

Nuance Communications, Inc.  
Form 10-Q  
August 07, 2012  
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**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**Form 10-Q**

(Mark One)

**QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the quarterly period ended June 30, 2012

Or

**TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

Commission file number 0-27038

**NUANCE COMMUNICATIONS, INC.**

(Exact name of registrant as specified in its charter)

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**Delaware**  
(State or Other jurisdiction of  
incorporation or organization)

**94-3156479**  
(I.R.S. Employer  
Identification No.)

**1 Wayside Road**

**Burlington, Massachusetts**  
(Address of principal executive offices)

**01803**  
(Zip Code)

**Registrant's telephone number, including area code:**

**(781) 565-5000**

Indicate by check mark whether the Registrant: (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the Registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes  No

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§ 232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes  No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of large accelerated filer, accelerated filer and smaller reporting company in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer  Accelerated filer   
Non-accelerated filer  (Do not check if a smaller reporting company) Smaller reporting company   
Indicate by check mark whether the Registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes  No

The number of shares of the Registrant's Common Stock, outstanding as of July 31, 2012 was 307,862,341.

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## NUANCE COMMUNICATIONS, INC.

## CONSOLIDATED STATEMENTS OF OPERATIONS

|                                      | Three Months Ended<br>June 30,           |            | Nine Months Ended<br>June 30, |            |
|--------------------------------------|--|------------|-------------------------------|------------|
|                                      | 2012                                     | 2011       | 2012                          | 2011       |
|                                      | (Unaudited)                              |            |                               |            |
|                                      | (In thousands, except per share amounts) |            |                               |            |
| <b>Revenues:</b>                     |  |            |                               |            |
| Product and licensing                | \$ 190,299                               | \$ 152,745 | \$ 531,499                    | \$ 428,181 |
| Professional services and hosting    | 181,940                                  | 125,347    | 477,057                       | 377,078    |
| Maintenance and support              | 59,505                                   | 50,817     | 174,172                       | 146,441    |
| Total revenues                       | 431,744                                  | 328,909    | 1,182,728                     | 951,700    |
| <b>Cost of revenues:</b>             |  |            |                               |            |
| Product and licensing                | 16,669                                   | 15,820     | 53,124                        | 47,950     |
| Professional services and hosting    | 115,205                                  | 83,301     | 302,580                       | 248,003    |
| Maintenance and support              | 11,093                                   | 8,836      | 33,006                        | 26,645     |
| Amortization of intangible assets    | 14,933                                   | 13,087     | 44,734                        | 40,541     |
| Total cost of revenues               | 157,900                                  | 121,044    | 433,444                       | 363,139    |
| Gross profit                         | 273,844                                  | 207,865    | 749,284                       | 588,561    |
| <b>Operating expenses:</b>           |  |            |                               |            |
| Research and development             | 56,084                                   | 42,245     | 162,130                       | 129,898    |
| Sales and marketing                  | 93,156                                   | 73,336     | 267,907                       | 225,817    |
| General and administrative           | 43,016                                   | 35,901     | 115,480                       | 104,271    |
| Amortization of intangible assets    | 25,917                                   | 20,972     | 71,025                        | 65,221     |
| Acquisition-related costs, net       | 16,775                                   | 8,595      | 46,372                        | 13,910     |
| Restructuring and other charges, net | 1,402                                    | 864        | 6,802                         | 5,343      |
| Total operating expenses             | 236,350                                  | 181,913    | 669,716                       | 544,460    |
| Income from operations               | 37,494                                   | 25,952     | 79,568                        | 44,101     |
| <b>Other income (expense):</b>       |  |            |                               |            |
| Interest income                      | 516                                      | 727        | 1,757                         | 2,213      |
| Interest expense                     | (20,450)                                 | (8,749)    | (58,121)                      | (26,814)   |
| Other income, net                    | 13,805                                   | 301        | 20,449                        | 8,865      |
| Income before income taxes           | 31,365                                   | 18,231     | 43,653                        | 28,365     |
| Benefit from income taxes            | (47,899)                                 | (23,390)   | (45,841)                      | (14,982)   |
| Net income                           | \$ 79,264                                | \$ 41,621  | \$ 89,494                     | \$ 43,347  |
| <b>Net income per share:</b>         |  |            |                               |            |
| Basic                                | \$ 0.26                                  | \$ 0.14    | \$ 0.29                       | \$ 0.14    |
| Diluted                              | \$ 0.25                                  | \$ 0.13    | \$ 0.28                       | \$ 0.14    |

**Weighted average common shares outstanding:**

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|         |         |         |         |         |
|---------|---------|---------|---------|---------|
| Basic   | 306,766 | 303,100 | 305,364 | 300,846 |
| Diluted | 320,559 | 317,802 | 321,752 | 314,791 |

See accompanying notes.

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**NUANCE COMMUNICATIONS, INC.**  
**CONSOLIDATED BALANCE SHEETS**

|   | <b>June 30,<br/>2012<br/>(Unaudited)</b>        | <b>September 30,<br/>2011</b> |
|---|---|-------------------------------|
|   | <b>(In thousands, except per share amounts)</b> |                               |
| <b>ASSETS</b>   |   |                               |
| Current assets:   |   |                               |
| Cash and cash equivalents   | \$ 539,555                                      | \$ 447,224                    |
| Restricted cash (Note 9)  |   | 6,799                         |
| Marketable securities   |   | 31,244                        |
| Accounts receivable, less allowances for doubtful accounts of \$6,656 and \$5,707   | 333,955   | 280,856                       |
| Prepaid expenses and other current assets   | 106,049   | 88,804                        |
| <b>Total current assets</b>   | <b>979,559</b>                                  | <b>854,927</b>                |
| Land, building and equipment, net   | 112,039   | 78,218                        |
| Goodwill  | 2,811,122                                       | 2,347,880                     |
| Intangible assets, net  | 834,419   | 731,577                       |
| Other assets  | 80,435  | 82,691                        |
| <b>Total assets</b>   | <b>\$ 4,817,574</b>                             | <b>\$ 4,095,293</b>           |
| <b>LIABILITIES AND STOCKHOLDERS EQUITY</b>  |   |                               |
| Current liabilities:  |   |                               |
| Current portion of long-term debt and capital leases  | \$ 148,946                                      | \$ 6,905                      |
| Contingent and deferred acquisition payments  | 47,626  | 23,783                        |
| Accounts payable  | 108,641   | 82,703                        |
| Accrued expenses and other current liabilities  | 181,282   | 176,074                       |
| Deferred revenue  | 201,593   | 185,605                       |
| <b>Total current liabilities</b>  | <b>688,088</b>                                  | <b>475,070</b>                |
| Long-term portion of debt and capital leases  | 1,260,988                                       | 853,020                       |
| Deferred revenue, net of current portion  | 102,402   | 90,382                        |
| Deferred tax liability  | 75,999  | 72,229                        |
| Other liabilities   | 81,898  | 111,221                       |
| <b>Total liabilities</b>  | <b>2,209,375</b>                                | <b>1,601,922</b>              |
| Commitments and contingencies (Notes 5 and 17)  |   |                               |
| Stockholders equity:  |   |                               |
| Series B preferred stock, \$0.001 par value; 15,000 shares authorized; 3,562 shares issued and outstanding (liquidation preference \$4,631) | 4,631   | 4,631                         |
| Common stock, \$0.001 par value; 560,000 shares authorized; 310,994 and 312,456 shares issued and 307,243 and 308,705 shares outstanding    | 311   | 312                           |
| Additional paid-in capital  | 2,921,494                                       | 2,745,931                     |
| Treasury stock, at cost (3,751 and 3,751 shares)  | (16,788)  | (16,788)                      |
| Accumulated other comprehensive (loss) income   | (22,653)  | 2,402                         |
| Accumulated deficit   | (278,796)                                       | (243,117)                     |

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|  |              |              |
|--|--------------|--------------|
| Total stockholders' equity                 | 2,608,199    | 2,493,371    |
| Total liabilities and stockholders' equity | \$ 4,817,574 | \$ 4,095,293 |

See accompanying notes.

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## NUANCE COMMUNICATIONS, INC.

## CONSOLIDATED STATEMENTS OF CASH FLOWS

|   | Nine Months Ended<br>June 30, |            |
|---|-------------------------------|------------|
|   | 2012                          | 2011       |
|   | (Unaudited)                   |            |
|   | (In thousands)                |            |
| <b>Cash flows from operating activities:</b>                                      |                               |            |
| Net income  | \$ 89,494                     | \$ 43,347  |
| Adjustments to reconcile net income to net cash provided by operating activities: |                               |            |
| Depreciation and amortization   | 139,518                       | 125,719    |
| Stock-based compensation  | 116,416                       | 109,505    |
| Non-cash interest expense   | 24,788                        | 9,524      |
| Deferred tax benefit  | (59,200)                      | (35,727)   |
| Gain on non-controlling strategic equity interest                                 | (13,726)                      |            |
| Other   | 3,512                         | 4,259      |
| Changes in operating assets and liabilities, net of effects from acquisitions:    |                               |            |
| Accounts receivable   | (33,330)                      | (3,679)    |
| Prepaid expenses and other assets   | (980)                         | (17,095)   |
| Accounts payable  | 22,492                        | (9,999)    |
| Accrued expenses and other liabilities  | 11,735                        | (9,950)    |
| Deferred revenue  | 30,824                        | 43,603     |
| Net cash provided by operating activities   | 331,543                       | 259,507    |
| <b>Cash flows from investing activities:</b>                                      |                               |            |
| Capital expenditures  | (52,009)                      | (24,267)   |
| Payments for business and technology acquisitions, net of cash acquired           | (665,817)                     | (320,014)  |
| Purchases of marketable securities and other investments                          | (5,156)                       | (10,776)   |
| Proceeds from sales and maturities of marketable securities and other investments | 31,011                        | 6,650      |
| Change in restricted cash balances  | 6,747                         | 17,184     |
| Net cash used in investing activities   | (685,224)                     | (331,223)  |
| <b>Cash flows from financing activities:</b>                                      |                               |            |
| Payments of debt and capital leases   | (5,259)                       | (5,864)    |
| Proceeds from issuance of convertible debt, net of issuance costs                 | 676,297                       |            |
| Payments for repurchases of common stock  | (199,997)                     |            |
| Proceeds from settlement of share-based derivatives                               | 9,020                         | 9,414      |
| Payments of other long-term liabilities   | (8,145)                       | (7,794)    |
| Excess tax benefits on employee equity awards                                     | (4,083)                       | 8,220      |
| Proceeds from issuance of common stock from employee stock plans                  | 18,863                        | 21,712     |
| Cash used to net share settle employee equity awards                              | (39,125)                      | (30,027)   |
| Net cash provided by (used in) financing activities                               | 447,571                       | (4,339)    |
| Effects of exchange rate changes on cash and cash equivalents                     | (1,559)                       | 6,406      |
| Net increase (decrease) in cash and cash equivalents                              | 92,331                        | (69,649)   |
| Cash and cash equivalents at beginning of period                                  | 447,224                       | 516,630    |
| Cash and cash equivalents at end of period  | \$ 539,555                    | \$ 446,981 |



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See accompanying notes.

**Table of Contents****NUANCE COMMUNICATIONS, INC.****NOTES TO UNAUDITED CONSOLIDATED FINANCIAL STATEMENTS****1. Organization and Presentation**

The consolidated financial statements include the accounts of Nuance Communications, Inc. ( Nuance , we , or the Company ) and our wholly-owned subsidiaries. We prepared these unaudited interim consolidated financial statements in accordance with U.S. generally accepted accounting principles (GAAP) for interim periods. In our opinion, these financial statements reflect all adjustments, consisting of normal recurring adjustments, necessary for a fair presentation of our financial position for the periods disclosed. Intercompany transactions have been eliminated.

Although we believe the disclosures in these financial statements are adequate to make the information presented not misleading, certain information normally included in the footnotes prepared in accordance with GAAP has been omitted. Accordingly, these financial statements should be read in conjunction with the audited financial statements and the notes thereto included in our Annual Report on Form 10-K for the fiscal year ended September 30, 2011. Interim results are not necessarily indicative of the results that may be expected for a full year.

**2. Summary of Significant Accounting Policies**

We have made no material changes to the significant accounting policies disclosed in our Annual Report on Form 10-K for the fiscal year ended September 30, 2011. There have been no significant changes to the new accounting pronouncements that were disclosed in our Annual Report.

Certain prior year balances have been reclassified to conform to the current period's presentation. Such reclassifications did not affect total assets, total liabilities, total revenues, operating income or net income.

**3. Comprehensive Income**

The components of comprehensive income are as follows (dollars in thousands):

|   | Three Months Ended<br>June 30, |           | Nine Months Ended<br>June 30, |           |
|---|--------------------------------|-----------|-------------------------------|-----------|
|   | 2012                           | 2011      | 2012                          | 2011      |
| Net income  | \$ 79,264                      | \$ 41,621 | \$ 89,494                     | \$ 43,347 |
| Other comprehensive income:                           |                                |           |                               |           |
| Foreign currency translation adjustment               | (26,816)                       | 6,148     | (25,142)                      | 22,893    |
| Unrealized (loss) gain on cash flow hedge derivatives |                                | (465)     | (20)                          | 54        |
| Unrealized gain on marketable securities, net         | 9                              | 28        | 13                            | 26        |
| Recognition of pension loss amortization              | 24                             | 9         | 94                            | 139       |
| Other comprehensive income (loss)                     | (26,783)                       | 5,720     | (25,055)                      | 23,112    |
| Comprehensive income                                  | \$ 52,481                      | \$ 47,341 | \$ 64,439                     | \$ 66,459 |

**4. Business Acquisitions***Fiscal 2012 Acquisitions*

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On June 1, 2012, we acquired all of the outstanding capital stock of Vlingo Corporation ( Vlingo ) for net cash consideration of \$196.3 million, which excludes the amounts we received as a security holder of Vlingo, as described below. At the closing of the merger, \$15 million of the merger consideration was deposited into an escrow account that will be held for twelve months after the closing date to satisfy any indemnification claims. Vlingo provides technology that turns spoken words into action by combining speech recognition and natural language processing technology to understand the user's intent and take the appropriate action. The acquisition is treated as a stock purchase for accounting purposes, and the goodwill resulting from this acquisition is not expected to be deductible for tax purposes. The results of operations for Vlingo are included in our Mobile and Consumer Segment from the acquisition date.

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On April 26, 2012, we acquired all of the outstanding capital stock of Transcend Services, Inc. ( Transcend ), a provider of medical transcription and editing services. The aggregate consideration payable to the former stockholders of Transcend was \$332.3 million. The acquisition is treated as a stock purchase for accounting purposes, and the goodwill resulting from this acquisition is not expected to be deductible for tax purposes. The results of operations for Transcend are included in our Healthcare segment from the acquisition date.

On October 6, 2011, we acquired all of the outstanding capital stock of Swype, Inc. ( Swype ), a provider of software that allows users to type by sliding a finger or stylus from letter to letter on a touch screen keyboard. Total consideration for the purchase was approximately \$102.5 million, of which \$77.5 million was paid in cash at the closing and the remaining \$25.0 million (the Contingent Consideration ) is payable on the eighteen-month anniversary of the closing. The Contingent Consideration is subject to certain adjustments and conditions, including the requirement that certain key executives not terminate their employment with Nuance or have their employment terminated for certain reasons (see Note 5). The goodwill resulting from this acquisition is not expected to be deductible for tax purposes. The results of operations of Swype are included in our Mobile and Consumer segment from the acquisition date.

A summary of the preliminary allocation of the purchase consideration for Vlingo, Transcend and Swype is as follows (dollars in thousands):

|  | Vlingo            | Transcend         | Swype            |
|--|-------------------|-------------------|------------------|
| <b>Total purchase consideration:</b>             |                   |                   |                  |
| Cash   | \$ 196,304        | \$ 332,253        | \$ 77,500        |
| Fair value of contingent consideration           |                   |                   | 16,444           |
| Fair value of prior investment (a)               | 28,696            |                   |                  |
| <b>Total purchase consideration</b>              | <b>\$ 225,000</b> | <b>\$ 332,253</b> | <b>\$ 93,944</b> |
| <b>Allocation of the purchase consideration:</b> |                   |                   |                  |
| Cash   | \$                | \$ 6,255          | \$ 6,741         |
| Accounts receivable                              | 5,206             | 16,517            | 3,420            |
| Goodwill (b)                                     | 192,962           | 208,867           | 64,579           |
| Identifiable intangible assets (c)               | 29,752            | 142,160           | 32,300           |
| Other assets                                     | 2,884             | 18,239            | 264              |
| <b>Total assets acquired</b>                     | <b>230,804</b>    | <b>392,038</b>    | <b>107,304</b>   |
| Current liabilities                              | (5,804)           | (9,933)           | (706)            |
| Deferred tax liability                           |                   | (47,584)          | (12,654)         |
| Other long term liabilities                      |                   | (2,268)           |                  |
| <b>Total liabilities assumed</b>                 | <b>(5,804)</b>    | <b>(59,785)</b>   | <b>(13,360)</b>  |
| <b>Net assets acquired</b>                       | <b>\$ 225,000</b> | <b>\$ 332,253</b> | <b>\$ 93,944</b> |

- (a) In October 2009, we acquired \$15 million of convertible preferred securities of Vlingo. We have recognized a gain of \$13.7 million included in other income, net, reflecting the fair value adjustment as a result of the conversion of our original investment in the non-controlling interest upon the closing of the Vlingo acquisition.
- (b) At the time of the Vlingo acquisition, we ascribed significant value to future new customer relationships, future technologies that could be developed, as well as synergies and other benefits that do not meet the recognition criteria of acquired identifiable intangible assets. Accordingly, the value of these components is included within goodwill.
- (c) The following are the identifiable intangible assets acquired and their respective weighted average useful lives, as determined based on preliminary valuations (dollars in thousands):

|  | Vlingo<br>Amount | Transcend<br>Amount | Swype<br>Amount |
|--|------------------|---------------------|-----------------|
|--|------------------|---------------------|-----------------|

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|                               |                  | <b>Weighted<br/>Average<br/>Life<br/>(Years)</b> |                   | <b>Weighted<br/>Average<br/>Life<br/>(Years)</b> |                  | <b>Weighted<br/>Average<br/>Life<br/>(Years)</b> |
|-------------------------------|------------------|--|-------------------|--|------------------|--|
| Core and completed technology | \$ 5,402         | 5.4  | \$ 5,410          | 5.0  | \$ 16,500        | 7.0  |
| Customer relationships        | 23,530           | 14.0   | 130,260           | 13.0   | 10,800           | 10.0   |
| Trade name                    | 30               | 3.0  | 4,480             | 4.0  | 4,800            | 8.0  |
| Non-Compete agreements        | 790              | 3.0  | 2,010             | 3.0  | 200              | 3.0  |
| <b>Total</b>                  | <b>\$ 29,752</b> |  | <b>\$ 142,160</b> |  | <b>\$ 32,300</b> |  |

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On June 16, 2011, we acquired all of the outstanding capital stock of SVOX AG ( SVOX ), a Swiss based seller of speech recognition, dialog, and text-to-speech software products for the automotive, mobile and consumer electronics industries in our Mobile and Consumer segment. Total purchase consideration was \$87.0 million which consists of cash consideration of \$57.0 million (\$80.9 million based on the exchange rate as of the date of acquisition) and aggregate deferred acquisition payments of \$30.0 million (\$43.0 million based on the exchange rate as of the date of acquisition). The deferred acquisition payment is payable in cash or shares of our common stock, at our option; \$8.3 million of the deferred acquisition payment was paid in cash in June 2012 and the remaining \$21.7 million is due on December 31, 2012. The acquisition was a stock purchase and the goodwill resulting from this acquisition is not expected to be deductible for tax purposes. The results of operations of SVOX have been included in our results of operations from the acquisition date.

On June 15, 2011, we acquired all of the outstanding capital stock of Equitrac Corporation ( Equitrac ), a leading provider of print management solutions, to expand the offerings of our Imaging segment, for cash consideration of approximately \$162.0 million. The acquisition is treated as a stock purchase for accounting purposes, and the goodwill resulting from this acquisition is not expected to be deductible for tax purposes. The results of operations of Equitrac have been included in our results of operations from the acquisition date.

A summary of the final allocation of the purchase consideration for Equitrac and SVOX is as follows (in thousands):

|  | Equitrac          | SVOX              |
|--|-------------------|-------------------|
| <b>Total purchase consideration:</b>             |                   |                   |
| Cash   | \$ 161,950        | \$ 80,919         |
| Deferred acquisition payment, at fair value      |                   | 41,456            |
| <b>Total purchase consideration</b>              | <b>\$ 161,950</b> | <b>\$ 122,375</b> |
| <b>Allocation of the purchase consideration:</b> |                   |                   |
| Cash   | \$ 115            | \$                |
| Accounts receivable(a)                           | 9,931             | 3,663             |
| Inventory  | 2,462             |                   |
| Goodwill   | 90,077            | 86,767            |
| Identifiable intangible assets(b)                | 91,900            | 42,165            |
| Other assets                                     | 12,144            | 2,728             |
| <b>Total assets acquired</b>                     | <b>206,629</b>    | <b>135,323</b>    |
| Current liabilities                              | (6,368)           | (9,663)           |
| Deferred tax liability                           | (38,311)          | (3,285)           |
| <b>Total liabilities assumed</b>                 | <b>(44,679)</b>   | <b>(12,948)</b>   |
| <b>Net assets acquired</b>                       | <b>\$ 161,950</b> | <b>\$ 122,375</b> |

- (a) Accounts receivable have been recorded at their estimated fair values, which consist of the gross accounts receivable assumed of \$15.4 million, reduced by a fair value reserve of \$1.8 million representing the portion of contractually owed accounts receivable which we do not expect to be collected.
- (b) The following are the identifiable intangible assets acquired and their respective weighted average useful lives, as determined based on final valuations (dollars in thousands):

|  | Equitrac |                                  | SVOX   |                                  |
|--|----------|----------------------------------|--------|----------------------------------|
|  | Amount   | Weighted Average<br>Life (Years) | Amount | Weighted Average<br>Life (Years) |

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|                               |               |      |               |      |
|-------------------------------|---------------|------|---------------|------|
| Customer relationships        | \$ 55,800     | 15.0 | \$ 35,612     | 13.4 |
| Core and completed technology | 22,000        | 7.0  | 6,268         | 5.0  |
| Trade name                    | 14,100        | 10.0 | 285           | 3.0  |
| <br>Total                     | <br>\$ 91,900 |      | <br>\$ 42,165 |      |

### ***Proforma Results***

The following table shows unaudited pro forma results of operations as if we had acquired Equitrac, SVOX, Swype, Transcend, and Vlingo on October 1, 2010 (dollars in thousands, except per share amounts):

|                             | Three Months Ended |            | Nine Months Ended |              |
|-----------------------------|--------------------|------------|-------------------|--------------|
|                             | June 30,           |            | June 30,          |              |
|                             | 2012               | 2011       | 2012              | 2011         |
| Revenue                     | \$ 443,581         | \$ 380,513 | \$ 1,264,280      | \$ 1,097,373 |
| Net income (loss)           | 22,436             | (3,140)    | 26,829            | (19,611)     |
| Net income (loss) per share | \$ 0.07            | \$ (0.01)  | \$ 0.08           | \$ (0.07)    |

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We have not furnished pro forma financial information related to our other fiscal 2011 and 2012 acquisitions because such information is not material, individually or in the aggregate, to our financial results. The unaudited pro forma results of operations are not necessarily indicative of the actual results that would have occurred had the transactions actually taken place at the beginning of the periods indicated.

