Develop the program
- ✓ Perform risk assessments
- ✓ Communicate the results of those assessments to Nuance's executive team

SECURITY RISK MANAGEMENT AND CLOUD SECURITY STRATEGY PROGRAMS

GuidePoint Security recently worked with Nuance Communications on their security risk management and cloud security strategy programs, including developing the framework, policies, procedures and standards that are associated with each program, as well as Board-level reporting templates.

THIRD PARTY RISK MANAGEMENT

Nuance needed support on some third party audits and had GuidePoint Security come in and help perform the audits, provide risk feedback, as well as speak with the Nuance Communications leadership team to give them guidance on how to manage these relationships moving forward.



GuidePoint Helps Nuance Communications Improve their Security Posture

The GuidePoint team has regular, weekly calls with Gilman and his team to discuss strategy, problem solve and look at new security initiatives. GuidePoint provides the Nuance Communications security team with input and guidance on security best practice frameworks, as well as standards and technologies that can help them achieve their desired metrics and goals. Gilman also relies on GuidePoint to help develop the future state roadmap for Nuance Communications' security programs

“GuidePoint Security is basically family. They’re always there when I need them. At the end of the day GuidePoint is always there to help and that’s how they add value,” says Gilman.

About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint's unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.