

Lombardo, Vince

From: Ratter, Ken <ken.ratter@ridgeviewmedical.org>
Sent: Tuesday, December 13, 2011 11:10 AM
To: Lombardo, Vince
Subject: RE: Nuance -- Phased implementation quotes....

Hello Vince,

Thank you, this is excellent and helpful information as we review it all. We are still in a process of gathering information around vendor solutions and learning about how we want to approach this implementation with new technology (back end VR), and retire our current VXP solution, all without disruption to end users and production work.

As a guess now Phase 1 could happen in the first half of 2012 but it is still too early to tell. As a side note what I was told was a fast track project with priority, is turning out to be more traditional in nature as hospitals go. I appreciate you being there for questions and I'm sure we will talk more soon.

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From: Lombardo, Vince [<mailto:Vincent.Lombardo@nuance.com>]
Sent: Monday, December 12, 2011 1:27 PM
To: Ratter, Ken
Subject: Nuance -- Phased implementation quotes....

Hi, Ken. Here are the 3 phases for your organization to consider implementing Nuance technology at your organization. Interestingly, I believe it works out to be a few dollars LESS if you implement in phases vs all at once. So that's a bonus for you.

The documents labeled "A1" are the quotes themselves. The "ISO" documents are the Implementation Services Order which is a breakdown of what is listed in the A1 quotes as "Professional Services". That means the line for "Professional Services" on the quote is detailed in the ISO document.

Please confirm you received these and where we stand at this point. Do you think Phase 1 would be something you would like to roll out soon?

Please compile any questions and I will relay them to Chuck (sales engineering).

Thanks

Vincent J. Lombardo, Jr.
Regional Account Manager - HIM