**Acquisition-Related Costs, net**

Acquisition-related costs include those costs related to business and other acquisitions, including potential acquisitions. These costs consist of (i) transition and integration costs, including retention payments, transitional employee costs and earn-out payments treated as compensation expense, as well as the costs of integration-related services provided by third-parties; (ii) professional service fees, including third party costs related to the acquisition, and legal and other professional service fees associated with disputes and regulatory matters related to acquired entities; and (iii) adjustments to acquisition-related items that are required to be marked to fair value each reporting period, such as contingent consideration, and other items related to acquisitions for which the measurement period has ended.

The components of acquisition-related costs, net are as follows (dollars in thousands):

|                                  | Three Months Ended |          | Nine Months Ended |           |
|----------------------------------|--------------------|----------|-------------------|-----------|
|                                  | June 30,           |          | June 30,          |           |
|                                  | 2012               | 2011     | 2012              | 2011      |
| Professional service fees        | \$ 14,754          | \$ 7,775 | \$ 37,487         | \$ 11,107 |
| Transition and integration costs | 2,001              | 453      | 8,214             | 1,506     |
| Acquisition-related adjustments  | 20                 | 367      | 671               | 1,297     |
| Total                            | \$ 16,775          | \$ 8,595 | \$ 46,372         | \$ 13,910 |

**5. Contingent Acquisition Payments**

The fair value of any contingent consideration is established at the acquisition date and included in the total purchase price. The contingent consideration is then adjusted to fair value as an increase or decrease in current earnings included in acquisition-related costs, net in each reporting period.

In connection with our acquisition of Swype in October 2011, we agreed to make deferred payments to the former shareholders of Swype of up to \$25.0 million in April 2013, contingent upon the continued employment of three named executives and certain other conditions. The contingent payments will be reduced by amounts specified in the merger agreement in the event that any of the three executives terminates employment prior to the payment date or if any losses occur to which we would be entitled to indemnification under the merger agreement. The portion of the deferred payment that is payable to the three named executives will be recognized as compensation expense over the 18 month employment period. The remaining liability is included in the total purchase consideration and has been recorded at its estimated fair value at the acquisition date of \$16.4 million.

In connection with an immaterial acquisition during fiscal 2010, we agreed to make contingent earn-out payments of up to \$2.5 million, payable in stock, upon the achievement of certain financial targets for calendar year 2010 and 2011. At the acquisition date, we recorded \$1.0 million as the fair value of the contingent consideration. For the nine months ended June 30, 2012 and 2011, we have recorded expense of \$0.7 million and \$1.4 million, respectively, as fair value adjustments included in acquisition-related costs, net in our consolidated statement of operations. In June 2012, we paid \$2.1 million in cash and stock to the former shareholders related to the final earn-out.

In connection with our acquisition of Vocada, Inc. ( Vocada ) in November 2007, we agreed to make contingent earn-out payments of up to \$21.0 million upon the achievement of certain financial targets measured over defined periods through December 31, 2010, in accordance with the merger agreement. We have notified the former shareholders of Vocada that the financial targets were not achieved. In December 2010, the former shareholders filed a demand for arbitration in accordance with their rights under the merger agreement. At June 30, 2012, we have not recorded any obligation related to these earn-out provisions.



**Table of Contents****6. Goodwill and Intangible Assets**

The changes in the carrying amount of goodwill and intangible assets for the nine months ended June 30, 2012, are as follows (dollars in thousands):

|  | <b>Goodwill</b> | <b>Intangible<br/>Assets</b> |
|--|-----------------|------------------------------|
| Balance as of September 30, 2011       | \$ 2,347,880    | \$ 731,577                   |
| Acquisitions                           | 481,105         | 225,379                      |
| Purchase accounting adjustments        | 837             |                              |
| Amortization                           |                 | (115,759)                    |
| Effect of foreign currency translation | (18,700)        | (6,778)                      |
| Balance as of June 30, 2012            | \$ 2,811,122    | \$ 834,419                   |

**7. Financial Instruments and Hedging Activities***Derivatives Not Designated as Hedges**Forward Currency Contracts*

We operate our business in countries throughout the world and transact business in various foreign currencies. Our foreign currency exposures typically arise from transactions denominated in currencies other than the local functional currency of our operations. During fiscal 2011, we commenced a program that primarily utilizes foreign currency forward contracts to offset the risks associated with the effect of certain foreign currency exposures. We commenced this program so that increases or decreases in our foreign currency exposures are offset by gains or losses on the foreign currency forward contracts in order to mitigate the risks and volatility associated with our foreign currency transactions. Generally we enter into contracts for less than 90 days, and at June 30, 2012 we had outstanding contracts with a total notional value of \$110.4 million.

We have not designated these forward contracts as hedging instruments pursuant to ASC 815, *Derivatives and Hedging* and accordingly, we record the fair value of these contracts at the end of each reporting period in our consolidated balance sheet, with changes in the fair value recorded in earnings as other income, net in our consolidated statement of operations.

*Security Price Guarantees*

From time to time we enter into agreements that allow us to issue shares of our common stock as part or all of the consideration related to partnering and technology acquisition activities. Generally these shares are issued subject to security price guarantees which are accounted for as derivatives. We have determined that these instruments would not be considered equity instruments if they were freestanding. The security price guarantees require payment from either us to a third party, or from a third party to us, based upon the difference between the price of our common stock on the issue date and an average price of our common stock approximately six months following the issue date. Changes in the fair value of these security price guarantees are reported in earnings in each period as other income, net. During the nine months ended June 30, 2012 and 2011, we received cash amounts totaling \$9.0 million and \$9.4 million, respectively, upon the settlement of agreements during the period.

The following is a summary of the outstanding shares subject to security price guarantees at June 30, 2012 (dollars in thousands):

| <b>Issue Date</b> | <b>Number of<br/>Shares<br/>Issued</b> | <b>Settlement Date</b> | <b>Total Value of Shares<br/>on Issue Date</b> |
|-------------------|--|------------------------|--|
| April 2, 2012     | 97,733                                 | October 2, 2012        | \$ 2,500                                       |
| June 1, 2012      | 116,822                                | December 1, 2012       | \$ 2,500                                       |



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The following table provides a quantitative summary of the fair value of our derivative instruments as of June 30, 2012 and September 30, 2011 (dollars in thousands):

| Description   | Balance Sheet Classification                   | Fair Value    |                    |
|---|--|---------------|--------------------|
|   |  | June 30, 2012 | September 30, 2011 |
| <b>Derivatives Not Designated as Hedges:</b>        |  |               |                    |
| Foreign currency contracts                          | Prepaid expenses and other current assets      | \$ 436        | \$                 |
| Foreign currency contracts                          | Accrued expenses and other current liabilities | \$ (271)      | \$ (1,025)         |
| Security Price Guarantees                           | Prepaid expenses and other current assets      | 112           | 2,781              |
| Net asset value of non-hedge derivative instruments |  | \$ 277        | \$ 1,756           |
| <b>Derivatives Designated as Hedges:</b>            |  |               |                    |
| Foreign currency contracts                          | Prepaid expenses and other current assets      | \$            | \$ 15              |
| Net asset value of hedge derivative instruments     |  | \$            | \$ 15              |

The following tables summarize the activity of derivative instruments for the three and nine months ended June 30, 2012 and 2011 (dollars in thousands):

**Derivatives Not Designated as Hedges**

|                            | Location of Gain (Loss) Recognized in Income | Amount of Gain (Loss) Recognized in Income |          |                            |           |
|----------------------------|--|--|----------|----------------------------|-----------|
|                            |  | Three Months Ended June 30,                |          | Nine Months Ended June 30, |           |
|                            |  | 2012                                       | 2011     | 2012                       | 2011      |
| Foreign currency contracts | Other income (expense), net                  | \$ (4,106)                                 | \$ (217) | \$ (4,007)                 | \$ (675)  |
| Security price guarantees  | Other income (expense), net                  | \$ 112                                     | \$ 395   | \$ 6,350                   | \$ 10,844 |

**Derivatives Designated as Hedges for the Three Months Ended June 30,**

|  | Amount of Gain (Loss) Recognized in OCI |      | Location and Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion) |                   |
|--|---|------|--|-------------------|
|  | 2012                                    | 2011 | 2012   | 2011              |
|  | Foreign currency contracts              | \$   | \$ 16  | Other income, net |

**Derivatives Designated as Hedges for the Nine Months Ended June 30,**

|  | Amount of Gain (Loss) Recognized in OCI |      | Location and Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion) |                   |       |
|--|---|------|--|-------------------|-------|
|  | 2012                                    | 2011 | 2012   | 2011              |       |
|  | Foreign currency contracts              | \$   | \$ 529   | Other income, net | \$ 15 |

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|   |    |    |                  |    |          |
|---|----|----|------------------|----|----------|
| Interest rate swaps                       | \$ | \$ | Interest Expense | \$ | \$ (503) |
| <b><u>Other Financial Instruments</u></b> |    |    |                  |    |          |

Financial instruments, including cash equivalents, restricted cash, marketable securities, accounts receivable, accounts payable, and derivative instruments, are carried in the consolidated financial statements at amounts that approximate their fair value.

The estimated fair value of our long-term debt approximated \$1,725.7 million (face value \$1,572.4 million) and \$937.8 million (face value \$887.4 million) at June 30, 2012 and September 30, 2011, respectively. These fair value amounts represent the value at which our lenders could trade our debt within the financial markets, and do not represent the settlement value of these long-term debt liabilities to us at each reporting date. The fair value of the long-term debt issues will continue to vary each period based on fluctuations in market interest rates, as well as changes to our credit ratings. The term loan portion of our Credit Facility is traded and the fair values were estimated using the averages of the June 30, 2012 and September 30, 2011 bid and ask trading quotes at each respective reporting date. The fair values of the 2.75% Convertible Debentures due 2027 and the 2.75% Convertible Debentures due 2031 at each respective reporting date were estimated using the averages of the bid and ask trading quotes. We had no outstanding balance on the revolving credit line portion of our Credit Facility at June 30, 2012 and September 30, 2011. Our capital lease obligations and other debt are not traded and the fair values of these instruments are assumed to approximate their carrying values as of June 30, 2012 and September 30, 2011.

**Table of Contents****8. Fair Value Measures**

Fair value is defined as the price that would be received for an asset, or paid to transfer a liability, in an orderly transaction between market participants at the measurement date. Valuation techniques must maximize the use of observable inputs and minimize the use of unobservable inputs. When determining the fair value measurements for assets and liabilities required to be recorded at fair value, we consider the principal or most advantageous market in which we would transact and consider assumptions that market participants would use when pricing the asset or liability, such as inherent risk, transfer restrictions, and risk of nonperformance.

ASC 820, *Fair Value Measures and Disclosures*, establishes a value hierarchy based on three levels of inputs, of which the first two are considered observable and the third is considered unobservable:

*Level 1.* Quoted prices for identical assets or liabilities in active markets which we can access.

*Level 2.* Observable inputs other than those described as Level 1.

*Level 3.* Unobservable inputs.

Assets and liabilities measured at fair value on a recurring basis at June 30, 2012 and September 30, 2011 consisted of (dollars in thousands):

|  | June 30, 2012     |                  |                  | Total             |
|--|-------------------|------------------|------------------|-------------------|
|  | Level 1           | Level 2          | Level 3          |                   |
| <b>Assets:</b>                         |                   |                  |                  |                   |
| Money market funds(a)                  | \$ 369,707        | \$               | \$               | \$ 369,707        |
| Time deposits(b)                       |                   | 35,319           |                  | 35,319            |
| US government agency securities(a)     | 1,000             |                  |                  | 1,000             |
| Foreign currency exchange contracts(b) |                   | 436              |                  | 436               |
| Security price guarantees(c)           |                   | 112              |                  | 112               |
| <b>Total assets at fair value</b>      | <b>\$ 370,707</b> | <b>\$ 35,867</b> | <b>\$</b>        | <b>\$ 406,574</b> |
| <b>Liabilities:</b>                    |                   |                  |                  |                   |
| Foreign currency exchange contracts(b) | \$                | \$ 271           | \$               | \$ 271            |
| Contingent earn-out(d)                 |                   |                  | 16,846           | 16,846            |
| <b>Total liabilities at fair value</b> | <b>\$</b>         | <b>\$ 271</b>    | <b>\$ 16,846</b> | <b>\$ 17,117</b>  |

|   | September 30, 2011 |                  |           | Total             |
|---|--------------------|------------------|-----------|-------------------|
|   | Level 1            | Level 2          | Level 3   |                   |
| <b>Assets:</b>                              |                    |                  |           |                   |
| Money market funds(a)                       | \$ 258,001         | \$               | \$        | \$ 258,001        |
| Time deposits(b)                            |                    | 49,832           |           | 49,832            |
| US government agency securities(a)          | 1,000              |                  |           | 1,000             |
| Marketable securities, \$31,256 at cost (b) |                    | 31,244           |           | 31,244            |
| Foreign currency exchange contracts(b)      |                    | 15               |           | 15                |
| Security price guarantees(c)                |                    | 2,781            |           | 2,781             |
| <b>Total assets at fair value</b>           | <b>\$ 259,001</b>  | <b>\$ 83,872</b> | <b>\$</b> | <b>\$ 342,873</b> |

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| Liabilities:                           |        |              |              |              |
|--|--------|--------------|--------------|--------------|
| Foreign currency exchange contracts(b) | \$     | \$ 1,025     | \$           | \$ 1,025     |
| Contingent earn-out(d)                 |        |              | 1,358        | 1,358        |
| <br>Total liabilities at fair value    | <br>\$ | <br>\$ 1,025 | <br>\$ 1,358 | <br>\$ 2,383 |

- (a) Money market funds and US government agency securities, included in cash and cash equivalents in the accompanying balance sheets, are valued at quoted market prices in active markets.

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- (b) The fair values of our time deposits, marketable securities and foreign currency exchange contracts are based on the most recent observable inputs for similar instruments in active markets or quoted prices for identical or similar instruments in markets that are not active or are directly or indirectly observable.
- (c) The fair values of the security price guarantees are determined using a modified Black-Scholes model, derived from observable inputs such as US treasury interest rates, our common stock price, and the volatility of our common stock. The valuation model values both the put and call components of the guarantees simultaneously, with the net value of those components representing the fair value of each instrument.
- (d) The fair value of our contingent consideration arrangements are determined based on our evaluation as to the probability and amount of any earn-out that will be achieved based on expected future performance by the acquired entity, as well as our common stock price when the contingent consideration arrangement is payable in shares of our common stock. Refer to Note 5 for additional information.

The changes in the fair value of contingent earn-out liabilities are as follows (dollars in thousands):

|   | <b>Three Months<br/>Ended<br/>June 30,<br/>2012</b> | <b>Nine Months<br/>Ended<br/>June 30,<br/>2012</b> |
|---|---|--|
| Balance at beginning of period                        | \$ 18,776   | \$ 1,358   |
| Earn-out liability established at time of acquisition |   | 16,444   |
| Charges to acquisition-related costs, net             | 134   | 1,108  |
| Payments upon settlement                              | (2,064)   | (2,064)  |
| <b>Balance at end of period</b>                       | <b>\$ 16,846</b>                                    | <b>\$ 16,846</b>                                   |

Earn-out payments are generally payable based on achieving the specified performance criteria during defined post-acquisition time periods as specified in the purchase and sale agreement for each acquisition. Changes in the fair value during the nine months ended June 30, 2012 resulted from improved revenue performance together with an increase in our stock price during the earn-out period.

**9. Current Liabilities**

Accrued expenses and other current liabilities consisted of the following (dollars in thousands):

|   | <b>June 30,<br/>2012</b> | <b>September 30,<br/>2011</b> |
|---|--------------------------|-------------------------------|
| Compensation                              | \$ 101,214               | \$ 97,929                     |
| Professional fees                         | 12,969                   | 11,975                        |
| Income taxes payable                      | 10,777                   | 4,240                         |
| Acquisition-related costs and liabilities | 10,270                   | 8,414                         |
| Cost of revenue related liabilities       | 10,358                   | 8,698                         |
| Sales and marketing incentives(a)         | 10,155                   | 16,253                        |
| Sales and other taxes payable             | 9,967                    | 9,876                         |
| Accrued interest payable                  | 5,915                    | 977                           |
| Accrued business combination costs        | 1,766                    | 8,275                         |
| Other                                     | 7,891                    | 9,437                         |
| <b>Total</b>                              | <b>\$ 181,282</b>        | <b>\$ 176,074</b>             |

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- (a) Included in accrued sales and marketing incentives as of September 30, 2011, is a 5.0 million fixed obligation assumed in connection with our acquisition of SpinVox in 2009. At September 30, 2011, we had 5.0 million (\$6.8 million equivalent) of restricted cash that has been placed in an irrevocable standby letter of credit related to the liability. The restricted cash was released upon the settlement of the liability during the three months ended December 31, 2011.



**Table of Contents****10. Deferred Revenues**

Deferred revenue consisted of the following (dollars in thousands):

|                                  | June 30,<br>2012 | September 30,<br>2011 |
|----------------------------------|------------------|-----------------------|
| <b>Current Liabilities:</b>      |                  |                       |
| Deferred maintenance revenue     | \$ 108,068       | \$ 101,480            |
| Unearned revenue                 | 93,525           | 84,125                |
| Total current deferred revenue   | \$ 201,593       | \$ 185,605            |
| <b>Long-term Liabilities:</b>    |                  |                       |
| Deferred maintenance revenue     | \$ 36,247        | \$ 22,712             |
| Unearned revenue                 | 66,155           | 67,670                |
| Total long-term deferred revenue | \$ 102,402       | \$ 90,382             |

Deferred maintenance revenue consists of prepaid fees received for post-contract customer support for our products, including telephone support and the right to receive unspecified upgrades/enhancements on a when-and-if-available basis. Unearned revenue includes upfront fees for setup and implementation activities related to hosted offerings; certain software arrangements for which we do not have fair value of post-contract customer support, resulting in ratable revenue recognition for the entire arrangement on a straight-line basis; and fees in excess of estimated earnings on percentage-of-completion service contracts.

The increase in the deferred maintenance revenue is primarily related to an increase in Imaging maintenance and support. Unearned revenue increased as a result of billings in excess of revenues earned on professional service implementation projects.

**11. Restructuring and Other Charges, net**

The following table sets forth accrual activity relating to restructuring and other charges for the nine months ended June 30, 2012 (dollars in thousands):

|                                      | Personnel | Facilities | Total    |
|--------------------------------------|-----------|------------|----------|
| Balance at September 30, 2011        | \$ 5,121  | \$ 940     | \$ 6,061 |
| Restructuring and other charges, net | 5,645     | 359        | 6,004    |
| Cash payments                        | (8,263)   | (1,239)    | (9,502)  |
| Balance at June 30, 2012             | \$ 2,503  | \$ 60      | \$ 2,563 |

Restructuring and other charges, net by segment are as follows (dollars in thousands):

|                     | Three Months Ended<br>June 30, |            |       |         |           |            |       |       |
|---------------------|--------------------------------|------------|-------|---------|-----------|------------|-------|-------|
|                     | 2012                           |            |       | 2011    |           |            |       |       |
|                     | Personnel                      | Facilities | Other | Total   | Personnel | Facilities | Other | Total |
| Healthcare          | \$ (85)                        | \$         | \$    | \$ (85) | \$ 27     | \$         | \$    | \$ 27 |
| Mobile and Consumer | 344                            |            |       | 344     | 657       |            |       | 657   |
| Enterprise          | (2)                            |            |       | (2)     | 56        |            |       | 56    |

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|           |        |          |    |        |        |       |        |          |
|-----------|--------|----------|----|--------|--------|-------|--------|----------|
| Imaging   |        |          |    |        |        |       |        |          |
| Corporate | 673    | (299)    |    | 374    | 83     | 98    | 164    | 345      |
| Total     | \$ 930 | \$ (299) | \$ | \$ 631 | \$ 823 | \$ 98 | \$ 164 | \$ 1,085 |

|                     | Nine Months Ended |            |       |          |           |            |        |          |
|---------------------|-------------------|------------|-------|----------|-----------|------------|--------|----------|
|                     | 2012              |            |       | June 30, |           | 2011       |        |          |
|                     | Personnel         | Facilities | Other | Total    | Personnel | Facilities | Other  | Total    |
| Healthcare          | \$ 357            | \$ 61      | \$    | \$ 418   | \$ 326    | \$         | \$     | \$ 326   |
| Mobile and Consumer | 1,657             | 597        |       | 2,254    | 1,474     |            |        | 1,474    |
| Enterprise          | 1,280             |            |       | 1,280    | 1,543     | 1,263      |        | 2,806    |
| Imaging             | 200               |            |       | 200      | 78        |            |        | 78       |
| Corporate           | 2,151             | (299)      |       | 1,852    | 433       | 197        | 258    | 888      |
| Total               | \$ 5,645          | \$ 359     | \$    | \$ 6,004 | \$ 3,854  | \$ 1,460   | \$ 258 | \$ 5,572 |

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For the nine months ended June 30, 2012, we recorded net restructuring and other charges of \$6.0 million, which included a \$5.6 million severance charge related to the elimination of approximately 145 personnel across multiple functions primarily to eliminate duplicative positions as a result of businesses acquired. In addition to the restructuring charges, we recorded \$0.8 million and \$(0.2) million of business combination costs in the nine months ended June 30, 2012 and 2011, respectively, that are included in Restructuring and other charges, net. These costs relate to liabilities established for our acquisitions completed prior to our adoption of ASC 805 in fiscal 2010.

**12. Credit Facilities and Debt**

At June 30, 2012 and September 30, 2011, we had the following borrowing obligations (dollars in thousands):

|   | June 30,<br>2012    | September 30,<br>2011 |
|---|---------------------|-----------------------|
| 2.75% Convertible Debentures due 2027, net of unamortized discount of \$20.6 million and \$27.4 million, respectively | \$ 229,435          | \$ 222,557            |
| 2.75% Convertible Debentures due 2031, net of unamortized discount of \$141.9 million                                 | 548,113             |                       |
| Credit Facility   | 632,176             | 636,941               |
| Obligations under capital leases and other  | 210                 | 427                   |
| <b>Total long-term debt</b>   | <b>1,409,934</b>    | <b>859,925</b>        |
| Less: current portion   | 148,946             | 6,905                 |
| <b>Non-current portion of long-term debt</b>  | <b>\$ 1,260,988</b> | <b>\$ 853,020</b>     |

**2.75% Convertible Debentures due 2031**

On October 24, 2011, we sold \$690 million of 2.75% Convertible Debentures due in 2031 (the 2031 Debentures) in a private placement pursuant to Rule 144A of the Securities Act of 1933, as amended. Total proceeds, net of debt issuance costs, were \$676.3 million. The 2031 Debentures bear interest at 2.75% per year, payable in cash semiannually in arrears, beginning on May 1, 2012. The 2031 Debentures mature on November 1, 2031, subject to the right of the holders to require us to redeem the 2031 Debentures on November 1, 2017, 2021, and 2026.

ASC 470-20, *Debt with Conversion and Other Options*, requires us to allocate the proceeds to the liability component based on the fair value determined at the issuance date with the remainder allocated to the conversion right and recorded in stockholders' equity. We initially allocated \$533.6 million to long-term debt, and \$156.4 million has been recorded as additional paid-in capital. The aggregate debt discount is being amortized to interest expense using the effective interest rate method through November 2017. The 2031 Debentures are general senior unsecured obligations and rank equally in right of payment with all of our existing and future unsecured, unsubordinated indebtedness and senior in right of payment to any indebtedness that is contractually subordinated to the 2031 Debentures. The 2031 Debentures will be effectively subordinated to indebtedness and other liabilities of our subsidiaries.

If converted, the principal amount of the 2031 Debentures is payable in cash and any amounts payable in excess of the \$690 million principal amount, will (based on an initial conversion rate, which represents an initial conversion price of approximately \$32.30 per share, subject to adjustment) be paid in cash or shares of our common stock, at our election, only in the following circumstances and to the following extent: (i) on any date during any fiscal quarter beginning after December 31, 2011 (and only during such fiscal quarter) if the closing sale price of our common stock was more than 130% of the then current conversion price for at least 20 trading days in the period of the 30 consecutive trading days ending on the last trading day of the previous fiscal quarter; (ii) during the five consecutive business-day period following any five consecutive trading-day period in which the trading price for \$1,000 principal amount of the 2031 Debentures for each day during such five trading-day period was less than 98% of the closing sale price of our common stock multiplied by the then current conversion rate; (iii) upon the occurrence of specified corporate transactions, as described in the indenture for the 2031 Debentures; or (iv) at the option of the holder at any time on or after May 1, 2031. Additionally, we may redeem the 2031 Debentures, in whole or in part, on or after November 6, 2017 at par plus accrued and unpaid interest. Each holder shall have the right, at such holder's option, to require us to repurchase all or any portion of the 2031 Debentures held by such holder on November 1, 2017, November 1, 2021, and November 1, 2026 at par plus accrued and unpaid interest. Upon conversion, we will pay the principal amount in cash and any amounts payable in excess of the \$690 million principal amount will be paid in cash or shares of our common stock, at our election. If we undergo a fundamental change (as described in the indenture for the 2031 Debentures)

prior to maturity, holders will have the option to require us to repurchase all or any portion of their

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debentures for cash at a price equal to 100% of the principal amount of the debentures to be purchased plus any accrued and unpaid interest, including any additional interest to, but excluding, the repurchase date. As of June 30, 2012, no conversion triggers were met. If the conversion triggers were met, we could be required to repay all or some of the principal amount in cash prior to the maturity date.

### ***2.75% Convertible Debentures due 2027***

We have \$250 million of 2.75% convertible senior debentures due in August 2027 (the 2027 Debentures). If converted, the principal amount of the 2027 Debentures is payable in cash and any amounts payable in excess of the \$250 million principal amount, will (based on an initial conversion rate, which represents an initial conversion price of approximately \$19.47 per share, subject to adjustment as defined therein) be paid in cash or shares of our common stock, at our election, only in the following circumstances and to the following extent: (i) on any date during any fiscal quarter beginning after September 30, 2007 (and only during such fiscal quarter) if the closing sale price of our common stock was more than 120% of the then current conversion price for at least 20 trading days in the period of the 30 consecutive trading days ending on the last trading day of the previous fiscal quarter; (ii) during the five consecutive business-day period following any five consecutive trading-day period in which the trading price for \$1,000 principal amount of the 2027 Debentures for each day during such five trading-day period was less than 98% of the closing sale price of our common stock multiplied by the then current conversion rate; (iii) upon the occurrence of specified corporate transactions, as described in the indenture for the 2027 Debentures; and (iv) at the option of the holder at any time on or after February 15, 2027. Additionally, we may redeem the 2027 Debentures, in whole or in part, on or after August 20, 2014 at par plus accrued and unpaid interest. Each holder shall have the right, at such holder's option, to require us to repurchase all or any portion of the 2027 Debentures held by such holder on August 15, 2014, August 15, 2017 and August 15, 2022 at par plus accrued and unpaid interest. Upon conversion, we will pay the principal amount in cash and any amounts payable in excess of the \$250 million principal amount will be paid in cash or shares of our common stock, at our election. If we undergo a fundamental change (as described in the indenture for the 2027 Debentures) prior to maturity, holders will have the option to require us to repurchase all or any portion of their debentures for cash at a price equal to 100% of the principal amount of the debentures to be purchased plus any accrued and unpaid interest, including any additional interest to, but excluding, the repurchase date. As of June 30, 2012, no conversion triggers were met. If the conversion triggers were met, we could be required to repay all or some of the principal amount in cash prior to the maturity date.

Our stock price exceeded the conversion threshold price of \$23.36 per share for at least 20 days during the 30 consecutive trading days ended March 31, 2012. Accordingly, the 2027 Debentures were convertible at the holders' option during the quarter ended June 30, 2012 and therefore were classified as current liabilities at March 31, 2012.

The difference between the carrying value of the 2027 Debentures and the \$250.0 million principal amount reflects the unamortized portion of the original issue discount recognized upon issuance of the notes, which is being amortized over the expected term of the convertible debt. Because the 2027 Debentures were convertible at March 31, 2012, an amount equal to the \$22.9 million unamortized portion of the original issue discount was separately classified in our consolidated balance sheets as temporary equity and referred to as Equity component of currently redeemable convertible debentures. At June 30, 2012, the debentures are not convertible, and therefore the unamortized portion has been classified as permanent equity and the debt is classified as long-term.

### ***Credit Facility***

Our credit facility consists of a \$75 million revolving credit line including letters of credit, a \$355 million term loan entered into on March 31, 2006, a \$90 million term loan entered into on April 5, 2007 and a \$225 million term loan entered into on August 24, 2007 (the Credit Facility). In July 2011, we entered into agreements to amend and restate our existing Credit Facility. Of the approximately \$638.5 million remaining term loan balance as of July 1, 2011, lenders representing \$493.2 million elected to extend the maturity date by three years to March 31, 2016. The remaining \$145.3 million in term loans are due March 2013. In addition, lenders participating in the revolving credit facility chose to extend the maturity date by three years to March 31, 2015. As of June 30, 2012, \$632.2 million remained outstanding under the term loans, there were \$16.6 million of letters of credit issued under the revolving credit line and there were no other outstanding borrowings under the revolving credit line.

The Credit Facility contains covenants, including, among other things, covenants that restrict our ability and those of our subsidiaries to incur certain additional indebtedness, create or permit liens on assets, enter into sale-leaseback transactions, make loans or investments, sell assets, make certain acquisitions, pay dividends, or repurchase stock. The agreement also contains events of default, including failure to make payments of principal or interest, failure to observe covenants, breaches of representations and warranties, defaults under certain other material indebtedness, failure to satisfy material judgments, a change of control and certain insolvency events. As of June 30, 2012, we were in compliance with the covenants under the Credit Facility.

Under terms of the amended Credit Facility, interest is payable monthly at a rate equal to the applicable margin plus, at our option, either (a) the base rate, which is the higher of the corporate base rate of UBS AG, Stamford Branch, or the federal funds rate plus 0.50% per annum, or

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(b) LIBOR (equal to (i) the British Bankers Association Interest Settlement Rates for deposits in U.S. dollars, divided by (ii) one minus the statutory reserves applicable to such borrowing). The applicable margin for the borrowings is as follows:

| <b>Description</b>                | <b>Base Rate Margin</b> | <b>LIBOR Margin</b> |
|-----------------------------------|-------------------------|---------------------|
| Term loans maturing March 2013    | 0.75% - 1.50%(a)        | 1.75% - 2.50%(a)    |
| Term loans maturing March 2016    | 2.00%                   | 3.00%               |
| Revolving facility due March 2015 | 1.25% - 2.25%(b)        | 2.25% - 3.25%(b)    |

- (a) The margin is determined based on our leverage ratio and credit rating at the date the interest rates are reset on the term loans.
- (b) The margin is determined based on our leverage ratio and credit rating at the date the interest rates are reset on the revolving credit line.

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At June 30, 2012 the applicable margins were 2.00%, with an effective rate of 2.24%, on the remaining balance of \$143.9 million maturing in March 2013 and 3.00%, with an effective rate of 3.25%, on the remaining balance of \$488.3 million maturing in March 2016. We are required to pay a commitment fee for unutilized commitments under the revolving credit facility at a rate ranging from 0.375% to 0.50% per annum, based upon our leverage ratio. As of June 30, 2012, the commitment fee rate was 0.375%.

The amended Credit Facility includes a provision for an annual excess cash flow sweep, as defined in the agreement, payable in the first quarter of each fiscal year, based on the excess cash flow generated in the previous fiscal year. No excess cash flow sweep was required in the first quarter of fiscal 2012 as no excess cash flow, as defined, was generated in fiscal 2011. At the current time, we are unable to predict the amount of the outstanding principal, if any, that we may be required to repay in future fiscal years pursuant to the excess cash flow sweep provisions.

**13. Net Income Per Share**

The following table sets forth the computation for basic and diluted net income per share in accordance with the two-class method (dollars in thousands, except per share amounts):

|  | Three Months<br>Ended<br>June 30, |           | Nine Months<br>Ended<br>June 30, |           |
|--|-----------------------------------|-----------|----------------------------------|-----------|
|  | 2012                              | 2011      | 2012                             | 2011      |
| <b>Numerator:</b>  |                                   |           |                                  |           |
| <b>Basic</b>   |                                   |           |                                  |           |
| Net income   | \$ 79,264                         | \$ 41,621 | \$ 89,494                        | \$ 43,347 |
| Allocation of undistributed earnings to preferred stockholders | (910)                             | (483)     | (1,032)                          | (507)     |
| Net income available to common stockholders basic              | \$ 78,354                         | \$ 41,138 | \$ 88,462                        | \$ 42,840 |
| <b>Diluted</b>   |                                   |           |                                  |           |
| Net income available to common stockholders diluted            | \$ 79,264                         | \$ 41,621 | \$ 89,494                        | \$ 43,347 |
| <b>Denominator:</b>  |                                   |           |                                  |           |
| <b>Basic</b>   |                                   |           |                                  |           |
| Weighted average common shares outstanding                     | 306,766                           | 303,100   | 305,364                          | 300,846   |
| <b>Diluted</b>   |                                   |           |                                  |           |
| Weighted average common shares outstanding basic               | 306,766                           | 303,100   | 305,364                          | 300,846   |
| Weighted average effect of dilutive common equivalent shares:  |                                   |           |                                  |           |
| Assumed conversion of Series B Preferred Stock                 | 3,562                             | 3,562     | 3,562                            | 3,562     |
| Employee stock compensation plan                               | 6,292                             | 8,538     | 7,486                            | 8,704     |
| Warrants   | 1,893                             | 1,793     | 2,408                            | 1,485     |
| 2027 Convertible Debentures                                    | 1,825                             |           | 2,723                            |           |
| Other contingently issuable shares                             | 221                               | 809       | 209                              | 194       |
| Weighted average common shares outstanding diluted             | 320,559                           | 317,802   | 321,752                          | 314,791   |
| <b>Net income per share:</b>                                   |                                   |           |                                  |           |
| Basic  | \$ 0.26                           | \$ 0.14   | \$ 0.29                          | \$ 0.14   |
| Diluted  | \$ 0.25                           | \$ 0.13   | \$ 0.28                          | \$ 0.14   |

Common equivalent shares are excluded from the computation of diluted net income per share if their effect is anti-dilutive. Potentially dilutive common equivalent shares aggregating to 6.0 million and 3.6 million shares for the three months ended June 30, 2012 and 2011, respectively, and 4.8 million and 3.5 million shares for the nine months ended June 30, 2012 and 2011, respectively, have been excluded from the computation of diluted net income per share because their inclusion would be anti-dilutive.





**Table of Contents****14. Stockholders Equity***Share Repurchase*

On October 24, 2011, we repurchased 8,514,120 shares of our common stock for approximately \$200 million using proceeds from the issuance of the 2031 Debentures.

*Common Stock Warrants*

We have, from time to time, entered into stock and warrant agreements with Warburg Pincus. In connection with these agreements, we granted Warburg Pincus the right to request that we use commercially reasonable efforts to register some or all of the shares of common stock issued to them pursuant to the purchase agreements, including shares of common stock underlying the warrants. In February 2012, Warburg Pincus elected a cashless exercise of warrants for 3,700,000 shares of common stock at \$20.00 per share, resulting in a net issuance of 1,077,744 shares. At June 30, 2012, Warburg Pincus holds the following warrant to purchase shares of our common stock:

| <b>Issuance Date</b> | <b>Price per Share</b> | <b>Total Shares</b> | <b>Expiration Date</b> |
|----------------------|------------------------|---------------------|------------------------|
| January 29, 2009     | \$ 11.57               | 3,862,422           | January 29, 2013       |

**15. Stock-Based Compensation**

We recognize stock-based compensation expense over the requisite service period. Our share-based awards are accounted for as equity instruments. The amounts included in the consolidated statements of operations relating to stock-based compensation are as follows (dollars in thousands):

|   | <b>Three Months Ended June 30,</b> |                  | <b>Nine Months Ended June 30,</b> |                   |
|---|------------------------------------|------------------|-----------------------------------|-------------------|
|   | <b>2012</b>                        | <b>2011</b>      | <b>2012</b>                       | <b>2011</b>       |
| Cost of product and licensing             | \$ 16                              | \$ 2             | \$ 118                            | \$ 29             |
| Cost of professional services and hosting | 6,765                              | 5,764            | 17,276                            | 20,514            |
| Cost of maintenance and support           | 321                                | 518              | 626                               | 1,545             |
| Research and development                  | 7,454                              | 5,280            | 19,307                            | 18,188            |
| Selling and marketing                     | 13,887                             | 10,341           | 36,094                            | 32,748            |
| General and administrative                | 17,165                             | 11,883           | 42,995                            | 36,481            |
| <b>Total</b>                              | <b>\$ 45,608</b>                   | <b>\$ 33,788</b> | <b>\$ 116,416</b>                 | <b>\$ 109,505</b> |

Included in stock-based compensation for the three and nine months ended June 30, 2012 is \$10.9 million and \$28.4 million, respectively, of expense related to awards that will be made as part of the annual bonus plan to employees. This compares to \$11.0 million and \$24.1 million in the three and nine months ended June 30, 2011 related to the annual bonus plan awards. The annual bonus pool is determined by management and approved by the Compensation Committee of the Board of Directors based on financial performance targets approved at the beginning of the year. If these targets are achieved, the awards will be settled in shares based on the total bonus earned and the grant date fair value of the shares awarded to each employee.

**Table of Contents****Stock Options**

The table below summarizes activity relating to stock options for the nine months ended June 30, 2012:

|                                   | Number of Shares | Weighted Average Exercise Price | Weighted Average Remaining Contractual Term | Aggregate Intrinsic Value(a) |
|-----------------------------------|------------------|---------------------------------|---|------------------------------|
| Outstanding at September 30, 2011 | 7,681,719        | \$ 10.48                        |   |                              |
| Assumed in acquisition of Vlingo  | 345,319          | \$ 7.57                         |   |                              |
| Exercised                         | (1,563,673)      | \$ 7.64                         |   |                              |
| Forfeited                         | (27,046)         | \$ 14.89                        |   |                              |
| Expired                           | (4,111)          | \$ 8.91                         |   |                              |
| Outstanding at June 30, 2012      | 6,432,208        | \$ 11.00                        | 3.5 years                                   | \$ 82.5 million              |
| Exercisable at June 30, 2012      | 5,075,190        | \$ 10.15                        | 2.8 years                                   | \$ 69.4 million              |
| Exercisable at June 30, 2011      | 6,917,436        | \$ 8.21                         | 2.6 years                                   | \$ 91.7 million              |

(a) The aggregate intrinsic value in this table was calculated based on the positive difference, if any, between the closing market value of our common stock on June 30, 2012 (\$23.82) and the exercise price of the underlying options.

As of June 30, 2012, the total unamortized fair value of stock options was \$4.9 million, with a weighted average remaining recognition period of 0.6 years. A summary of weighted-average grant-date fair value of stock options granted and intrinsic value of stock options exercised (including assumed options) is as follows:

|  | Nine Months Ended June 30, |         |
|--|----------------------------|---------|
|  | 2012                       | 2011    |
| Weighted-average grant-date fair value per share               | \$ 14.38                   | \$ 6.13 |
| Total intrinsic value of stock options exercised (in millions) | \$ 26.6                    | \$ 32.9 |

The fair value of the assumed unvested stock options was calculated using a lattice model, with the following weighted-average assumptions: dividend yield of 0.0%; expected volatility of 46.6%; average risk-free interest rate of 1.5%; and an expected term of 3.5 years.

**Restricted Units**

Restricted Units are not included in issued and outstanding common stock until the shares are vested and released. The table below summarizes activity relating to Restricted Units for the nine months ended June 30, 2012:

| Number of Shares Underlying Restricted Units Contingent Awards | Number of Shares Underlying Restricted Units Time-Based Awards |
|--|--|
|--|--|

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|  |                  |                  |
|--|------------------|------------------|
| Outstanding at September 30, 2011  | 2,955,179        | 7,286,118        |
| Granted  | 2,871,250        | 5,821,451        |
| Earned/released  | (1,057,207)      | (3,312,350)      |
| Forfeited  | (310,437)        | (332,636)        |
| <b>Outstanding at June 30, 2012</b>  | <b>4,458,785</b> | <b>9,462,583</b> |
| Weighted average remaining contractual term of outstanding                   |                  |                  |
| Restricted Units   | 1.3 years        | 1.2 years        |
| Aggregate intrinsic value of outstanding Restricted Units(a)                 | \$ 106.2 million | \$ 225.5 million |
| Restricted Units vested and expected to vest                                 | 4,207,597        | 8,486,604        |
| Weighted average remaining contractual term of Restricted Units              |                  |                  |
| vested and expected to vest  | 1.3 years        | 1.1 years        |
| Aggregate intrinsic value of Restricted Units vested and expected to vest(a) | \$ 100.2 million | \$ 202.1 million |

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(a) The aggregate intrinsic value in this table was calculated based on the positive difference between the closing market value of our common stock on June 30, 2012 (\$23.82) and the exercise price of the underlying Restricted Units.

The purchase price for vested Restricted Units is \$0.001 per share. As of June 30, 2012, unearned stock-based compensation expense related to all unvested Restricted Units is \$234.5 million, which will, based on expectations of future performance vesting criteria, where applicable, be recognized over a weighted-average period of 1.2 years.

A summary of weighted-average grant-date fair value, including those assumed in respective periods, and intrinsic value of all Restricted Units vested is as follows:

|  | Nine Months<br>Ended<br>June 30, |          |
|--|----------------------------------|----------|
|  | 2012                             | 2011     |
| Weighted-average grant-date fair value per share     | \$ 25.24                         | \$ 17.91 |
| Total intrinsic value of shares vested (in millions) | \$ 106.5                         | \$ 81.8  |

**Restricted Stock Awards**

Restricted Stock Awards are included in the issued and outstanding common stock at the date of grant. During the nine months ended June 30, 2012, we granted 750,000 Restricted Stock Awards with a weighted average grant date fair value of \$25.80. As of June 30, 2012, unearned share-based payment expense related to unvested Restricted Stock Awards is \$15.3 million, which will be recognized over a weighted-average remaining period of 2.4 years.

**16. Income Taxes**

The components of benefit from income taxes are as follows (dollars in thousands):

|                                  | Three Months Ended June 30 |                    | Nine Months Ended June 30 |                    |
|----------------------------------|----------------------------|--------------------|---------------------------|--------------------|
|                                  | 2012                       | 2011               | 2012                      | 2011               |
| Domestic                         | \$ (51,269)                | \$ (27,800)        | \$ (53,605)               | \$ (22,300)        |
| Foreign                          | 3,370                      | 4,410              | 7,764                     | 7,318              |
| <b>Benefit from income taxes</b> | <b>\$ (47,899)</b>         | <b>\$ (23,390)</b> | <b>\$ (45,841)</b>        | <b>\$ (14,982)</b> |
| Effective tax rate               | (152.7)%                   | (128.3)%           | (105.0)%                  | (52.8)%            |

The change in the effective tax rate and benefit from income taxes for the three and nine month periods primarily relates to the difference in the tax benefits recorded in connection with our acquisitions. For certain acquisitions with U.S. operations, we recorded a deferred tax liability in purchase accounting allowing the release of our existing valuation reserve in the period of acquisition. The following is a summary of deferred tax liabilities established in purchase accounting allowing the release of our valuation reserve that has impacted our domestic benefit from income taxes :

|                                    | Three Months Ended June 30 |             | Nine Months Ended June 30 |             |
|------------------------------------|----------------------------|-------------|---------------------------|-------------|
|                                    | 2012                       | 2011        | 2012                      | 2011        |
| Equitrac, acquired June 15, 2011   | \$                         | \$ (34,700) | \$                        | \$ (34,700) |
| Swype, acquired October 6, 2011    |                            |             | (12,654)                  |             |
| Transcend, acquired April 26, 2012 | (47,584)                   |             | (47,584)                  |             |
| Total                              | \$ (47,584)                | \$ (34,700) | \$ (60,238)               | \$ (34,700) |

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In addition to the release of the valuation allowance related to our accounting for acquisitions, we recorded a tax benefit of \$11.6 million for our fiscal 2011 return to provision reconciliation in the three and nine months ended June 30, 2012 reflecting a one-time election related to the tax accounting method for recognition of deferred revenue, reducing our taxes payable.

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At June 30, 2012 and September 30, 2011, the liability for income taxes associated with uncertain tax positions was \$17.6 million and \$14.9 million, respectively. The increase is due primarily from liabilities assumed in connection with our acquisitions. We do not expect a significant change in the amount of unrecognized tax benefits within the next 12 months.

### **17. Commitments and Contingencies**

#### ***Litigation and Other Claims***

Like many companies in the software industry, we have, from time to time, been notified of claims that we may be infringing, or contributing to the infringement of, the intellectual property rights of others. These claims have been referred to counsel, and they are in various stages of evaluation and negotiation. If it appears necessary or desirable, we may seek licenses for these intellectual property rights. There is no assurance that licenses will be offered by all claimants, that the terms of any offered licenses will be acceptable to us or that in all cases the dispute will be resolved without litigation, which may be time consuming and expensive, and may result in injunctive relief or the payment of damages by us.

We do not believe that the final outcome of the litigation matters described above will have a material adverse effect on our financial position and results of operations. However, even if our defense is successful, the litigation could require significant management time and will be costly. Should we not prevail, our operating results, financial position and cash flows could be adversely impacted.

#### ***Guarantees and Other***

We include indemnification provisions in the contracts we enter into with customers and business partners. Generally, these provisions require us to defend claims arising out of our products' infringement of third-party intellectual property rights, breach of contractual obligations and/or unlawful or otherwise culpable conduct. The indemnity obligations generally cover damages, costs and attorneys' fees arising out of such claims. In most, but not all cases, our total liability under such provisions is limited to either the value of the contract or a specified, agreed upon amount. In some cases our total liability under such provisions is unlimited. In many, but not all cases, the term of the indemnity provision is perpetual. While the maximum potential amount of future payments we could be required to make under all the indemnification provisions is unlimited, we believe the estimated fair value of these provisions is minimal due to the low frequency with which these provisions have been triggered.

We indemnify our directors and officers to the fullest extent permitted by law. These agreements, among other things, indemnify directors and officers for expenses, judgments, fines, penalties and settlement amounts incurred by such persons in their capacity as a director or officer of the company, regardless of whether the individual is serving in any such capacity at the time the liability or expense is incurred. Additionally, in connection with certain acquisitions we have agreed to indemnify the former officers and members of the boards of directors of those companies, on similar terms as described above, for a period of six years from the acquisition date. In certain cases we purchase director and officer insurance policies related to these obligations, which fully cover the six year periods. To the extent that we do not purchase a director and officer insurance policy for the full period of any contractual indemnification, we would be required to pay for costs incurred, if any, as described above.

### **18. Segment and Geographic Information and Significant Customers**

We operate in, and report financial information for, the following four reportable segments: Healthcare, Mobile and Consumer, Enterprise and Imaging. Segment profit is an important measure used for evaluating performance and for decision-making purposes. Segment profit represents income from operations excluding stock-based compensation, amortization of intangible assets, acquisition-related costs, net, restructuring and other charges, net, costs associated with intellectual property collaboration agreements, other income (expense), net and certain unallocated corporate expenses. Segment profit includes an adjustment for acquisition-related revenue and cost of revenue which includes revenue from acquisitions that would have otherwise been recognized but for the purchase accounting treatment of these transactions. We believe that these revenue and cost of revenue adjustments allow for more complete comparisons to the financial results of the historical operations.

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We do not track our assets by operating segment; consequently, it is not practical to show assets or depreciation by operating segment. The following table presents segment results along with a reconciliation of segment profit to Income before income taxes (dollars in thousands):

|  | Three Months Ended<br>June 30, |            | Nine Months Ended<br>June 30, |            |
|--|--------------------------------|------------|-------------------------------|------------|
|  | 2012                           | 2011       | 2012                          | 2011       |
| <b>Segment revenues(a):</b>                                  |                                |            |                               |            |
| Healthcare   | \$ 184,462                     | \$ 139,297 | \$ 479,652                    | \$ 378,135 |
| Mobile and Consumer  | 132,449                        | 93,116     | 356,033                       | 274,599    |
| Enterprise   | 74,506                         | 69,947     | 241,717                       | 216,385    |
| Imaging  | 56,790                         | 42,771     | 170,575                       | 125,284    |
| Total segment revenues                                       | 448,207                        | 345,131    | 1,247,977                     | 994,403    |
| Acquisition related revenue                                  | (16,463)                       | (16,222)   | (65,249)                      | (42,703)   |
| Total consolidated revenue                                   | 431,744                        | 328,909    | 1,182,728                     | 951,700    |
| <b>Segment profit(b):</b>                                    |                                |            |                               |            |
| Healthcare   | 85,729                         | 78,468     | 229,454                       | 193,104    |
| Mobile and Consumer  | 65,135                         | 39,957     | 149,703                       | 109,959    |
| Enterprise   | 15,423                         | 12,340     | 63,148                        | 43,431     |
| Imaging  | 21,891                         | 16,092     | 70,715                        | 50,908     |
| Total segment profit   | 188,178                        | 146,857    | 513,020                       | 397,402    |
| Corporate expenses and other, net                            | (26,251)                       | (24,734)   | (73,469)                      | (69,364)   |
| Acquisition-related revenues and costs of revenue adjustment | (14,548)                       | (13,615)   | (58,884)                      | (34,917)   |
| Stock-based compensation                                     | (45,608)                       | (33,788)   | (116,416)                     | (109,505)  |
| Amortization of intangible assets                            | (40,850)                       | (34,059)   | (115,759)                     | (105,762)  |
| Acquisition-related costs, net                               | (16,775)                       | (8,595)    | (46,372)                      | (13,910)   |
| Restructuring and other charges, net                         | (1,402)                        | (864)      | (6,802)                       | (5,343)    |
| Costs associated with IP collaboration agreements            | (5,250)                        | (5,250)    | (15,750)                      | (14,500)   |
| Other income (expense), net                                  | (6,129)                        | (7,721)    | (35,915)                      | (15,736)   |
| Income before income taxes                                   | \$ 31,365                      | \$ 18,231  | \$ 43,653                     | \$ 28,365  |

- (a) Segment revenues differ from reported revenues due to certain revenue adjustments related to acquisitions that would otherwise have been recognized but for the purchase accounting treatment of the business combinations. Segment revenues also include revenue that the business would have otherwise recognized had we not acquired intellectual property and other assets from the same customer. These revenues are included to allow for more complete comparisons to the financial results of historical operations and in evaluating management performance.
- (b) Segment profit reflects the direct controllable costs of each segment together with an allocation of sales and corporate marketing expenses, and certain research and development project costs that benefit multiple product offerings.

No country outside of the United States provided greater than 10% of our total revenue. Revenue, classified by the major geographic areas in which our customers are located, was as follows (dollars in thousands):

|               | Three Months Ended<br>June 30, |            | Nine Months Ended<br>June 30, |            |
|---------------|--------------------------------|------------|-------------------------------|------------|
|               | 2012                           | 2011       | 2012                          | 2011       |
| United States | \$ 294,373                     | \$ 237,423 | \$ 829,997                    | \$ 701,374 |

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|                      |                   |                   |                     |                   |
|----------------------|-------------------|-------------------|---------------------|-------------------|
| International        | 137,371           | 91,486            | 352,731             | 250,326           |
| <b>Total Revenue</b> | <b>\$ 431,744</b> | <b>\$ 328,909</b> | <b>\$ 1,182,728</b> | <b>\$ 951,700</b> |



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### Item 2. Management's Discussion and Analysis of Financial Condition and Results of Operations

The following Management's Discussion and Analysis is intended to help the reader understand the results of operations and financial condition of our business. Management's Discussion and Analysis is provided as a supplement to, and should be read in conjunction with, our consolidated financial statements and the accompanying notes to the consolidated financial statements.

#### **CAUTIONARY NOTE CONCERNING FORWARD-LOOKING STATEMENTS**

This Quarterly Report on Form 10-Q including the sections entitled "Management's Discussion and Analysis of Financial Condition and Results of Operations" and "Quantitative and Qualitative Disclosure About Market Risk" under Items 2 and 3, respectively, of Part I of this report, and the sections entitled "Legal Proceedings," "Risk Factors," and "Unregistered Sales of Equity Securities and Use of Proceeds" under Items 1, 1A and 2, respectively, of Part II of this report, contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 that involve risks, uncertainties and assumptions that, if they never materialize or if they prove incorrect, could cause our consolidated results to differ materially from those expressed or implied by such forward-looking statements. These forward-looking statements include predictions regarding:

our future revenues, cost of revenues, research and development expenses, selling, general and administrative expenses, amortization of intangible assets and gross margin;

our strategy relating to our segments;

the potential of future product releases;

our product development plans and investments in research and development;

future acquisitions, and anticipated benefits from acquisitions;

international operations and localized versions of our products; and

legal proceedings and litigation matters.

You can identify these and other forward-looking statements by the use of words such as "may," "will," "should," "expects," "plans," "anticipates," "estimates," "predicts," "intends," "potential," "continue" or the negative of such terms, or other comparable terminology. Forward-looking statements include the assumptions underlying or relating to any of the foregoing statements. Our actual results could differ materially from those anticipated in these forward-looking statements for many reasons, including the risks described in Item 1A "Risk Factors" and elsewhere in this Quarterly Report on Form 10-Q.

You should not place undue reliance on these forward-looking statements, which speak only as of the date of this Quarterly Report on Form 10-Q. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee future results, levels of activity, performance or achievements. We undertake no obligation to publicly release any revisions to the forward-looking statements or reflect events or circumstances after the date of this document.

#### **OVERVIEW**

##### **Business Overview**

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Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Our technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Our solutions are used every day by millions of people and thousands of businesses for tasks and services such as requesting information from a phone-based self-service solution, dictating medical records, searching the mobile Web by voice, entering a destination into a navigation system, or working with PDF documents. Our solutions help make these interactions, tasks and experiences more productive, compelling and efficient.

We are organized in four segments; Healthcare, Mobile and Consumer, Enterprise, and Imaging. Our solutions and services address our four segments:

*Healthcare.* We provide comprehensive dictation and transcription solutions and services that automate the input and management of medical information. Our hosted and on-premise solutions provide platforms to generate and distribute clinical documentation through the use of advanced dictation and transcription features, supplemented with editing services, and allow us to deliver scalable, highly productive medical transcription solutions. Our solutions also enable us to accelerate future innovation to transform the way healthcare providers document patient care, through improved interface with electronic medical records and extraction of clinical information to support the billing and insurance reimbursement processes. We also offer speech recognition solutions for radiology, cardiology, pathology and related specialties, that help healthcare providers dictate, edit and sign reports without manual transcription. Trends in our healthcare business include a growing customer preference for on-demand solutions, an increasing proportion of our on-demand services also including editing, the implementation of electronic healthcare records which we service through license offerings, an increasing interest in the use of mobile devices to access healthcare systems and records,

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and an increasing international interest. Over the last several quarters, we have also seen a trend to add editing services into existing hosting contracts, resulting in increased average revenue and cost per line, and the volume of lines processed in these services has steadily increased. We are investing to expand our product set to address these opportunities, expand our international capabilities, and reduce our time from contract signing to initiation of billable services.

*Mobile and Consumer.* Our portfolio of mobile and consumer solutions and services includes an integrated suite of voice control and text-to-speech solutions, dictation applications, predictive text technologies, mobile messaging services and emerging services such as dictation, Web search, virtual assistant and voicemail-to-text. Our suite of Dragon general purpose desktop and portable computer dictation applications increases productivity by using speech to create documents, streamline repetitive and complex tasks, input data, complete forms and automate manual transcription processes. In particular, we have focused in recent quarters on integrating our Dragon technology and brand initiatives across mobile and consumer markets. Trends in our mobile and consumer segment include device manufacturers requiring custom applications to deliver unique and differentiated products, broadening keyboard technologies to take advantage of touch screens, increasing hands-free capabilities on cell phones and automobiles to address the growing concern of distracted driving, and the adoption of our technology on a broadening scope of devices, such as televisions, set-top boxes, e-book readers and tablet computers. We are investing to increase our capabilities and capacity to help device manufacturers build custom applications, to increase the capacity of our data centers, to increase the number, kinds and capacity of network services, to enable developers to access our technology, and to expand both awareness and channels for our direct-to-consumer products.

*Enterprise.* We deliver a portfolio of customer service business intelligence and authentication solutions that are designed to help companies better support, understand and communicate with their customers. Our solutions include the use of technologies such as speech recognition, natural language understanding, text-to-speech, biometric voice recognition and analytics to automate caller identification and authorization, call steering, completion of tasks such as updates, purchases and information retrieval, and automated outbound notifications. Our solutions improve the customer experience, increase the use of self-service and enable new revenue opportunities. In addition, we offer solutions that can meet customer care needs through direct interaction with thin-client applications on cell phones, enabling customers to very quickly retrieve relevant information. Trends in our enterprise business include increasing interest in the use of mobile applications to access customer care systems and records, increasing interest in coordinating actions and data across customer service channels, increased demand for the use of voice biometric solutions to simplify and strengthen security, and the long-term migration of customer service implementations to cloud based solutions. We are investing to expand our product set to address these opportunities, to increase efficiency of our hosted applications, expand our capabilities and capacity to help customers build custom applications, and broaden our relationships with new hardware and systems integrator partners serving the market.

*Imaging.* Our imaging solutions offer optical character recognition technology to deliver highly accurate document scanning and storage. We provide networked print management and comprehensive PDF applications designed specifically for business users. In addition, we offer applications that combine network scanning, network print management and PDF creation to quickly enable distribution of documents to users' desktops or to enterprise applications. Our host of services includes software development toolkits for independent software vendors. The imaging market is evolving to include more networked solutions, mobile access to networked solutions, and multi-function devices. We are investing to improve mobile access to our networked products, expand our distribution channels and embedding relationships, and expand our language coverage.

We leverage our global professional services organization and our extensive network of partners to design and deploy innovative solutions for businesses and organizations around the globe. We market and sell our products directly through a dedicated sales force, through our e-commerce website, and also through a global network of resellers, including system integrators, independent software vendors, value-added resellers, hardware vendors, telecommunications carriers and distributors.

We have built a world-class portfolio of intellectual property, technologies, applications and solutions through both internal development and acquisitions. We expect to continue to pursue opportunities to broaden these assets and expand our customer base through acquisitions.

Confronted by dramatic increases in electronic information, consumers, business personnel and healthcare professionals must use a variety of resources to retrieve information, transcribe patient records, conduct transactions and perform other job-related functions. We believe that the

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power of our solutions can transform the way people use the Internet, telecommunications systems, electronic medical records, wireless and mobile networks and related corporate infrastructure to conduct business.

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### **Strategy**

In fiscal 2012, we have continued to focus on growth by providing market-leading, value-added solutions for our customers and partners through a broad set of technologies, service offerings and channel capabilities. We will also continue to focus on operating efficiencies, expense discipline and acquisition synergies to improve gross margins and operating margins. We intend to pursue growth through the following key elements of our strategy:

*Extend Technology Leadership.* Our solutions are recognized as among the best in their respective categories. We intend to leverage our global research and development organization and broad portfolio of technologies, applications and intellectual property to foster technological innovation and maintain customer preference for our solutions. We also intend to invest in our engineering resources and seek new technological advancements that further expand the addressable markets for our solutions.

*Broaden Expertise in Vertical Markets.* Businesses are increasingly turning to Nuance for comprehensive solutions rather than for a single technology product. We intend to broaden our expertise and capabilities to deliver targeted solutions for a range of industries including mobile device manufacturers, healthcare, telecommunications, financial services and government administration. We also intend to expand our global sales and professional services capabilities to help our customers and partners design, integrate and deploy innovative solutions.

*Increase On-demand and Transaction Based Recurring Revenue.* We intend to increase our on-demand and transaction based offerings in our segments. The expansion of our on-demand or transaction based solutions will enable us to deliver applications that our customers use on a repeat basis, and pay for on a per use basis, providing us with the opportunity to enjoy the benefits of recurring revenue streams.

*Expand Global Presence.* We intend to further expand our international resources to better serve our global customers and partners and to leverage opportunities in emerging markets such as Asia and Latin America. We continue to add regional executives and sales employees in different geographic regions to better address demand for voice and language based solutions and services.

*Pursue Strategic Acquisitions and Partnerships.* We have selectively pursued strategic acquisitions to expand our technology, solutions and resources to complement our organic growth. We have also formed key partnerships with other important companies in our markets of interest, and intend to continue to do so in the future where it will enhance the value of our business. We have proven experience in integrating businesses and technologies and in delivering enhanced value to our customers, partners, employees and shareholders. We intend to continue to pursue acquisitions that enhance our solutions, serve specific vertical markets and strengthen our technology portfolio.

### **Key Metrics**

In evaluating the financial condition and operating performance of our business, management focuses on revenue, net income, gross margins, operating margins and cash flow from operations. A summary of these key financial metrics for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, is as follows:

Total revenue increased by \$231.0 million to \$1,182.7 million;

Net income improved by \$46.1 million to \$89.5 million;

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Gross margins increased by 1.6 percentage points to 63.4%;

Operating margins increased by 2.1 percentage points to 6.7%; and

Cash provided by operating activities increased by \$72.0 million to \$331.5 million.

In addition to the above key financial metrics, we also focus on certain non-financial performance indicators. A summary of these key non-financial performance indicators as of and for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, is as follows:

Annualized line run-rate in our on-demand healthcare solutions increased 34% to approximately 5.0 billion lines per year. The annualized line run-rate is determined using billed equivalent line counts in a given quarter, multiplied by four;

Estimated three-year value of on-demand contracts increased 43% to approximately \$1.9 billion. We determine this value as of the end of the period reported, by using our best estimate of all anticipated future revenue streams under signed on-demand contracts then in place, whether or not they are guaranteed through a minimum commitment clause. Our best estimate is based on estimates used in evaluating the contracts and determining sales compensation, adjusted for changes in estimated launch dates, actual volumes achieved and other factors deemed relevant. For contracts with an expiration date beyond three years, we include only the value expected within three years. For other contracts, we assume renewal consistent with historic renewal rates unless there is a known cancellation. Contracts are generally priced by volume of usage and typically have no or low minimum commitments. Actual revenue could vary from our estimates due to factors such as cancellations, non-renewals or volume fluctuations.

**Table of Contents****RESULTS OF OPERATIONS****Total Revenues**

The following tables show total revenues by product type and by geographic location, based on the location of our customers, in dollars and percentage change (dollars in millions):

|                                   | Three Months Ended June 30, |                 |                 |                | Nine Months Ended June 30, |                 |                 |                |
|-----------------------------------|-----------------------------|-----------------|-----------------|----------------|----------------------------|-----------------|-----------------|----------------|
|                                   | 2012                        | 2011            | Dollar Change   | Percent Change | 2012                       | 2011            | Dollar Change   | Percent Change |
| Product and licensing             | \$ 190.3                    | \$ 152.7        | \$ 37.6         | 24.6%          | \$ 531.5                   | \$ 428.2        | \$ 103.3        | 24.1%          |
| Professional services and hosting | 181.9                       | 125.4           | 56.5            | 45.1%          | 477.1                      | 377.1           | 100.0           | 26.5%          |
| Maintenance and support           | 59.5                        | 50.8            | 8.7             | 17.1%          | 174.1                      | 146.4           | 27.7            | 18.9%          |
| <b>Total Revenues</b>             | <b>\$ 431.7</b>             | <b>\$ 328.9</b> | <b>\$ 102.8</b> | <b>31.3%</b>   | <b>\$ 1,182.7</b>          | <b>\$ 951.7</b> | <b>\$ 231.0</b> | <b>24.3%</b>   |
| United States                     | \$ 294.4                    | \$ 237.4        | \$ 57.0         | 24.0%          | \$ 830.0                   | \$ 701.4        | \$ 128.6        | 18.3%          |
| International                     | 137.3                       | 91.5            | 45.8            | 50.1%          | 352.7                      | 250.3           | 102.4           | 40.9%          |
| <b>Total Revenues</b>             | <b>\$ 431.7</b>             | <b>\$ 328.9</b> | <b>\$ 102.8</b> | <b>31.3%</b>   | <b>\$ 1,182.7</b>          | <b>\$ 951.7</b> | <b>\$ 231.0</b> | <b>24.3%</b>   |

The geographic split for the nine months ended June 30, 2012, was 70% of total revenues in the United States and 30% internationally, compared to 74% of total revenues in the United States and 26% internationally for the same period last year. The increase in the proportion of revenue generated internationally resulted from growth in the Mobile and Consumer and Imaging segments.

**Product and Licensing Revenue**

Product and licensing revenue primarily consists of sales and licenses of our technology. The following table shows product and licensing revenue, in dollars and as a percentage of total revenues (dollars in millions):

|                                  | Three Months Ended June 30, |          |               |                | Nine Months Ended June 30, |          |               |                |
|----------------------------------|-----------------------------|----------|---------------|----------------|----------------------------|----------|---------------|----------------|
|                                  | 2012                        | 2011     | Dollar Change | Percent Change | 2012                       | 2011     | Dollar Change | Percent Change |
| Product and licensing revenue    | \$ 190.3                    | \$ 152.7 | \$ 37.6       | 24.6%          | \$ 531.5                   | \$ 428.2 | \$ 103.3      | 24.1%          |
| As a percentage of total revenue | 44.1%                       | 46.4%    |               |                | 44.9%                      | 45.0%    |               |                |

The increase in product and licensing revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, consisted of a \$26.7 million increase in Mobile and Consumer revenue driven by a \$29.1 million increase in sales of our embedded solutions. Imaging product and licensing revenue increased \$8.7 million driven by sales of our multi-function printer ( MFP ) products, which included revenues associated with our acquisition of Equitrac in the third quarter of fiscal 2011.

The increase in product and licensing revenue for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, consisted of a \$52.3 million increase in Mobile and Consumer revenue driven by a \$47.7 million increase in sales of our embedded solutions. Imaging product and licensing revenues increased \$28.4 million, primarily driven by sales of our MFP products, which included revenues associated with our acquisition of Equitrac in the third quarter of fiscal 2011. Healthcare product and licensing revenues increased \$16.9 million resulting from continued strength in sales of our Dragon Medical primarily to support electronic healthcare record solutions.





**Table of Contents****Professional Services and Hosting Revenue**

Professional services revenue primarily consists of consulting, implementation and training services for speech customers. Hosting revenue primarily relates to delivering hosted services, such as medical transcription, automated customer care applications, voice message transcription, and mobile search and transcription, over a specified term. The following table shows professional services and hosting revenue, in dollars and as a percentage of total revenues (dollars in millions):

|   | Three Months Ended June 30, |          | Dollar Change | Percent Change | Nine Months Ended June 30, |          | Dollar Change | Percent Change |
|---|-----------------------------|----------|---------------|----------------|----------------------------|----------|---------------|----------------|
|   | 2012                        | 2011     |               |                | 2012                       | 2011     |               |                |
| Professional services and hosting revenue | \$ 181.9                    | \$ 125.4 | \$ 56.5       | 45.1%          | \$ 477.1                   | \$ 377.1 | \$ 100.0      | 26.5%          |
| As a percentage of total revenue          | 42.1%                       | 38.1%    |               |                | 40.3%                      | 39.6%    |               |                |

The increase in professional services and hosting revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, consisted of a \$46.6 million increase in Healthcare revenue primarily driven by transactional volume growth in our on-demand solutions, of which \$30.3 million was due to our acquisitions closed during fiscal 2011 and 2012. Mobile and Consumer professional services and hosting revenue increased \$7.8 million, primarily attributable to increased professional services to support the implementations of our embedded solutions, particularly in the automotive markets.

The increase in professional services and hosting revenue for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, consisted of a \$81.7 million increase in Healthcare revenue primarily driven by transactional volume growth in our on-demand solutions, of which \$47.0 million was due to our acquisitions closed during fiscal 2011 and 2012. Mobile and Consumer professional services and hosting revenue increased \$17.9 million driven primarily by a \$9.4 million increase in professional services to support the implementations of our embedded solutions, and a \$7.5 million increase driven by transactional volume growth in our connected mobile services.

**Maintenance and Support Revenue**

Maintenance and support revenue primarily consists of technical support and maintenance services. The following table shows maintenance and support revenue, in dollars and as a percentage of total revenues (dollars in millions):

|                                  | Three Months Ended June 30, |         | Dollar Change | Percent Change | Nine Months Ended June 30, |          | Dollar Change | Percent Change |
|----------------------------------|-----------------------------|---------|---------------|----------------|----------------------------|----------|---------------|----------------|
|                                  | 2012                        | 2011    |               |                | 2012                       | 2011     |               |                |
| Maintenance and Support revenue  | \$ 59.5                     | \$ 50.8 | \$ 8.7        | 17.1%          | \$ 174.1                   | \$ 146.4 | \$ 27.7       | 18.9%          |
| As a percentage of total revenue | 13.8%                       | 15.4%   |               |                | 14.7%                      | 15.4%    |               |                |

The increase in maintenance and support revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was driven by the related growth in our product and licensing sales. The change included a \$5.0 million increase in Imaging revenue primarily due to our acquisition of Equitrac.

The increase in maintenance and support revenue for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was consistent with the related growth in product and licensing revenue. The change included a \$13.9 million increase in Imaging revenue primarily due to our acquisition of Equitrac, a \$7.9 million increase in Enterprise revenue, driven by continued strength in renewals, and a \$7.2 million increase in Healthcare revenue driven by growth in product and licensing sales of our Dragon Medical solutions.

**Table of Contents****Costs and Expenses****Cost of Product and Licensing Revenue**

Cost of product and licensing revenue primarily consists of material and fulfillment costs, manufacturing and operations costs and third-party royalty expenses. The following table shows cost of product and licensing revenue, in dollars and as a percentage of product and licensing revenue (dollars in millions):

|  | Three Months Ended<br>June 30, |         | Dollar<br>Change | Percent<br>Change | Nine Months Ended<br>June 30, |         | Dollar<br>Change | Percent<br>Change |
|--|--------------------------------|---------|------------------|-------------------|-------------------------------|---------|------------------|-------------------|
|  | 2012                           | 2011    |                  |                   | 2012                          | 2011    |                  |                   |
| Cost of product and licensing revenue            | \$ 16.7                        | \$ 15.8 | \$ 0.9           | 5.7%              | \$ 53.1                       | \$ 48.0 | \$ 5.1           | 10.9%             |
| As a percentage of product and licensing revenue | 8.8%                           | 10.3%   |                  |                   | 10.0%                         | 11.2%   |                  |                   |

The increase in cost of product and licensing revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was primarily due to a \$1.3 million increase in Imaging costs driven by our acquisition of Equitrac. Gross margin increased 1.5 percentage points primarily due to a mix shift toward our Mobile embedded solutions which carry a higher gross margin.

The increase in cost of product and licensing revenue for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was primarily due to a \$4.1 million increase in Imaging costs driven by our acquisition of Equitrac. Gross margin increased 1.2 percentage points primarily due to a mix shift toward our Mobile embedded solutions which carry a higher gross margin.

**Cost of Professional Services and Hosting Revenue**

Cost of professional services and hosting revenue primarily consists of compensation for consulting personnel, outside consultants and overhead, as well as the hardware and communications fees that support our hosting solutions. The following table shows cost of professional services and hosting revenue, in dollars and as a percentage of professional services and hosting revenue (dollars in millions):

|  | Three Months Ended<br>June 30, |         | Dollar<br>Change | Percent<br>Change | Nine Months Ended<br>June 30, |          | Dollar<br>Change | Percent<br>Change |
|--|--------------------------------|---------|------------------|-------------------|-------------------------------|----------|------------------|-------------------|
|  | 2012                           | 2011    |                  |                   | 2012                          | 2011     |                  |                   |
| Cost of professional services and hosting revenue            | \$ 115.2                       | \$ 83.3 | \$ 31.9          | 38.3%             | \$ 302.6                      | \$ 248.0 | \$ 54.6          | 22.0%             |
| As a percentage of professional services and hosting revenue | 63.3%                          | 66.5%   |                  |                   | 63.4%                         | 65.8%    |                  |                   |

The increase in cost of professional services and hosting revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was primarily due to a \$26.7 million increase in Healthcare costs related to growth in our on-demand solutions, including the impact from our acquisitions closed during fiscal 2011 and 2012. Gross margin increased 3.2 percentage points primarily due to a mix shift toward our Healthcare on-demand offerings which carry a higher gross margin.

The increase in cost of professional services and hosting revenue for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was primarily due to a \$48.8 million increase in Healthcare costs related to growth in our on-demand solutions, including the impact from our acquisitions closed during fiscal 2011 and 2012. Gross margin increased 2.4 percentage points primarily due to a mix shift toward our Healthcare on-demand offerings which carry a higher gross margin and a reduction in costs due to an increase in automation services relating to our connected mobile services.



**Table of Contents****Cost of Maintenance and Support Revenue**

Cost of maintenance and support revenue primarily consists of compensation for product support personnel and overhead. The following table shows cost of maintenance and support revenue, in dollars and as a percentage of maintenance and support revenue (dollars in millions):

|  | Three Months Ended |        | Dollar Change | Percent Change | Nine Months Ended |         | Dollar Change | Percent Change |
|--|--------------------|--------|---------------|----------------|-------------------|---------|---------------|----------------|
|  | June 30,           |        |               |                | June 30,          |         |               |                |
|  | 2012               | 2011   |               |                | 2012              | 2011    |               |                |
| Cost of maintenance and support revenue            | \$ 11.1            | \$ 8.8 | \$ 2.3        | 26.1%          | \$ 33.0           | \$ 26.6 | \$ 6.4        | 24.1%          |
| As a percentage of maintenance and support revenue | 18.7%              | 17.3%  |               |                | 18.9%             | 18.2%   |               |                |

The increase in cost of maintenance and support revenue for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was primarily due to a \$1.8 million increase in Imaging costs related to the increased revenue from our Imaging MFP products, which included the impact from the acquisition of Equitrac during fiscal 2011. Gross margin decreased 1.4 percentage points primarily driven by growth in our MFP maintenance in Imaging which carries a lower gross margin.

The increase in cost of maintenance and support revenue for the nine months ended June 30, 2012, as compared to the same periods in 2011, was primarily due to a \$6.1 million increase in Imaging costs related to the increased revenue from our MFP products, which included the impact from the acquisition of Equitrac during fiscal 2011. Gross margin decreased 0.7 percentage points primarily due to growth in our MFP maintenance in Imaging which carries a lower gross margin, offset by margin improvement related to our application maintenance in Enterprise.

**Research and Development Expense**

Research and development expense primarily consists of salaries, benefits, overhead relating to engineering staff as well as third party engineering costs. The following table shows research and development expense, in dollars and as a percentage of total revenues (dollars in millions):

|  | Three Months Ended |         | Dollar Change | Percent Change | Nine Months Ended |          | Dollar Change | Percent Change |
|--|--------------------|---------|---------------|----------------|-------------------|----------|---------------|----------------|
|  | June 30,           |         |               |                | June 30,          |          |               |                |
|  | 2012               | 2011    |               |                | 2012              | 2011     |               |                |
| Total research and development expense | \$ 56.1            | \$ 42.2 | \$ 13.9       | 32.9%          | \$ 162.1          | \$ 129.9 | \$ 32.2       | 24.8%          |
| As a percentage of total revenue       | 13.0%              | 12.8%   |               |                | 13.7%             | 13.6%    |               |                |

The increase in research and development expense for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was primarily attributable to a \$12.3 million increase in compensation expense. The increase in compensation expense was due to headcount growth as we continue to invest in our research and development organization, including additional headcount from our acquisitions during the second half of fiscal 2011 and in fiscal 2012.

The increase in research and development expense for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was attributable to a \$25.1 million increase in compensation. The increase in compensation expense was due to headcount growth as we continue to invest in our research and development organization, including additional headcount from our acquisitions during the second half of fiscal 2011 and in fiscal 2012.

**Sales and Marketing Expense**

Sales and marketing expense includes salaries and benefits, commissions, advertising, direct mail, public relations, tradeshow costs and other costs of marketing programs, travel expenses associated with our sales organization and overhead. The following table shows sales and marketing expense, in dollars and as a percentage of total revenues (dollars in millions):

|                                   | Three Months Ended June 30, |         |               |                | Nine Months Ended June 30, |          |               |                |
|-----------------------------------|-----------------------------|---------|---------------|----------------|----------------------------|----------|---------------|----------------|
|                                   | 2012                        | 2011    | Dollar Change | Percent Change | 2012                       | 2011     | Dollar Change | Percent Change |
| Total sales and marketing expense | \$ 93.2                     | \$ 73.3 | \$ 19.9       | 27.1%          | \$ 267.9                   | \$ 225.8 | \$ 42.1       | 18.6%          |
| As a percentage of total revenue  | 21.6%                       | 22.3%   |               |                | 22.7%                      | 23.7%    |               |                |

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The increase in sales and marketing expense for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was attributable to an \$11.4 million increase in compensation and employee-related costs, driven primarily by additional headcount due to operational and acquisition growth. Additionally, marketing and channel program spending increased \$5.1 million to drive revenue growth as part of demand generation activities.

The increase in sales and marketing expense for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was primarily attributable to a \$22.9 million increase in compensation and employee-related costs, driven by additional headcount due to operational and acquisition growth. Additionally, marketing and channel program spending increased \$14.7 million to drive revenue growth as part of demand generation activities during the holiday season.

**General and Administrative Expense**

General and administrative expense primarily consists of personnel costs for administration, finance, human resources, information systems, facilities and general management; fees for external professional advisors including accountants and attorneys, insurance; and provisions for doubtful accounts. The following table shows general and administrative expense, in dollars and as a percentage of total revenues (dollars in millions):

|  | Three Months Ended June 30, |         | Dollar Change | Percent Change | Nine Months Ended June 30, |          | Dollar Change | Percent Change |
|--|-----------------------------|---------|---------------|----------------|----------------------------|----------|---------------|----------------|
|  | 2012                        | 2011    |               |                | 2012                       | 2011     |               |                |
| Total general and administrative expense | \$ 43.0                     | \$ 35.9 | \$ 7.1        | 19.8%          | \$ 115.5                   | \$ 104.3 | \$ 11.2       | 10.7%          |
| As a percentage of total revenue         | 10.0%                       | 10.9%   |               |                | 9.8%                       | 11.0%    |               |                |

The increase in general and administrative expense for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, was primarily attributable to a \$9.0 million increase in compensation expense driven by additional headcount and increased stock-based compensation, offset by a \$2.8 million decrease in legal costs primarily associated with on-going litigation.

The increase in general and administrative expense for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, was primarily attributable to a \$16.2 million increase in compensation expense driven by additional headcount and increased stock-based compensation, offset by a \$5.2 million decrease in legal costs primarily associated with on-going litigation.

**Amortization of Intangible Assets**

Amortization of acquired patents and core and completed technology are included in cost of revenue and the amortization of acquired customer and contractual relationships, non-compete agreements, acquired trade names and trademarks, and other intangibles are included in operating expenses. Customer relationships are amortized on an accelerated basis based upon the pattern in which the economic benefits of the customer relationships are being realized. Other identifiable intangible assets are amortized on a straight-line basis over their estimated useful lives. Amortization expense was recorded as follows (dollars in millions):

|                                  | Three Months Ended June 30, |         | Dollar Change | Percent Change | Nine Months Ended June 30, |          | Dollar Change | Percent Change |
|----------------------------------|-----------------------------|---------|---------------|----------------|----------------------------|----------|---------------|----------------|
|                                  | 2012                        | 2011    |               |                | 2012                       | 2011     |               |                |
| Cost of revenue                  | \$ 14.9                     | \$ 13.1 | \$ 1.8        | 13.7%          | \$ 44.7                    | \$ 40.5  | \$ 4.2        | 10.4%          |
| Operating expenses               | 25.9                        | 21.0    | 4.9           | 23.3%          | 71.0                       | 65.2     | 5.8           | 8.9%           |
| Total amortization expense       | \$ 40.8                     | \$ 34.1 | \$ 6.7        | 19.6%          | \$ 115.7                   | \$ 105.7 | \$ 10.0       | 9.5%           |
| As a percentage of total revenue | 9.5%                        | 10.4%   |               |                | 9.8%                       | 11.1%    |               |                |

The increase in amortization of intangible assets for the three and nine months ended June 30, 2012, as compared to the three and nine months ended June 30, 2011, was primarily attributable to the amortization of acquired intangible assets from our business and technology acquisitions during the second half of fiscal 2011 and in fiscal 2012.

**Acquisition-Related Costs, Net**

Acquisition-related costs include those costs related to business and other acquisitions, including potential acquisitions. These costs consist of (i) transition and integration costs, including retention payments, transitional employee costs and earn-out payments

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treated as compensation expense, as well as the costs of integration-related services provided by third-parties; (ii) professional service fees, including third party costs related to the acquisition, and legal and other professional service fees associated with disputes and regulatory matters related to acquired entities; and (iii) adjustments to acquisition-related items that are required to be marked to fair value each reporting period, such as contingent consideration, and other items related to acquisitions for which the measurement period has ended. Acquisition-related costs were recorded as follows (dollars in millions):

|                                      | Three Months Ended |        |               |                | Nine Months Ended |         |               |                |
|--------------------------------------|--------------------|--------|---------------|----------------|-------------------|---------|---------------|----------------|
|                                      | June 30,           |        | Dollar Change | Percent Change | June 30,          |         | Dollar Change | Percent Change |
|                                      | 2012               | 2011   |               |                | 2012              | 2011    |               |                |
| Professional service fees            | \$ 14.8            | 7.8    | \$ 7.0        | 89.7%          | \$ 37.5           | \$ 11.1 | \$ 26.4       | 237.8%         |
| Transition and integration costs     | 2.0                | 0.4    | 1.6           | 400.0%         | 8.3               | 1.5     | 6.8           | 453.3%         |
| Acquisition-related adjustments      |                    | 0.4    | (0.4)         | (100.0)%       | 0.6               | 1.3     | (0.7)         | (53.8)%        |
| Total Acquisition-related costs, net | \$ 16.8            | \$ 8.6 | \$ 8.2        | 95.3%          | \$ 46.4           | \$ 13.9 | \$ 32.5       | 233.8%         |
| As a percentage of total revenue     | 3.9%               | 2.6%   |               |                | 3.9%              | 1.5%    |               |                |

The increase in acquisition-related costs, net for the three and nine months ended June 30, 2012, as compared to the three and nine months ended June 30, 2011, was primarily driven by an increase in professional service fees incurred associated with the Vlingo and Transcend transactions, as well as post-acquisition legal and regulatory costs associated with recently completed acquisitions. For the three and nine months ended June 30, 2012, transition and integration costs consisted primarily of the costs associated with transitional employees from our acquisition of Swype.

**Restructuring and Other Charges, Net**

The following table sets forth the activity relating to the restructuring accruals included in Restructuring and other charges, net for the nine months ended June 30, 2012 (dollars in millions):

|                                 | Personnel | Facilities | Total  |
|---------------------------------|-----------|------------|--------|
| Balance at September 30, 2011   | \$ 5.1    | \$ 0.9     | \$ 6.0 |
| Restructuring and other charges | 5.6       | 0.4        | 6.0    |
| Cash payments                   | (8.2)     | (1.2)      | (9.4)  |
| Balance at June 30, 2012        | \$ 2.5    | \$ 0.1     | \$ 2.6 |

For the nine months ended June 30, 2012, we recorded net restructuring and other charges of \$6.0 million, which included a \$5.6 million severance charge related to the elimination of approximately 145 personnel across multiple functions primarily to eliminate duplicative positions as a result of businesses acquired. In addition to the restructuring charges, we recorded \$0.8 million and \$(0.2) million of business combination costs in the nine months ended June 30, 2012 and 2011, respectively, that are included in Restructuring and other charges, net. These costs relate to liabilities established for our acquisitions completed prior to our adoption of ASC 805 in fiscal 2010.

**Other Income (Expense)**

Other income (expense) consists of interest income, interest expense, gain (loss) from security price guarantee derivatives, gain (loss) from foreign exchange, and gains (losses) from other non-operating activities. The following table shows other income (expense), in dollars and as a percentage of total revenues (dollars in millions):



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|                                   | Three Months      |          |                  |                   | Nine Months       |           |                  |                   |
|-----------------------------------|-------------------|----------|------------------|-------------------|-------------------|-----------|------------------|-------------------|
|                                   | Ended<br>June 30, |          | Dollar<br>Change | Percent<br>Change | Ended<br>June 30, |           | Dollar<br>Change | Percent<br>Change |
| 2012                              | 2011              | 2012     |                  |                   | 2011              |           |                  |                   |
| Interest income                   | \$ 0.5            | \$ 0.7   | \$ (0.2)         | (28.6)%           | \$ 1.8            | \$ 2.2    | \$ (0.4)         | (18.2)%           |
| Interest expense                  | (20.5)            | (8.7)    | (11.8)           | (135.6)%          | (58.1)            | (26.8)    | (31.3)           | (116.8)%          |
| Other income, net                 | 13.8              | 0.3      | 13.5             | 4,500.0%          | 20.4              | 8.9       | 11.5             | 129.2%            |
| Total other income (expense), net | \$ (6.2)          | \$ (7.7) | \$ 1.5           | 19.5%             | \$ (35.9)         | \$ (15.7) | \$ (20.2)        | (128.7)%          |
| As a percentage of total revenue  | (1.4)%            | (2.3)%   |                  |                   | (3.0)%            | (1.6)%    |                  |                   |

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The increase in interest expense for the three and nine months ended June 30, 2012, as compared to the three and nine months ended June 30, 2011, was due to the issuance of the 2031 Debentures in the first quarter of fiscal 2012. This increased cash interest expense by \$4.7 million and \$13.0 million and non-cash interest by \$5.4 million and \$14.9 million for the three and nine month periods, respectively.

The increase in other income, net for the three and nine months ended June 30, 2012, as compared to the three and nine months ended June 30, 2011, included a \$13.7 million gain recognized on the original non-controlling equity interest in Vlingo upon the acquisition of Vlingo.

**Benefit from Income Taxes**

The following table shows the benefit from income taxes and the effective income tax rate (dollars in millions):

|                           | Three Months      |           |                  |                   | Nine Months       |           |                  |                   |
|---------------------------|-------------------|-----------|------------------|-------------------|-------------------|-----------|------------------|-------------------|
|                           | Ended<br>June 30, |           | Dollar<br>Change | Percent<br>Change | Ended<br>June 30, |           | Dollar<br>Change | Percent<br>Change |
|                           | 2012              | 2011      |                  |                   | 2012              | 2011      |                  |                   |
| Benefit from income taxes | \$ (47.9)         | \$ (23.4) | \$ (24.5)        | (104.7)%          | \$ (45.8)         | \$ (15.0) | \$ (30.8)        | (205.3)%          |
| Effective income tax rate | (152.7)%          | (128.3)%  |                  |                   | (105.0)%          | (52.8)%   |                  |                   |

The effective income tax rate was (152.7)% and (105.0)% for the three and nine months ended June 30, 2012, respectively, and was (128.3)% and (52.8)% for the three and nine months ended June 30, 2011, respectively. The change in the effective tax rate and the increase in benefit from income taxes for the three and nine months ended June 30, 2012 was primarily due to the release of our valuation allowance resulting from our acquisitions. For the three months ended June 30, 2012 and 2011, we recorded a release of valuation allowance of \$47.6 million and \$34.7 million, respectively. For the nine months ended June 30, 2012 and 2011, we recorded a release of valuation allowance of \$59.7 million and \$34.7 million, respectively. These releases of our valuation allowance resulted from a one time tax benefit recorded in connection with our acquisitions during the periods for which a net deferred tax liability was recorded in purchase accounting. In addition to the release of the valuation allowance related to our accounting for acquisitions, we recorded a tax benefit of \$11.6 million for our fiscal 2011 return to provision reconciliation in the three and nine months ended June 30, 2012 reflecting a one-time election to the tax accounting method for recognition of deferred revenue reducing our taxes payable.

Valuation allowances have been established for U.S. deferred tax assets, which we believe do not meet the more likely than not criteria for recognition. While as of fiscal 2012 we still have cumulative losses in the U.S., the total amount of U.S. cumulative losses in recent years has been decreasing. A number of other factors continue to impact our need for a valuation allowance, largely related to our ability to accurately forecast future U.S. taxable income as well as our ability to generate future U.S. taxable income through the implementation of tax planning strategies. It is possible that our assessment of these factors, as well as the specific nature of the tax assets in relation to limitations under applicable tax laws over the next few quarters could result in our concluding that it is more likely than not that a significant portion of our deferred tax assets will be utilized. This would result in a release of a substantial amount of our U.S. valuation allowance. In the quarter in which the valuation allowance is released, we will likely record an unusually large tax benefit reflecting the release, which would result in a large negative effective tax rate and a significant positive impact to our net income. We continue to evaluate the factors discussed above in determining the appropriate period to release the valuation allowance. Changes to the valuation allowance will not have any effect on our cash flows.

**SEGMENT ANALYSIS**

We operate in, and report financial information for, the following four reportable segments: Healthcare, Mobile and Consumer, Enterprise and Imaging. The Healthcare segment is primarily engaged in voice and language processing for healthcare information management offered both by licensing and on-demand services. The Mobile and Consumer segment is primarily engaged in sales of voice and language solutions that are embedded in a device (such as a cell phone, car or tablet computer) or installed on a personal computer. Our Enterprise segment offers voice and language solutions by licensing as well as on-demand solutions hosted by us that are designed to help companies better support, understand and communicate with their customers. The Imaging segment sells document capture and print management solutions that are embedded in copiers and multi-function printers as well as packaged software for document management.

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Segment revenues include certain revenue adjustments related to acquisitions that would otherwise have been recognized but for the purchase accounting treatment of the business combinations. Segment revenues also include revenue that we would have

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otherwise recognized had we not acquired intellectual property and other assets from the same customer during the same quarter. We include these revenues and the related cost of revenues to allow for more complete comparisons to the financial results of historical operations, forward-looking guidance and the financial results of peer companies and in assessing management performance.

Segment profit is an important measure used for evaluating performance and for decision-making purposes. Segment profit reflects the direct controllable costs of each segment together with an allocation of sales and corporate marketing expenses, and certain research and development project costs that benefit multiple product offerings. Segment profit represents income from operations excluding stock-based compensation, amortization of intangible assets, acquisition-related costs, net, restructuring and other charges, net, costs associated with intellectual property collaboration agreements, other income (expense), net and certain unallocated corporate expenses. Segment profit includes an adjustment for acquisition-related revenues and cost of revenues which includes revenue from acquisitions that would have otherwise been recognized but for the purchase accounting treatment of these transactions. We believe that these adjustments allow for more complete comparisons to the financial results of the historical operations. The following table presents segment results (dollars in millions):

|                                    | Three Months Ended June 30, |          |          | Percent Change | Nine Months Ended June 30, |          |          | Percent Change |
|------------------------------------|-----------------------------|----------|----------|----------------|----------------------------|----------|----------|----------------|
|                                    | 2012                        | 2011     | Change   |                | 2012                       | 2011     | Change   |                |
| <b>Segment Revenues</b>            |                             |          |          |                |                            |          |          |                |
| Healthcare                         | \$ 184.5                    | \$ 139.3 | \$ 45.2  | 32.4%          | \$ 479.7                   | \$ 378.1 | \$ 101.6 | 26.9%          |
| Mobile and Consumer                | 132.4                       | 93.1     | 39.3     | 42.2%          | 356.0                      | 274.6    | 81.4     | 29.6%          |
| Enterprise                         | 74.5                        | 69.9     | 4.6      | 6.6%           | 241.7                      | 216.4    | 25.3     | 11.7%          |
| Imaging                            | 56.8                        | 42.8     | 14.0     | 32.7%          | 170.5                      | 125.3    | 45.2     | 36.1%          |
| Total segment revenues             | \$ 448.2                    | \$ 345.1 | 103.1    | 29.9%          | \$ 1,247.9                 | \$ 994.4 | 253.5    | 25.5%          |
| Less: acquisition related revenues | (16.5)                      | (16.2)   | (0.3)    | 1.9%           | (65.2)                     | (42.7)   | (22.5)   | 52.7%          |
| Total revenues                     | \$ 431.7                    | \$ 328.9 | \$ 102.8 | 31.3%          | \$ 1,182.7                 | \$ 951.7 | \$ 231.0 | 24.3%          |
| <b>Segment Profit</b>              |                             |          |          |                |                            |          |          |                |
| Healthcare                         | \$ 85.8                     | \$ 78.5  | 7.3      | 9.3%           | \$ 229.5                   | \$ 193.1 | 36.4     | 18.9%          |
| Mobile and Consumer                | 65.1                        | 40.0     | 25.1     | 62.8%          | 149.7                      | 110.0    | 39.7     | 36.1%          |
| Enterprise                         | 15.4                        | 12.3     | 3.1      | 25.2%          | 63.1                       | 43.4     | 19.7     | 45.4%          |
| Imaging                            | 21.9                        | 16.1     | 5.8      | 36.0%          | 70.7                       | 50.9     | 19.8     | 38.9%          |
| Total segment profit               | \$ 188.2                    | \$ 146.9 | \$ 41.3  | 28.1%          | \$ 513.0                   | \$ 397.4 | \$ 115.6 | 29.1%          |
| <b>Segment Profit Margin</b>       |                             |          |          |                |                            |          |          |                |
| Healthcare                         | 46.5%                       | 56.4%    | (9.9)    |                | 47.8%                      | 51.1%    | (3.3)    |                |
| Mobile and Consumer                | 49.2%                       | 43.0%    | 6.2      |                | 42.1%                      | 40.1%    | 2.0      |                |
| Enterprise                         | 20.7%                       | 17.6%    | 3.1      |                | 26.1%                      | 20.1%    | 6.0      |                |
| Imaging                            | 38.6%                       | 37.6%    | 1.0      |                | 41.5%                      | 40.6%    | 0.9      |                |
| Total segment profit margin        | 42.0%                       | 42.6%    | (0.6)    |                | 41.1%                      | 40.0%    | 1.1      |                |
| <b>Segment Revenue</b>             |                             |          |          |                |                            |          |          |                |

**Three Months Ended June 30, 2012**

Healthcare segment revenue increased \$45.2 million for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, primarily attributable to revenue growth in on-demand solutions. Professional services and hosting revenue increased \$42.7 million due to growth in on-demand transactional volume, of which \$30.3 million of the increase was due to additional volume resulting from our acquisitions during fiscal 2011 and 2012.

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Mobile and Consumer segment revenue increased \$39.3 million for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011. Our product and licensing revenue grew \$31.3 million, driven by increased license revenue of \$33.7 million for handsets, automotive and other consumer electronics, offset by lower revenue of \$2.6 million in Dragon Consumer products in advance of the July 2012 launch of Dragon NaturallySpeaking 12. Our professional services and hosting revenue grew \$8.1 million, primarily driven by increased professional services to support development of custom, next generation mobile applications.

Enterprise segment revenue increased \$4.6 million for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011. Our product and licensing revenue grew \$2.1 million, driven primarily by contributions from our acquisition of Loquendo. Professional services and hosting revenue grew \$1.5 million, primarily driven by growth in our on-premise solutions.

Imaging segment revenue increased \$14.0 million for the three months ended June 30, 2012, as compared to the three months ended June 30, 2011, due to growth in sales from our MFP products driven by our acquisition of Equitrac.

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***Nine Months Ended June 30, 2012***

Healthcare segment revenue increased \$101.6 million for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, primarily attributable to revenue growth in both professional services and hosting revenue and product and licensing revenue. Professional services and hosting revenue increased \$77.4 million due to growth in on-demand transactional volume, of which \$47.0 million of the increase was due to additional volume resulting from acquisitions during fiscal 2011 and fiscal 2012. Product and licensing revenue increased \$16.9 million driven by continued strength in sales of our Dragon Medical solutions.

Mobile and Consumer segment revenue increased \$81.4 million for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011. Our product and licensing revenue grew \$64.4 million, driven by growth in our embedded handset and automotive products. Our professional services and hosting revenue grew \$18.2 million primarily driven by a \$9.9 million increase in professional services to support the implementations of our embedded handset and automotive solutions as well as a \$7.2 million increase driven by transactional volume growth in our connected mobile services.

Enterprise segment revenue increased \$25.3 million for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011. Our product and licensing revenue grew \$19.6 million, driven primarily by contributions from our acquisition of Loquendo. Our maintenance and support revenue grew \$6.4 million from the continued strength in renewals.

Imaging segment revenue increased \$45.2 million for the nine months ended June 30, 2012, as compared to the nine months ended June 30, 2011, primarily due to growth in sales from our MFP products driven by our acquisition of Equitrac.

**Segment Profit**

***Three Months Ended June 30, 2012***

Healthcare segment profit for the three months ended June 30, 2012 increased 9.3% over the same period last year, driven primarily by segment revenue growth of 32.4%, partially offset by increased costs from growth in sales of our on-demand solutions and investment in research and development. Segment profit margin decreased 9.9 percentage points, from 56.4% last year to 46.5% during the current period. This decrease was primarily driven by a decrease of 8.1 percentage points in margin due to a higher proportion of editing services in our on-demand offerings, which includes the impact of the Transcend acquisition, and a decrease of 2.3 percentage points due to increased investments in research and development.

Mobile and Consumer segment profit for the three months ended June 30, 2012 increased 62.8% over the same period last year, primarily due to segment revenue growth of 42.2%, partially offset by increased investment in research and development and marketing. Segment profit margin increased 6.2 percentage points, from 43.0% last year to 49.2% during the period. This increase was primarily driven by a 3.7 percentage point improvement in margin due to a favorable mix shift toward our embedded product revenue and a 2.7 percentage point improvement due to leveraging of selling expenses.

Enterprise segment profit for the three months ended June 30, 2012 increased 25.2% over the same period last year, driven primarily by product and licensing revenue growth. Segment profit margin increased 3.1 percentage points, from 17.6% last year to 20.7% in the current period. This increase benefited from favorable mix of product and licensing

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revenues and improved cost measures, contributing to an increase in gross margins of 4.2 percentage points. Additionally, segment profit margin improved 2.3 percentage points driven by operating expense leverage in research and development. These improvements were offset by a 2.8 percentage point increase in selling expenses.

Imaging segment profit for the three months ended June 30, 2012 increased 36.0% over the same period last year, resulting primarily from segment revenue growth of 32.7%, partially offset by increased investment in marketing. Segment profit margin increased 1.0 percentage point, from 37.6% last year to 38.6% in the current period. This increase was primarily driven by a 2.5 percentage point improvement due to leveraging of selling expenses, offset by a 3.1 percentage point increase in marketing spend related to our desktop products.

### *Nine Months Ended June 30, 2012*

Healthcare segment profit for the nine months ended June 30, 2012 increased 18.9% over the same period last year, driven primarily by segment revenue growth of 26.9%, partially offset by increased costs from our expanding on-demand solutions. Segment profit margin decreased 3.3 percentage points, from 51.1% last year to 47.8% in the current period. This decrease was primarily due to a decrease of 4.3 percentage points in margin due to a higher proportion of editing services in our on-demand offerings, which includes the impact of the Transcend acquisition, offset by a 0.5 percentage point improvement due to leveraging of selling expenses.

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Mobile and Consumer segment profit for the nine months ended June 30, 2012 increased 36.1% over the same period last year, resulting in part from a 29.6% increase in segment revenue, partially offset by increased investment in research and development and marketing. Segment profit margin increased 2.0 percentage points, from 40.1% last year to 42.1% during the period. This increase was primarily driven by a 2.9 percentage point increase in margin due to a favorable mix shift toward our embedded product revenue and a 2.8 percentage point improvement due to leveraging of selling expenses. These improvements were offset by a 2.4 percentage point decrease in segment profit margin due to increased investments in research and development to support new product offerings and a 1.2 percentage point decrease as a result of higher marketing demand creation costs to drive Dragon product sales.

Enterprise segment profit for the nine months ended June 30, 2012 increased 45.4% over the same period last year, driven primarily by an 11.7% growth in segment revenue. Segment profit margin increased 6.0 percentage points, from 20.1% last year to 26.1% in the current period. This increase benefited from a favorable mix of product and licensing revenues which includes the impact of Loquendo, contributing to an increase in gross margins of 5.2 percentage points, as well as a 1.0 percentage point improvement driven by operating expense leverage in research and development.

Imaging segment profit for the nine months ended June 30, 2012 increased 38.9% over the same period last year, driven in part from a 36.1% increase in segment revenue, partially offset by increased investment in sales and marketing and research and development. Segment profit margin increased 0.9 percentage points, from 40.6% last year to 41.5% during the current period. The change in segment profit margin included a 2.9 percentage point improvement due to leveraging selling expenses, offset by 2.2 percentage points of segment margin erosion due to increased marketing spend to drive revenue growth.

**LIQUIDITY AND CAPITAL RESOURCES**

Cash and cash equivalents totaled \$539.6 million as of June 30, 2012, an increase of \$92.4 million as compared to \$447.2 million as of September 30, 2011. Our working capital was \$291.5 million as of June 30, 2012, as compared to \$379.9 million as of September 30, 2011. Cash and cash equivalents held by our international operations totaled \$92.5 million and \$61.7 million at June 30, 2012 and September 30, 2011, respectively. We expect the cash held overseas will continue to be used for our international operations and therefore do not anticipate repatriating these funds. If we were to repatriate these funds, we do not believe that the withholding taxes payable as a result would have a material impact to our liquidity. As of June 30, 2012, our total accumulated deficit was \$278.8 million. We do not expect our accumulated deficit to impact our future ability to operate the business given our strong cash and operating cash flow positions, and believe our current cash and cash equivalents on-hand are sufficient to meet our operating needs for at least the next twelve months.

**Cash Provided by Operating Activities**

Cash provided by operating activities for the nine months ended June 30, 2012 was \$331.5 million, an increase of \$72.0 million, as compared to cash provided by operating activities of \$259.5 million for the nine months ended June 30, 2011. The net increase was primarily driven by the following factors:

An increase in cash flows of \$44.2 million resulting from an increase in net income, exclusive of non-cash adjustment items; and

An increase in cash flows of \$40.6 million generated by changes in working capital, excluding deferred revenue, primarily driven by a one-time payment of 18.0 million (\$23.4 million equivalent) during the first quarter of fiscal 2011 for a fixed obligation assumed in connection with our acquisition of SpinVox.

**Cash Used in Investing Activities**

Cash used in investing activities for the nine months ended June 30, 2012 was \$685.2 million, an increase of \$354.0 million, as compared to cash used in investing activities of \$331.2 million for the nine months ended June 30, 2011. The net increase was primarily driven by the following factors:



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An increase in cash outflows of \$345.8 million for business and technology acquisitions, primarily driven by the cash consideration paid in connection with our acquisitions during the quarter ended June 30, 2012;

An increase in cash outflows of \$27.7 million resulting from additional capital expenditures, primarily related to the purchase of a corporate asset in the nine months ended June 30, 2012;

A decrease in cash inflows of \$10.4 million from restricted cash related to the release of cash placed in an irrevocable standby letter of credit account which was dispersed upon satisfaction of a liability assumed in connection with our acquisition of SpinVox; and

Offset by an increase in cash inflows of \$30.0 million related to the purchases and maturities of marketable securities and other investments in the periods.

**Table of Contents****Cash Provided by Financing Activities**

Cash provided by financing activities for the nine months ended June 30, 2012 was \$447.6 million, an increase of \$451.9 million, as compared to cash used in financing activities of \$4.3 million for the nine months ended June 30, 2011. The net increase was primarily driven by the following factors:

A \$676.3 million cash inflow resulting from the issuance of the 2031 Debentures, net of issuance costs, offset by \$200.0 million that we used to repurchase 8.5 million shares of our common stock during the quarter ended December 31, 2011;

Off set by a \$12.3 million decrease in the excess tax benefits on employee equity awards as a result of a one-time election in our fiscal 2011 tax return related to the tax accounting method for recognition of deferred revenue, reducing the use of the tax benefits; and

A \$9.3 million increase in cash outflows as a result of higher cash payments required to net share settle employee equity awards, due to an increase in vesting activities and an increase in intrinsic value of the shares vested as a result of the overall increase in our stock price during the nine months ended June 30, 2012 as compared to the same period in 2011.

***2.75% Convertible Debentures due in 2031***

On October 24, 2011, we sold \$690 million of 2.75% Convertible Debentures due in 2031 (the 2031 Debentures) in a private placement pursuant to Rule 144A of the Securities Act of 1933, as amended. Total proceeds, net of debt issuance costs, were \$676.3 million. The 2031 Debentures bear interest at 2.75% per year, payable in cash semiannually in arrears, beginning on May 1, 2012. The 2031 Debentures mature on November 1, 2031, subject to the right of the holders to require us to redeem the 2031 Debentures on November 1, 2017, 2021, and 2026. The 2031 Debentures are general senior unsecured obligations and rank equally in right of payment with all of our existing and future unsecured, unsubordinated indebtedness and senior in right of payment to any indebtedness that is contractually subordinated to the 2031 Debentures. The 2031 Debentures will be effectively subordinated to indebtedness and other liabilities of our subsidiaries.

If converted, the principal amount of the 2031 Debentures is payable in cash and any amounts payable in excess of the \$690 million principal amount, will (based on an initial conversion rate, which represents an initial conversion price of approximately \$32.30 per share, subject to adjustment) be paid in cash or shares of our common stock, at our election, only in the following circumstances and to the following extent: (i) on any date during any fiscal quarter beginning after December 31, 2011 (and only during such fiscal quarter) if the closing sale price of our common stock was more than 130% of the then current conversion price for at least 20 trading days in the period of the 30 consecutive trading days ending on the last trading day of the previous fiscal quarter; (ii) during the five consecutive business-day period following any five consecutive trading-day period in which the trading price for \$1,000 principal amount of the Debentures for each day during such five trading-day period was less than 98% of the closing sale price of our common stock multiplied by the then current conversion rate; (iii) upon the occurrence of specified corporate transactions, as described in the indenture for the 2031 Debentures; or (iv) at the option of the holder at any time on or after May 1, 2031. Additionally, we may redeem the 2031 Debentures, in whole or in part, on or after November 6, 2017 at par plus accrued and unpaid interest. Each holder shall have the right, at such holder's option, to require us to repurchase all or any portion of the 2031 Debentures held by such holder on November 1, 2017, November 1, 2021, and November 1, 2026 at par plus accrued and unpaid interest. Upon conversion, we will pay the principal amount in cash and any amounts payable in excess of the \$690 million principal amount will be paid in cash or shares of our common stock, at our election. If we undergo a fundamental change (as described in the indenture for the 2031 Debentures) prior to maturity, holders will have the option to require us to repurchase all or any portion of their debentures for cash at a price equal to 100% of the principal amount of the debentures to be purchased plus any accrued and unpaid interest, including any additional interest to, but excluding, the repurchase date. As of June 30, 2012, no conversion triggers were met. If the conversion triggers were met, we could be required to repay all or some of the principal amount in cash prior to the maturity date.

***2.75% Convertible Debentures due in 2027***

We have \$250 million of 2.75% convertible senior debentures due in 2027 (the 2027 Debentures) that were issued on August 13, 2007 in a private placement to Citigroup Global Markets Inc. and Goldman, Sachs & Co. The 2027 Debentures bear an interest rate of 2.75% per annum, payable semi-annually in arrears beginning on February 15, 2008, and mature on August 15, 2027 subject to the right of the holders of the 2027 Debentures to require us to redeem the 2027 Debentures on August 15, 2014, 2017 and 2022. The related debt discount and debt issuance costs

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are being amortized to interest expense using the effective interest rate method through August 2014. The 2027 Debentures are general senior unsecured obligations, ranking equally in right of payment to all of our existing and future unsecured, unsubordinated indebtedness and senior in right of payment to any indebtedness that is contractually subordinated to the 2027 Debentures. The 2027 Debentures are effectively subordinated to our secured indebtedness to the extent of the value of the collateral securing such indebtedness and are structurally subordinated to indebtedness and other liabilities of our

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subsidiaries. If converted, the principal amount of the 2027 Debentures is payable in cash and any amounts payable in excess of the \$250 million principal amount, will (based on an initial conversion rate, which represents an initial conversion price of approximately \$19.47 per share, subject to adjustment as defined therein) be paid in cash or shares of our common stock, at our election, only in the following circumstances and to the following extent: (i) on any date during any fiscal quarter beginning after September 30, 2007 (and only during such fiscal quarter) if the closing sale price of our common stock was more than 120% of the then current conversion price for at least 20 trading days in the period of the 30 consecutive trading days ending on the last trading day of the previous fiscal quarter; (ii) during the five consecutive business-day period following any five consecutive trading-day period in which the trading price for \$1,000 principal amount of the Debentures for each day during such five trading-day period was less than 98% of the closing sale price of our common stock multiplied by the then current conversion rate; (iii) upon the occurrence of specified corporate transactions, as described in the indenture for the 2027 Debentures; and (iv) at the option of the holder at any time on or after February 15, 2027. Additionally, we may redeem the 2027 Debentures, in whole or in part, on or after August 20, 2014 at par plus accrued and unpaid interest. Each holder shall have the right, at such holder's option, to require us to repurchase all or any portion of the 2027 Debentures held by such holder on August 15, 2014, August 15, 2017 and August 15, 2022 at par plus accrued and unpaid interest. Upon conversion, we will pay the principal amount in cash and any amounts payable in excess of the \$250 million principal amount will be paid in cash or shares of our common stock, at our election. If we undergo a fundamental change (as described in the indenture for the 2027 Debentures) prior to maturity, holders will have the option to require us to repurchase all or any portion of their debentures for cash at a price equal to 100% of the principal amount of the debentures to be purchased plus any accrued and unpaid interest, including any additional interest to, but excluding, the repurchase date. As of June 30, 2012, no conversion triggers were met. If the conversion triggers were met, we could be required to repay all or some of the principal amount in cash prior to the maturity date.

Our stock price exceeded the conversion threshold price of \$23.36 per share for at least 20 days during the 30 consecutive trading days ended March 31, 2012. Accordingly, the 2027 Debentures were convertible at the holders' option during the quarter ended June 30, 2012 and therefore were classified as current liabilities at March 31, 2012.

The difference between the carrying value of the 2027 Debentures and the \$250.0 million principal amount reflects the unamortized portion of the original issue discount recognized upon issuance of the notes, which is being amortized over the expected term of the convertible debt. Because the 2027 Debentures were convertible at March 31, 2012, an amount equal to the \$22.9 million unamortized portion of the original issue discount was separately classified in our consolidated balance sheets as temporary equity and referred to as Equity component of currently redeemable convertible debentures. At June 30, 2012, the debentures are not convertible, and therefore the unamortized portion has been classified as permanent equity and the debt has been classified as long-term.

***Credit Facility***

Our credit facility consists of a \$75 million revolving credit line including letters of credit, a \$355 million term loan entered into on March 31, 2006, a \$90 million term loan entered into on April 5, 2007 and a \$225 million term loan entered into on August 24, 2007 (the Credit Facility). In July 2011, we entered into agreements to amend and restate our existing Credit Facility. Of the approximately \$638.5 million remaining term loan balance as of July 1, 2011, lenders representing \$493.2 million elected to extend the maturity date by three years to March 31, 2016. The remaining \$145.3 million in term loans are due March 2013. In addition, lenders participating in the revolving credit facility chose to extend the maturity date by three years to March 31, 2015. As of June 30, 2012, \$632.2 million remained outstanding under the term loans, there were \$16.6 million of letters of credit issued under the revolving credit line and there were no other outstanding borrowings under the revolving credit line.

The Credit Facility contains covenants, including, among other things, covenants that restrict our ability and those of our subsidiaries to incur certain additional indebtedness, create or permit liens on assets, enter into sale-leaseback transactions, make loans or investments, sell assets, make certain acquisitions, pay dividends, or repurchase stock. The agreement also contains events of default, including failure to make payments of principal or interest, failure to observe covenants, breaches of representations and warranties, defaults under certain other material indebtedness, failure to satisfy material judgments, a change of control and certain insolvency events. As of June 30, 2012, we were in compliance with the covenants under the Credit Facility.

Under terms of the amended Credit Facility, interest is payable monthly at a rate equal to the applicable margin plus, at our option, either (a) the base rate which is the higher of the corporate base rate of UBS AG, Stamford Branch, or the federal funds rate plus 0.50% per annum or (b) LIBOR (equal to (i) the British Bankers' Association Interest Settlement Rates for deposits in U.S. dollars divided by (ii) one minus the statutory reserves applicable to such borrowing). The applicable margin for the borrowings is as follows:

| Description | Base Rate Margin | LIBOR Margin |
|-------------|------------------|--------------|
|-------------|------------------|--------------|

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|                                   |                  |                  |
|-----------------------------------|------------------|------------------|
| Term loans maturing March 2013    | 0.75% - 1.50%(a) | 1.75% - 2.50%(a) |
| Term loans maturing March 2016    | 2.00%            | 3.00%            |
| Revolving facility due March 2015 | 1.25% - 2.25%(b) | 2.25% - 3.25%(b) |

(a) The margin is determined based on our leverage ratio and credit rating at the date the interest rates are reset on the term loans.

(b) The margin is determined based on our leverage ratio and credit rating at the date the interest rates are reset on the revolving credit line.

At June 30, 2012 the applicable margins were 2.00%, with an effective rate of 2.24%, on the remaining balance of \$143.9 million maturing in March 2013 and 3.00%, with an effective rate of 3.25%, on the remaining balance of \$488.3 million maturing in March 2016. We are required to pay a commitment fee for unutilized commitments under the revolving credit facility at a rate ranging from 0.375% to 0.50% per annum, based upon our leverage ratio. As of June 30, 2012, the commitment fee rate was 0.375%.

Our obligations under the Credit Facility are unconditionally guaranteed by, subject to certain exceptions, each of our existing and future direct and indirect wholly-owned domestic subsidiaries. The Credit Facility and the guarantees thereof are secured by first

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priority liens and security interests in the following: 100% of the capital stock of substantially all of our domestic subsidiaries and 65% of the outstanding voting equity interests and 100% of the non-voting equity interests of first-tier foreign subsidiaries, all our material tangible and intangible assets and those of the guarantors, and any present and future intercompany debt. The Credit Facility also contains provisions for mandatory prepayments of outstanding term loans upon receipt of the following, and subject to certain exceptions: 100% of net cash proceeds from asset sales, 100% of net cash proceeds from issuance or incurrence of debt, and 100% of extraordinary receipts. We may voluntarily prepay borrowings under the Credit Facility without premium or penalty other than breakage costs, as defined with respect to LIBOR-based loans.

**Off-Balance Sheet Arrangements, Contractual Obligations****Contractual Obligations**

The following table outlines our contractual payment obligations as of June 30, 2012 (dollars in millions):

| Contractual Obligations  | Payments Due by Fiscal Year Ended September 30, |                   |                     |                     |                 |
|--|---|-------------------|---------------------|---------------------|-----------------|
|  | Total   | Remaining<br>2012 | 2013<br>and<br>2014 | 2015<br>and<br>2016 | Thereafter      |
| Credit Facility(1)   | \$ 632.2  | \$ 1.6            | \$ 153.2            | \$ 477.4            | \$              |
| Convertible Senior Debentures(2)   | 940.0   |                   | 250.0               |                     | 690.0           |
| Interest payable under Credit Facility(1)  | 60.9  | 4.8               | 33.0                | 23.1                |                 |
| Interest payable under 2.75% Convertible Senior Debentures(3)  | 118.4   | 8.2               | 51.7                | 37.9                | 20.6            |
| Letters of Credit(4)   | 16.6  | 10.9              | 5.7                 |                     |                 |
| Lease obligations and other liabilities:   |   |                   |                     |                     |                 |
| Operating leases   | 138.2   | 14.6              | 54.6                | 43.6                | 25.4            |
| Other lease obligations associated with the closing of duplicate facilities related to restructurings and acquisitions | 0.3   | 0.1               | 0.2                 |                     |                 |
| Pension, minimum funding requirement(5)  | 4.5   | 1.8               | 2.7                 |                     |                 |
| Purchase commitments for inventory, property and equipment(6)  | 5.8   | 5.8               |                     |                     |                 |
| Collaboration agreements(7)  | 49.3  | 18.4              | 28.4                | 2.5                 |                 |
| Other long-term liabilities assumed(8)   | 9.5   | 1.6               | 5.0                 | 2.9                 |                 |
| <b>Total contractual cash obligations</b>  | <b>\$ 1,975.7</b>                               | <b>\$ 67.8</b>    | <b>\$ 584.5</b>     | <b>\$ 587.4</b>     | <b>\$ 736.0</b> |

- (1) Interest is due and payable monthly under the Credit Facility, and principal is paid on a quarterly basis. The amounts included as interest payable in this table are based on the effective interest rate as of June 30, 2012 related to the Credit Facility.
- (2) Holders of the 2027 Debentures have the right to require us to repurchase the debentures on August 15, 2014, 2017 and 2022. Holders of the 2031 Debentures have the right to require us to redeem the Debentures on November 1, 2017, 2021, and 2026.
- (3) 2.75% interest is due and payable semi-annually under 2027 Debentures and 2031 Debentures.
- (4) Letters of Credit are in place primarily to secure future operating lease payments.
- (5) Our U.K. pension plan has a minimum annual funding requirement of £859,900 (approximately \$1.3 million based on the exchange rate at June 30, 2012) for each of the next 3 years, through fiscal 2014.
- (6) These amounts include non-cancelable purchase commitments for inventory in the normal course of business to fulfill customers' orders currently scheduled in our backlog as well as purchase commitments for property and equipment.
- (7) Payments under the research collaboration agreements are payable in cash or common stock at our option.
- (8) Obligations include assumed long-term liabilities relating to restructuring programs initiated by the predecessor companies prior to our acquisition of SpeechWorks International, Inc. in August 2003, and our acquisition of Former Nuance in September 2005. These restructuring programs related to the closing of two facilities with lease terms set to expire in 2016 and 2012, respectively. Total contractual obligations under these two leases are \$9.5 million. As of June 30, 2012, we have sub-leased certain of the office space related to these two facilities to unrelated third parties. Total sublease income under contractual terms is expected to be \$5.6 million, which ranges from \$0.3 million to \$1.6 million on an annualized basis through 2016.

The gross liability for unrecognized tax benefits as of June 30, 2012 was \$17.6 million. We do not expect a significant change in the amount of unrecognized tax benefits within the next 12 months. We estimate that none of this amount will be paid within the next year and we are currently unable to reasonably estimate the timing of payments for the remainder of the liability.

*Contingent Liabilities and Commitments*

In connection with some of our acquisitions, we agree to make contingent cash payments to the former shareholders of certain of the acquired companies. The following represents the contingent cash payments that we may be required to make.

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In connection with our acquisition of Swype, Inc. in October 2011, we agreed to make deferred payments to the former shareholders of Swype of up to \$25.0 million in April 2013, contingent upon the continued employment of three named executives and certain other conditions. The contingent payments will be reduced by amounts specified in the merger agreement in the event that any of the three executives terminates employment prior to the payment date or if any losses occur to which we would be entitled to indemnification under the merger agreement. The portion of the deferred payment that is payable to the three named executives will be recognized as compensation expense over the 18 month employment period. The remaining liability has been recorded at its estimated fair value of \$16.4 million.

In connection with our acquisition of Vocada, Inc. in November 2007, we agreed to make contingent earn-out payments of up to \$21.0 million upon the achievement of certain financial targets measured over defined periods through December 31, 2010, in accordance with the merger agreement. We have notified the former shareholders of Vocada that the financial targets were not achieved. In December 2010, the former shareholders filed a demand for arbitration in accordance with their rights under the merger agreement. At June 30, 2012, we have not recorded any obligation related to these earn-out provisions.

### ***Off-Balance Sheet Arrangements***

Through June 30, 2012, we have not entered into any off-balance sheet arrangements or material transactions with unconsolidated entities or other persons.

## **CRITICAL ACCOUNTING POLICIES, JUDGMENTS AND ESTIMATES**

Based on events occurring subsequent to September 30, 2011, we are updating certain of the Critical Accounting Policies, Judgments and Estimates.

*Income Taxes.* Deferred tax assets and liabilities are determined based on differences between the financial statement and tax bases of assets and liabilities using enacted tax rates in effect in the years in which the differences are expected to reverse. We do not provide for U.S. income taxes on the undistributed earnings of its foreign subsidiaries, which we consider to be indefinitely reinvested outside of the U.S.

Valuation allowances have been established for U.S. deferred tax assets, which we believe do not meet the more likely than not criteria for recognition. While as of fiscal 2012 we still have cumulative losses in the U.S., the total amount of U.S. cumulative losses in recent years has been decreasing. A number of other factors continue to impact our need for a valuation allowance, largely related to our ability to accurately forecast future U.S. taxable income as well as our ability to generate future U.S. taxable income through the implementation of tax planning strategies. It is possible that our assessment of these factors, as well as the specific nature of the tax assets in relation to limitations under applicable tax laws over the next few quarters could result in our concluding that it is more likely than not that a significant portion of our deferred tax assets will be utilized. This would result in a release of a substantial amount of our U.S. valuation allowance. In the quarter in which the valuation allowance is released, we will likely record an unusually large tax benefit reflecting the release, which would result in a large negative effective tax rate and a significant positive impact to our net income. We continue to evaluate the factors discussed above in determining the appropriate period to release the valuation allowance. Changes to the valuation allowance will not have any effect on our cash flows.

We establish reserves for tax uncertainties that reflect the use of the comprehensive model for the recognition and measurement of uncertain tax positions. Under the comprehensive model, when the minimum threshold for recognition is not met, a tax position is recorded as the largest amount that is more than fifty percent likely of being realized upon ultimate settlement.



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### **Item 3. *Quantitative and Qualitative Disclosures about Market Risk***

We are exposed to market risk from changes in foreign currency exchange rates, interest rates and equity prices which could affect operating results, financial position and cash flows. We manage our exposure to these market risks through our regular operating and financing activities and, when appropriate, through the use of derivative financial instruments.

#### **Exchange Rate Sensitivity**

We are exposed to changes in foreign currency exchange rates. Any foreign currency transaction, defined as a transaction denominated in a currency other than the U.S. dollar, will be reported in U.S. dollars at the applicable exchange rate. Assets and liabilities are translated into U.S. dollars at exchange rates in effect at the balance sheet date and income and expense items are translated at average rates for the period. The primary foreign currency denominated transactions include revenue and expenses and the resulting accounts receivable and accounts payable balances reflected on our balance sheet. Therefore, the change in the value of the U.S. dollar compared to foreign currencies will have either a positive or negative effect on our financial position and results of operations. Historically, our primary exposure has related to transactions denominated in the euro, British pound, Canadian dollar, Japanese yen, Indian rupee and Hungarian forint.

A hypothetical change of 10% in appreciation or depreciation in foreign currency exchange rates from the quoted foreign currency exchange rates at June 30, 2012 would not have a material impact on our revenue, operating results or cash flows in the coming year.

Periodically, we enter into forward exchange contracts to hedge against foreign currency fluctuations. These contracts may or may not be designated as cash flow hedges for accounting purposes. During fiscal 2011, we established a program that primarily uses forward contracts to offset the risks associated with foreign currency exposures that arise from transactions denominated in currencies other than the functional currencies of our worldwide operations. We commenced this program so that increases or decreases in our foreign currency exposures are offset by gain or losses on the foreign currency forward contracts. These contracts are not designated as accounting hedges and generally are for periods less than 90 days. The notional contract amount of outstanding foreign currency exchange contracts not designated as cash flow hedges was \$110.4 million at June 30, 2012. Based on the nature of the transactions for which the contracts were purchased, a hypothetical change of 10% in exchange rates would not have a material impact on our financial results.

#### **Interest Rate Sensitivity**

We are exposed to interest rate risk as a result of our significant cash and cash equivalents, and the outstanding debt under the Credit Facility.

At June 30, 2012, we held approximately \$539.6 million of cash and cash equivalents primarily consisting of cash and money-market funds. Due to the low current market yields and the short-term nature of our investments, a hypothetical change in market rates of one percentage point would not have a material effect on the fair value of our portfolio or results of operations.

At June 30, 2012, our total outstanding debt balance exposed to variable interest rates was \$632.2 million. A hypothetical change in market rates would have a significant impact on interest expense and amounts payable. Assuming a one percentage point increase in interest rates, our interest expense relative to our outstanding variable rate debt would increase \$6.3 million per annum.

#### **Equity Price Risk**

We are exposed to equity price risk as a result of security price guarantees that we enter in to from time to time. Generally, these price guarantees are for a period of six months or less, and require payment from either us to a third party, or from the third party to us, based upon changes in our stock price during the contract term. As of June 30, 2012, we have security price guarantees outstanding of approximately 215,000 shares. A 10% change in our stock price during the next six months would not have a material impact on our statements of operations or cash flow.

#### **2027 Debentures**

The fair value of our 2027 Debentures is dependent on the price and volatility of our common stock as well as movements in interest rates. The fair market value of the debentures will generally increase or decrease as the market price of our common stock changes. The fair market value of the debentures will generally increase as interest rates fall and decrease as interest rates rise. The market value and interest rate changes affect the fair market value of the debentures, but do not impact our financial position, cash flows or results of operations due to the fixed nature of the debt obligations. However, increases in the value of our common stock above \$23.36 for a specified period of time may provide the holders of the debentures the right to convert each bond using a conversion ratio and payment method as defined in the debenture agreement.

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Our debentures trade in the financial markets, and the fair value at June 30, 2012 was \$345.8 million, based on an average of the bid and ask prices for that day. This compares to a conversion value on June 30, 2012 of approximately \$305.9 million. A 10%

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increase in the stock price over the June 30, 2012 closing price of \$23.82 would have an estimated \$23.9 million increase to the fair value and a \$30.6 million increase to the conversion value of the debentures. Given the current trading value of the debentures, the greatest value to the holders of the debentures would be to sell the debentures in the open market in order to maximize their return. Based on this, we believe that the holders may not have a significant economic incentive to convert prior to the first redemption date in August 2014.

### **2031 Debentures**

The fair value of our 2031 Debentures is dependent on the price and volatility of our common stock as well as movements in interest rates. The fair market value of the debentures will generally increase or decrease as the market price of our common stock changes. The fair market value of the debentures will generally increase as interest rates fall and decrease as interest rates rise. The market value and interest rate changes affect the fair market value of the debentures, but do not impact our financial position, cash flows or results of operations due to the fixed nature of the debt obligations. However, increases in the value of our common stock above \$41.99 for a specified period of time may provide the holders of the debentures the right to convert each bond using a conversion ratio and payment method as defined in the debenture agreement. Our debentures trade in the financial markets, and the fair value at June 30, 2012 was \$759.5 million, based on an average of the bid and ask prices for that day. This compares to a conversion value on June 30, 2012 of approximately \$508.9 million. A 10% increase in the stock price over the June 30, 2012 closing price of \$23.82 would have an estimated \$35.6 million increase to the fair value and a \$50.9 million increase to the conversion value of the 2031 Debentures.

### **Item 4. *Controls and Procedures***

#### **Evaluation of Disclosure Controls and Procedures**

Our management is responsible for establishing and maintaining a system of disclosure controls and procedures (as defined in Rule 13a-15 under the Securities Exchange Act of 1934 (the "Exchange Act")) designed to ensure that information we are required to disclose in the reports that we file or submit under the Exchange Act is recorded, processed, summarized and reported within the time periods specified in the Securities and Exchange Commission's rules and forms. Disclosure controls and procedures include, without limitation, controls and procedures designed to ensure that information required to be disclosed by an issuer in the reports that it files or submits under the Exchange Act is accumulated and communicated to the issuer's management, including its principal executive officer or officers and principal financial officer or officers, or persons performing similar functions, as appropriate to allow timely decisions regarding required disclosure.

We have evaluated the effectiveness of the design and operation of our disclosure controls and procedures under the supervision of, and with the participation of, management, including our Chief Executive Officer and Chief Financial Officer, as of the end of the period covered by this report. Based on that evaluation, our Chief Executive Officer and Chief Financial Officer have concluded that our disclosure controls and procedures are effective to meet the requirements of Rule 13a-15 under the Exchange Act.

#### **Changes in internal control over financial reporting**

There were no changes to our internal controls over financial reporting identified in connection with the evaluation required by paragraph (d) of Exchange Act Rules 13a-15 or 15d-15 that occurred during the fiscal quarter covered by this Quarterly Report on Form 10-Q that have materially affected, or are reasonably likely to materially affect, our internal control over financial reporting.

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**Part II. Other Information**

**Item 1. Legal Proceedings**

This information is included in Note 17, Commitments and Contingencies, in the accompanying notes to consolidated financial statements and is incorporated herein by reference from Item 1 of Part I.

**Item 1A. Risk Factors**

*You should carefully consider the risks described below when evaluating our company and when deciding whether to invest in our company. The risks and uncertainties described below are not the only ones we face. Additional risks and uncertainties not presently known to us or that we do not currently believe are important to an investor may also harm our business operations. If any of the events, contingencies, circumstances or conditions described in the following risks actually occurs, our business, financial condition or our results of operations could be seriously harmed. If that happens, the trading price of our common stock could decline and you may lose part or all of the value of any of our shares held by you.*

**Risks Related to Our Business**

*Our operating results may fluctuate significantly from period to period, and this may cause our stock price to decline.*

Our revenue and operating results have fluctuated in the past and are expected to continue to fluctuate in the future. Given this fluctuation, we believe that quarter to quarter comparisons of revenue and operating results are not necessarily meaningful or an accurate indicator of our future performance. As a result, our results of operations may not meet the expectations of securities analysts or investors in the future. If this occurs, the price of our stock would likely decline. Factors that contribute to fluctuations in operating results include the following:

slowing sales by our distribution and fulfillment partners to their customers, which may place pressure on these partners to reduce purchases of our products;

volume, timing and fulfillment of customer orders;

our ability to generate additional revenue from our intellectual property portfolio;

customers delaying their purchasing decisions in anticipation of new versions of our products;

customers delaying, canceling or limiting their purchases as a result of the threat or results of terrorism;

introduction of new products by us or our competitors;

seasonality in purchasing patterns of our customers;

reduction in the prices of our products in response to competition, market conditions or contractual obligations;

returns and allowance charges in excess of accrued amounts;

timing of significant marketing and sales promotions;

impairment charges against goodwill and intangible assets;

delayed realization of synergies resulting from our acquisitions;

write-offs of excess or obsolete inventory and accounts receivable that are not collectible;

increased expenditures incurred pursuing new product or market opportunities;

general economic trends as they affect retail and corporate sales; and

higher than anticipated costs related to fixed-price contracts with our customers.

Due to the foregoing factors, among others, our revenue and operating results are difficult to forecast. Our expense levels are based in significant part on our expectations of future revenue and we may not be able to reduce our expenses quickly to respond to a shortfall in projected revenue. Therefore, our failure to meet revenue expectations would seriously harm our operating results, financial condition and cash flows.

***We have grown, and may continue to grow, through acquisitions, which could dilute our existing stockholders.***

As part of our business strategy, we have in the past acquired, and expect to continue to acquire, other businesses and technologies. In connection with past acquisitions, we issued a substantial number of shares of our common stock as transaction consideration and also incurred significant debt to finance the cash consideration used for our acquisitions. We may continue to issue equity securities for future acquisitions, which would dilute existing stockholders, perhaps significantly depending on the terms of such acquisitions. We may also incur additional debt in connection with future acquisitions, which, if available at all, may place additional restrictions on our ability to operate our business.

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*Our ability to realize the anticipated benefits of our acquisitions will depend on successfully integrating the acquired businesses.*

Our prior acquisitions required, and our recently completed acquisitions continue to require, substantial integration and management efforts and we expect future acquisitions to require similar efforts. Acquisitions of this nature involve a number of risks, including:

difficulty in transitioning and integrating the operations and personnel of the acquired businesses;

potential disruption of our ongoing business and distraction of management;

potential difficulty in successfully implementing, upgrading and deploying in a timely and effective manner new operational information systems and upgrades of our finance, accounting and product distribution systems;

difficulty in incorporating acquired technology and rights into our products and technology;

potential difficulties in completing projects associated with in-process research and development;

unanticipated expenses and delays in completing acquired development projects and technology integration;

management of geographically remote business units both in the United States and internationally;

impairment of relationships with partners and customers;

assumption of unknown material liabilities of acquired companies;

accurate projection of revenue plans of the acquired entity in the due diligence process;

customers delaying purchases of our products pending resolution of product integration between our existing and our newly acquired products;

entering markets or types of businesses in which we have limited experience; and

potential loss of key employees of the acquired business.

As a result of these and other risks, if we are unable to successfully integrate acquired businesses, we may not realize the anticipated benefits from our acquisitions. Any failure to achieve these benefits or failure to successfully integrate acquired businesses and technologies could seriously harm our business.

*Charges to earnings as a result of our acquisitions may adversely affect our operating results in the foreseeable future, which could have a material and adverse effect on the market value of our common stock.*

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Under accounting principles generally accepted in the United States of America, we record the market value of our common stock or other form of consideration issued in connection with an acquisition as the cost of acquiring the company or business. We have allocated that cost to the individual assets acquired and liabilities assumed, including various identifiable intangible assets such as acquired technology, acquired trade names and acquired customer relationships based on their respective fair values. Our estimates of fair value are based upon assumptions believed to be reasonable, but which are inherently uncertain. After we complete an acquisition, the following factors could result in material charges and adversely affect our operating results and may adversely affect our cash flows:

costs incurred to combine the operations of businesses we acquire, such as transitional employee expenses and employee retention, redeployment or relocation expenses;

impairment of goodwill or intangible assets;

amortization of intangible assets acquired;

a reduction in the useful lives of intangible asset acquired;

identification of or changes to assumed contingent liabilities, both income tax and non-income tax related after our final determination of the amounts for these contingencies or the conclusion of the measurement period (generally up to one year from the acquisition date), whichever comes first;

charges to our operating results to eliminate certain duplicative pre-merger activities, to restructure our operations or to reduce our cost structure;

charges to our operating results resulting from expenses incurred to effect the acquisition; and

charges to our operating results due to the expensing of certain stock awards assumed in an acquisition.

Intangible assets are generally amortized over a five to fifteen year period. Goodwill and certain intangible assets with indefinite lives, are not subject to amortization but are subject to an impairment analysis, at least annually, which may result in an impairment charge if the carrying value exceeds its implied fair value. As of June 30, 2012, we had identified intangible assets of approximately \$834.4 million, net of accumulated amortization, and goodwill of approximately \$2.8 billion. In addition, purchase accounting limits our ability to recognize certain revenue that otherwise would have been recognized by the acquired company as an independent business. As a result, the combined company may delay revenue recognition or recognize less revenue than we and the acquired company would have recognized as independent companies.

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***Our significant debt could adversely affect our financial health and prevent us from fulfilling our obligations under our credit facility and our convertible debentures.***

We have a significant amount of debt. As of June 30, 2012, we had a total of \$1,572.4 million of gross debt outstanding, including \$143.9 million in term loans due in March 2013, \$488.3 million in term loans due in March 2016 under an amended and restated agreement signed in July 2011, and \$940.0 million in convertible debentures. Investors may require us to redeem the 2027 Debentures totaling \$250.0 million in aggregate principal amount in August 2014, or sooner if our common stock price exceeds the conversion price of approximately \$23.36 for certain specified periods. If a holder elects to convert, we will be required to pay the principal amount in cash and any amounts payable in excess of the principal amount will be paid in cash or shares of our common stock, at our election. Investors may require us to redeem the 2031 Debentures, totaling \$690.0 million in aggregate principal amount in November 2017, or sooner if our common stock price exceeds the conversion price of approximately \$32.30 per share for certain specified periods. We also have a \$75.0 million revolving credit line available to us through March 2015. As of June 30, 2012, there were \$16.6 million of letters of credit issued but there were no other outstanding borrowings under the revolving credit line. Our debt level could have important consequences, for example it could:

require us to use a large portion of our cash flow to pay principal and interest on debt, including the convertible debentures and the credit facility, which will reduce the availability of our cash flow to fund working capital, capital expenditures, acquisitions, research and development expenditures and other business activities;

restrict us from making strategic acquisitions or exploiting business opportunities;

place us at a competitive disadvantage compared to our competitors that have less debt; and

limit, along with the financial and other restrictive covenants related to our debt, our ability to borrow additional funds, dispose of assets or pay cash dividends.

Our ability to meet our payment and other obligations under our debt instruments depends on our ability to generate significant cash flow in the future. This, to some extent, is subject to general economic, financial, competitive, legislative and regulatory factors as well as other factors that are beyond our control. We cannot assure you that our business will generate cash flow from operations, or that additional capital will be available to us, in an amount sufficient to enable us to meet our payment obligations under the convertible debentures and our other debt and to fund other liquidity needs. If we are not able to generate sufficient cash flow to service our debt obligations, we may need to refinance or restructure our debt, including the convertible debentures, sell assets, reduce or delay capital investments, or seek to raise additional capital. If we are unable to implement one or more of these alternatives, we may not be able to meet our payment obligations under the convertible debentures and our other debt.

In addition, a substantial portion of our debt bears interest at variable rates. If market interest rates increase, our debt service requirements will increase, which would adversely affect our results of operations and cash flows.

***Our debt agreements contain covenant restrictions that may limit our ability to operate our business.***

The agreement governing our senior credit facility contains, and any of our other future debt agreements may contain, covenant restrictions that limit our ability to operate our business, including restrictions on our ability to:

incur additional debt or issue guarantees;

create liens;



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make certain investments;

enter into transactions with our affiliates;

sell certain assets;

redeem capital stock or make other restricted payments;

declare or pay dividends or make other distributions to stockholders; and

merge or consolidate with any entity.

Our ability to comply with these covenants is dependent on our future performance, which will be subject to many factors, some of which are beyond our control, including prevailing economic conditions. As a result of these covenants, our ability to respond to changes in business and economic conditions and to obtain additional financing, if needed, may be significantly restricted, and we may be prevented from engaging in transactions that might otherwise be beneficial to us. In addition, our failure to comply with these covenants could result in a default under our debt agreements, which could permit the holders to accelerate our obligation to repay the debt. If any of our debt is accelerated, we may not have sufficient funds available to repay the accelerated debt.

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***We have a history of operating losses, and may incur losses in the future, which may require us to raise additional capital on unfavorable terms.***

We reported net income of \$38.2 million in fiscal 2011; however we reported net losses of \$19.1 million and \$19.4 million for the fiscal years 2010 and 2009, respectively. If we are unable to maintain profitability, the market price for our stock may decline, perhaps substantially. We cannot assure you that our revenue will grow or that we will maintain profitability in the future. If we do not achieve and maintain profitability, we may be required to raise additional capital to maintain or grow our operations. Additional capital, if available at all, may be highly dilutive to existing investors or contain other unfavorable terms, such as a high interest rate and restrictive covenants.

***Voice and language technologies may not continue to garner widespread acceptance, which could limit our ability to grow our voice and language business.***

We have invested and expect to continue to invest heavily in the acquisition, development and marketing of voice and language technologies. The market for voice and language technologies is relatively new and rapidly evolving. Our ability to increase revenue in the future depends in large measure on the continuing acceptance of these technologies in general and our products in particular. The continued development of the market for our current and future voice and language solutions in general, and our solutions in particular, will also depend on:

consumer and business demand for speech-enabled applications;

development by third-party vendors of applications using voice and language technologies; and

continuous improvement in voice and language technology.

Sales of our voice and language products would be harmed if the market for these technologies does not continue to increase or increases slower than we expect, or if we fail to develop new technology faster than our competitors, and consequently, our business could be harmed and we may not achieve a level of profitability necessary to successfully operate our business.

***The markets in which we operate are highly competitive and rapidly changing and we may be unable to compete successfully.***

There are a number of companies that develop or may develop products that compete in our targeted markets. The individual markets in which we compete are highly competitive, and are rapidly changing. Within voice and language, we compete with AT&T, Google, Microsoft, and other smaller providers. Within healthcare, we compete with M\*Modal and other smaller providers. Within imaging, we compete with ABBYY, Adobe, I.R.I.S. and NewSoft. In voice and language, some of our partners such as Avaya, Cisco, Intervoice and Genesys develop and market products that can be considered substitutes for our solutions. In addition, a number of smaller companies in voice, language and imaging produce technologies or products that are in some markets competitive with our solutions. Current and potential competitors have established, or may establish, cooperative relationships among themselves or with third parties to increase the ability of their technologies to address the needs of our prospective customers.

The competition in these markets could adversely affect our operating results by reducing the volume of the products we license or the prices we can charge. Some of our current or potential competitors, such as Adobe, Google and Microsoft, have significantly greater financial, technical and marketing resources than we do. These competitors may be able to respond more rapidly than we can to new or emerging technologies or changes in customer requirements. They may also devote greater resources to the development, promotion and sale of their products than we do.

Some of our customers, such as Google and Microsoft, have developed or acquired products or technologies that compete with our products and technologies. These customers may give higher priority to the sale of these competitive products or technologies. To the extent they do so, market acceptance and penetration of our products, and therefore our revenue, may be adversely affected. Our success will depend substantially upon our ability to enhance our products and technologies and to develop and introduce, on a timely and cost-effective basis, new products and features that meet changing customer requirements and incorporate technological enhancements. If we are unable to develop new products and enhance functionalities or technologies to adapt to these changes, or if we are unable to realize synergies among our acquired products and technologies, our business will suffer.

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*The failure to successfully maintain the adequacy of our system of internal control over financial reporting could have a material adverse impact on our ability to report our financial results in an accurate and timely manner.*

The SEC, as directed by Section 404 of the Sarbanes-Oxley Act of 2002, adopted rules requiring public companies to include a report of management on internal control over financial reporting in their annual reports on Form 10-K that contains an assessment by management of the effectiveness of our internal control over financial reporting. In addition, our independent registered public accounting firm must attest to and report on the effectiveness of our internal control over financial reporting. Any failure in the effectiveness of our system of internal control over financial reporting could have a material adverse impact on our ability to report our financial statements in an accurate and timely manner, could subject us to regulatory actions, civil or criminal penalties, shareholder litigation, or loss of customer confidence, which could result in an adverse reaction in the financial marketplace due to a loss of investor confidence in the reliability of our financial statements, which ultimately could negatively impact our stock price.

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*A significant portion of our revenue is derived, and a significant portion of our research and development activities are based, outside the United States. Our results could be harmed by economic, political, regulatory and other risks associated with these international regions.*

Because we operate worldwide, our business is subject to risks associated with doing business internationally. We anticipate that revenue from international operations could increase in the future. Most of our international revenue is generated by sales in Europe and Asia. In addition, some of our products are developed and manufactured outside the United States and we have a large number of employees in India that provide transcription services. We also have a large number of employees in Canada and United Kingdom that provide professional services. A significant portion of the development of our voice and language products is conducted in Belgium and Canada, and a significant portion of our imaging research and development is conducted in Hungary. We also have significant research and development resources in Austria, Germany, Italy, and United Kingdom. Accordingly, our future results could be harmed by a variety of factors associated with international sales and operations, including:

changes in a specific country's or region's economic conditions;

geopolitical turmoil, including terrorism and war;

trade protection measures and import or export licensing requirements imposed by the United States or by other countries;

compliance with foreign and domestic laws and regulations;

negative consequences from changes in applicable tax laws;

difficulties in staffing and managing operations in multiple locations in many countries;

difficulties in collecting trade accounts receivable in other countries; and

less effective protection of intellectual property than in the United States.

*We are exposed to fluctuations in foreign currency exchange rates.*

Because we have international subsidiaries and distributors that operate and sell our products outside the United States, we are exposed to the risk of changes in foreign currency exchange rates. In certain circumstances, we have entered into forward exchange contracts to hedge against foreign currency fluctuations. We use these contracts to reduce our risk associated with exchange rate movements, as the gains or losses on these contracts are intended to offset any exchange rate losses or gains on the hedged transaction. We do not engage in foreign currency speculation. With our increased international presence in a number of geographic locations and with international revenue and costs projected to increase, we are exposed to changes in foreign currencies including the euro, British pound, Canadian dollar, Japanese yen, Indian rupee, Australian dollar, Israel shekel, Swiss franc and the Hungarian forint. Changes in the value of foreign currencies relative to the value of the U.S. dollar could adversely affect future revenue and operating results.

*Impairment of our intangible assets could result in significant charges that would adversely impact our future operating results.*

We have significant intangible assets, including goodwill and intangibles with indefinite lives, which are susceptible to valuation adjustments as a result of changes in various factors or conditions. The most significant intangible assets are patents and core technology, completed technology, customer relationships and trademarks. Customer relationships are amortized on an accelerated basis based upon the pattern in which the economic benefits of customer relationships are being utilized. Other identifiable intangible assets are amortized on a straight-line

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basis over their estimated useful lives. We assess the potential impairment of intangible assets on an annual basis, as well as whenever events or changes in circumstances indicate that the carrying value may not be recoverable. Factors that could trigger an impairment of such assets include the following:

significant underperformance relative to historical or projected future operating results;

significant changes in the manner of or use of the acquired assets or the strategy for our overall business;

significant negative industry or economic trends;

significant decline in our stock price for a sustained period;

changes in our organization or management reporting structure that could result in additional reporting units, which may require alternative methods of estimating fair values or greater disaggregation or aggregation in our analysis by reporting unit; and

a decline in our market capitalization below net book value.

Future adverse changes in these or other unforeseeable factors could result in an impairment charge that would impact our results of operations and financial position in the reporting period identified.

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***Our sales to government clients subject us to risks, including early termination, audits, investigations, sanctions and penalties.***

We derive a portion of our revenues from contracts with the United States government, as well as various state and local governments, and their respective agencies. Government contracts are generally subject to audits and investigations which could identify violations of these agreements. Government contract violations could result in a range of consequences including, but not limited to, contract price adjustments, civil and criminal penalties, contract termination, forfeiture of profit and/or suspension of payment, and suspension or debarment from future government contracts. We could also suffer serious harm to our reputation if we were found to have violated the terms of our government contracts.

We conducted an analysis of our compliance with the terms and conditions of certain contracts with the U.S. General Services Administration ( GSA ). Based upon our analysis, we voluntarily notified GSA of non-compliance with the terms of two contracts. The final resolution of this matter may adversely impact our financial position.

***If we are unable to attract and retain key personnel, our business could be harmed.***

If any of our key employees were to leave, we could face substantial difficulty in hiring qualified successors and could experience a loss in productivity while any successor obtains the necessary training and experience. Our employment relationships are generally at-will and we have had key employees leave in the past. We cannot assure you that one or more key employees will not leave in the future. We intend to continue to hire additional highly qualified personnel, including software engineers and operational personnel, but may not be able to attract, assimilate or retain qualified personnel in the future. Any failure to attract, integrate, motivate and retain these employees could harm our business.

***Our medical transcription services may be subject to legal claims for failure to comply with laws governing the confidentiality of medical records.***

Healthcare professionals who use our medical transcription services deliver to us health information about their patients including information that constitutes a record under applicable law that we may store on our computer systems. Numerous federal and state laws and regulations, the common law and contractual obligations govern collection, dissemination, use and confidentiality of patient-identifiable health information, including:

state and federal privacy and confidentiality laws;

our contracts with customers and partners;

state laws regulating healthcare professionals;

Medicaid laws; and

the Health Insurance Portability and Accountability Act of 1996 and related rules proposed by the Health Care Financing Administration.

The Health Insurance Portability and Accountability Act of 1996 establishes elements including, but not limited to, federal privacy and security standards for the use and protection of protected health information. Any failure by us or by our personnel or partners to comply with applicable requirements may result in a material liability. Although we have systems and policies in place for safeguarding protected health information from unauthorized disclosure, these systems and policies may not preclude claims against us for alleged violations of applicable requirements. There can be no assurance that we will not be subject to liability claims that could have a material adverse affect on our business, results of operations and financial condition.

***Adverse changes in general economic or political conditions in any of the major countries in which we do business could adversely affect our operating results.***

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Adverse changes in domestic and global economic and political conditions, as well as uncertainty in the global financial markets may negatively affect our financial results. These macroeconomic developments could negatively affect our business, operating results or financial condition in a number of ways which, in turn, could adversely affect our stock price. A prolonged period of economic decline could have a material adverse effect on our results of operations and financial condition and exacerbate some of the other risk factors described herein. Our customers may defer purchases of our products, licenses, and services in response to tighter credit and negative financial news or reduce their demand for them. Our customers may also not be able to obtain adequate access to credit, which could affect their ability to make timely payments to us or ultimately cause the customer to file for protection from creditors under applicable insolvency or bankruptcy laws. If our customers are not able to make timely payments to us, our accounts receivable could increase. Political instability in any of the major countries in which we do business would also likely harm our business, results of operations and financial condition.

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### ***Current uncertainty in the global financial markets and the global economy may negatively affect our financial results.***

Our investment portfolio, which includes short-term debt securities, is generally subject to credit, liquidity, counterparty, market and interest rate risks that may be exacerbated by the recent global financial crisis. If the banking system or the fixed income, credit or equity markets deteriorate or remain volatile, our investment portfolio may be impacted and the values and liquidity of our investments could be adversely affected.

In addition, our operating results and financial condition could be negatively affected if, as a result of economic conditions, either:

the demand for, and prices of, our products, licenses, or services are reduced as a result of actions by our competitors or otherwise; or

our financial counterparties or other contractual counterparties are unable to, or do not, meet their contractual commitments to us.

### ***Security and privacy breaches in our systems may damage client relations and inhibit our growth.***

The uninterrupted operation of our hosted solutions and the confidentiality and security of third-party information is critical to our business. Any failures in our security and privacy measures could have a material adverse effect on our financial position and results of operations. If we are unable to protect, or our clients perceive that we are unable to protect, the security and privacy of our electronic information, our growth could be materially adversely affected. A security or privacy breach may:

cause our clients to lose confidence in our solutions;

harm our reputation;

expose us to liability; and

increase our expenses from potential remediation costs.

While we believe we use proven applications designed for data security and integrity to process electronic transactions, there can be no assurance that our use of these applications will be sufficient to address changing market conditions or the security and privacy concerns of existing and potential clients.

### ***Interruptions or delays in service from data center hosting facilities could impair the delivery of our service and harm our business.***

We currently serve our customers from data center hosting facilities. Any damage to, or failure of, our systems generally could result in interruptions in our service. Interruptions in our service may reduce our revenue, cause us to issue credits or pay penalties, cause customers to terminate their on-demand services and adversely affect our renewal rates and our ability to attract new customers.

## **Risks Related to Our Intellectual Property and Technology**

### ***Unauthorized use of our proprietary technology and intellectual property could adversely affect our business and results of operations.***

Our success and competitive position depend in large part on our ability to obtain and maintain intellectual property rights protecting our products and services. We rely on a combination of patents, copyrights, trademarks, service marks, trade secrets, confidentiality provisions and licensing arrangements to establish and protect our intellectual property and proprietary rights. Unauthorized parties may attempt to copy aspects of our products or to obtain, license, sell or otherwise use information that we regard as proprietary. Policing unauthorized use of our products is difficult and we may not be able to protect our technology from unauthorized use. Additionally, our competitors may independently develop



technologies that are substantially the same or superior to our technologies and that do not infringe our rights. In these cases, we would be unable to prevent our competitors from selling or licensing these similar or superior technologies. In addition, the laws of some foreign countries do not protect our proprietary rights to the same extent as the laws of the United States. Although the source code for our proprietary software is protected both as a trade secret and as a copyrighted work, litigation may be necessary to enforce our intellectual property rights, to protect our trade secrets, to determine the validity and scope of the proprietary rights of others, or to defend against claims of infringement or invalidity. Litigation, regardless of the outcome, can be very expensive and can divert management efforts.

***Third parties have claimed and may claim in the future that we are infringing their intellectual property, and we could be exposed to significant litigation or licensing expenses or be prevented from selling our products if such claims are successful.***

From time to time, we are subject to claims that we or our customers may be infringing or contributing to the infringement of the intellectual property rights of others. We may be unaware of intellectual property rights of others that may cover some of our technologies and products. If it appears necessary or desirable, we may seek licenses for these intellectual property rights. However, we may not be able to obtain licenses from some or all claimants, the terms of any offered licenses may not be acceptable to us, and

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we may not be able to resolve disputes without litigation. Any litigation regarding intellectual property could be costly and time-consuming and could divert the attention of our management and key personnel from our business operations. In the event of a claim of intellectual property infringement, we may be required to enter into costly royalty or license agreements. Third parties claiming intellectual property infringement may be able to obtain injunctive or other equitable relief that could effectively block our ability to develop and sell our products.

*We may incur substantial costs enforcing or acquiring intellectual property rights and defending against third-party claims as a result of litigation or other proceedings.*

In connection with the enforcement of our own intellectual property rights, the acquisition of third-party intellectual property rights, or disputes relating to the validity or alleged infringement of third-party intellectual property rights, including patent rights, we have been, are currently, and may in the future be, subject to claims, negotiations or complex, protracted litigation. Intellectual property disputes and litigation are typically very costly and can be disruptive to our business operations by diverting the attention and energy of management and key technical personnel. Although we have successfully defended or resolved past litigation and disputes, we may not prevail in any ongoing or future litigation and disputes. In addition, we may incur significant costs in acquiring the necessary third party intellectual property rights for use in our products. Third party intellectual property disputes could subject us to significant liabilities, require us to enter into royalty and licensing arrangements on unfavorable terms, prevent us from manufacturing or licensing certain of our products, cause severe disruptions to our operations or the markets in which we compete, or require us to satisfy indemnification commitments with our customers including contractual provisions under various license arrangements. Any of these could seriously harm our business.

*Our software products may have bugs, which could result in delayed or lost revenue, expensive correction, liability to our customers and claims against us.*

Complex software products such as ours may contain errors, defects or bugs. Defects in the solutions or products that we develop and sell to our customers could require expensive corrections and result in delayed or lost revenue, adverse customer reaction and negative publicity about us or our products and services. Customers who are not satisfied with any of our products may also bring claims against us for damages, which, even if unsuccessful, would likely be time-consuming to defend, and could result in costly litigation and payment of damages. Such claims could harm our reputation, financial results and competitive position.

### **Risks Related to our Corporate Structure, Organization and Common Stock**

*The holdings of our largest stockholder may enable it to influence matters requiring stockholder approval.*

As of June 30, 2012, Warburg Pincus, a global private equity firm, beneficially owned approximately 18.5% of our outstanding common stock, including warrants exercisable for up to 3,862,422 shares of our common stock, and 3,562,238 shares of our outstanding Series B Preferred Stock, each of which is convertible into one share of our common stock. Because of its large holdings of our capital stock relative to other stockholders, this stockholder has a strong influence over matters requiring approval by our stockholders.

*The market price of our common stock has been and may continue to be subject to wide fluctuations, and this may make it difficult for you to resell the common stock when you want or at prices you find attractive.*

Our stock price historically has been, and may continue to be, volatile. Various factors contribute to the volatility of our stock price, including, for example, quarterly variations in our financial results, new product introductions by us or our competitors and general economic and market conditions. Sales of a substantial number of shares of our common stock by our largest stockholders, or the perception that such sales could occur, could also contribute to the volatility of our stock price. While we cannot predict the individual effect that these factors may have on the market price of our common stock, these factors, either individually or in the aggregate, could result in significant volatility in our stock price during any given period of time. Moreover, companies that have experienced volatility in the market price of their stock often are subject to securities class action litigation. If we were the subject of such litigation, it could result in substantial costs and divert management's attention and resources.

*Compliance with changing regulation of corporate governance and public disclosure may result in additional expenses.*

Changing laws, regulations and standards relating to corporate governance and public disclosure, including the Sarbanes-Oxley Act of 2002, the Dodd-Frank Wall Street Reform and Consumer Protection Act, new regulations promulgated by the Securities and Exchange Commission and the rules of the Nasdaq Marketplace, are resulting in increased general and administrative expenses for companies such as ours. These new or changed laws, regulations and standards are subject to varying interpretations in many cases, and as a result, their application in practice may evolve over time as new guidance is provided by regulatory and governing bodies, which could result in higher costs necessitated by ongoing

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revisions to disclosure and governance practices. We are committed to maintaining high standards of corporate governance and public disclosure. As a result, we intend to invest resources to comply with evolving laws, regulations and standards, and this investment may result in increased general and administrative expenses and a diversion of management time and attention from revenue-generating activities to compliance activities. If our efforts to comply with new or changed laws, regulations and standards differ from the activities intended by regulatory or governing bodies, our business may be harmed.

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***Future sales of our common stock in the public market could adversely affect the trading price of our common stock and our ability to raise funds in new stock offerings.***

Future sales of substantial amounts of our common stock in the public market, or the perception that such sales could occur, could adversely affect prevailing trading prices of our common stock and could impair our ability to raise capital through future offerings of equity or equity-related securities. In connection with past acquisitions, we issued a substantial number of shares of our common stock as transaction consideration. We may continue to issue equity securities for future acquisitions, which would dilute existing stockholders, perhaps significantly depending on the terms of such acquisitions. No prediction can be made as to the effect, if any, that future sales of shares of common stock, or the availability of shares of common stock for future sale, will have on the trading price of our common stock.

***We have implemented anti-takeover provisions, which could discourage or prevent a takeover, even if an acquisition would be beneficial to our stockholders.***

Provisions of our certificate of incorporation, bylaws and Delaware law, as well as other organizational documents could make it more difficult for a third party to acquire us, even if doing so would be beneficial to our stockholders. These provisions include:

authorized blank check preferred stock;

prohibiting cumulative voting in the election of directors;

limiting the ability of stockholders to call special meetings of stockholders;

requiring all stockholder actions to be taken at meetings of our stockholders; and

establishing advance notice requirements for nominations of directors and for stockholder proposals.

**Item 2.      *Unregistered Sales of Equity Securities and Use of Proceeds***  
None.

**Item 3.      *Defaults Upon Senior Securities***  
None.

**Item 4.      *Mine Safety Disclosures***  
Not applicable.

**Item 5.      *Other Information***  
None.

**Item 6. Exhibits**

The exhibits listed on the Exhibit Index are filed or incorporated by reference (as stated therein) as part of this Quarterly Report on Form 10-Q.

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**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this Quarterly Report on Form 10-Q to be signed on its behalf by the undersigned, thereunto duly authorized, in the Town of Burlington, Commonwealth of Massachusetts, on August 7, 2012.

Nuance Communications, Inc.

By: /s/ Thomas L. Beaudoin  
Thomas L. Beaudoin  
Executive Vice President and Chief Financial Officer

**Table of Contents****EXHIBIT INDEX**

| Exhibit<br>Number | Exhibit Description  | Incorporated by Reference Filing |            |         |            | Filed<br>Herewith |
|-------------------|--|----------------------------------|------------|---------|------------|-------------------|
|                   |  | Form                             | File No.   | Exhibit | Date       |                   |
| 2.1               | Agreement and Plan of Merger by and among Nuance, Vertigo Acquisition Corporation, a Delaware corporation and wholly-owned subsidiary of Nuance (the Purchaser ), Vlingo Corporation, a Delaware corporation ( Vlingo ), U.S. Bank National Association, as Escrow Agent and Stockholder Representative  | 8-K                              | 0-27038    | 2.1     | 6/7/2012   |                   |
| 2.2               | Agreement and Plan of Merger dated as of March 6, 2012, by and among Nuance Communications, Inc. Townsend Merger Corporation and Transcend Services, Inc.  | 8-K                              | 0-27038    | 2.1     | 4/27/2012  |                   |
| 3.1               | Amended and Restated Certificate of Incorporation of the Registrant.   | 10-Q                             | 0-27038    | 3.2     | 5/11/2001  |                   |
| 3.2               | Certificate of Amendment of the Amended and Restated Certificate of Incorporation of the Registrant.   | 10-Q                             | 0-27038    | 3.1     | 8/9/2004   |                   |
| 3.3               | Certificate of Ownership and Merger.   | 8-K                              | 0-27038    | 3.1     | 10/19/2005 |                   |
| 3.4               | Certificate of Amendment of the Amended and Restated Certificate of Incorporation of the Registrant.   | S-3                              | 333-142182 | 3.3     | 4/18/2007  |                   |
| 3.5               | Amended and Restated Bylaws of the Registrant.   | 10-K                             | 0-27038    | 3.2     | 3/15/2004  |                   |
| 31.1              | Certification of Chief Executive Officer Pursuant to Rule 13a-14(a) or 15d-14(a).  |                                  |            |         |            | X                 |
| 31.2              | Certification of Chief Financial Officer Pursuant to Rule 13a-14(a) or 15d-14(a).  |                                  |            |         |            | X                 |
| 32.1              | Certification Pursuant to 18 U.S.C. Section 1350.  |                                  |            |         |            | X                 |
| 101               | The following materials from Nuance Communications, Inc. s Quarterly Report on Form 10-Q for the quarter ended June 30, 2012, formatted in XBRL (Extensible Business Reporting Language): (i) the Consolidated Statements of Operations, (ii) the Consolidated Balance Sheets, (iii) the Consolidated Statements of Cash Flows, and (iv) Notes of Consolidated Financial Statements. |                                  |            |         |            | X                 |