

# Microsoft-owned Nuance could limit growth of newer AI voice entrants in healthcare

Article

**The news:** AI voice-based clinical assistant startup **Suki** bagged **\$55 million** in Series C funding, boosting its valuation to \$400 million. The company will use the fresh capital to

expand its health system partnerships and advance AI capabilities of its platform, Suki Speech.

**Why it's worth watching:** Physicians are burnt out from heavy administrative burdens—tech like Suki's is cutting down on the time they need to spend on burnout-driving tasks like admin and paperwork.

- **Nearly 42% of physicians report they're burnt out**—and **58% of doctors say the top drivers** include bureaucratic tasks like **charting** and **paperwork**, per the 2021 Medscape National Physician Burnout & Suicide Report.

AI platforms like Suki's use natural language processing (NLP) to enable rapid dictation of clinical notes to eliminate doctor's admin loads:

- Suki claims its health system partners **saved 4,375 administrative hours per week** with its tech.
- **~42% of physicians** say a more manageable workload would help reduce their burnout, per Medscape.

**What's next?** Voice-based clinical assistants are gaining investor attention, but it'll be difficult for entrants to carve into the market with the threat of Microsoft-owned voice assistant **Nuance**.

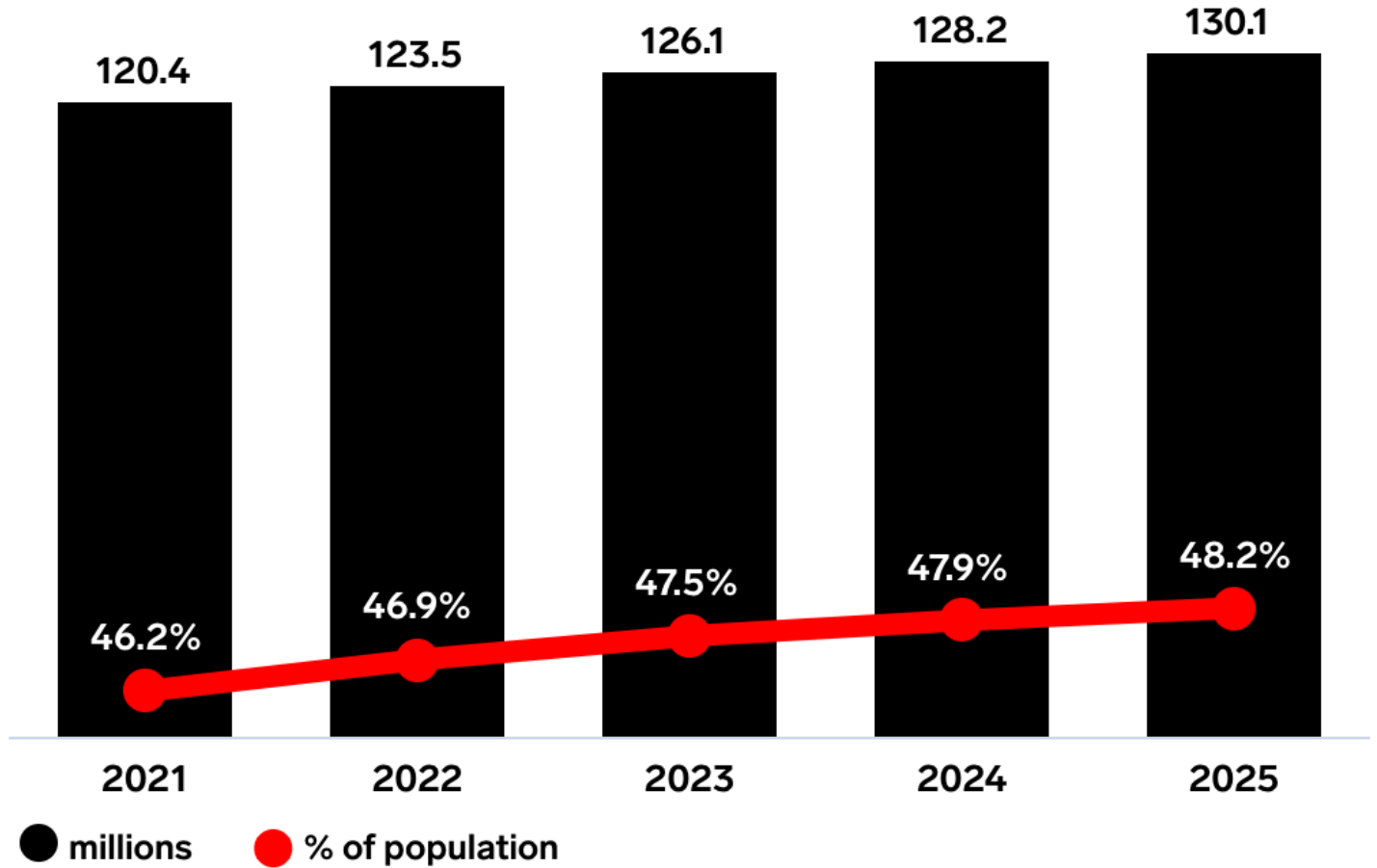
For example, besides Suki, **Robin Healthcare** recently scored **\$50 million** to build out its "Alexa for healthcare" scribe device that uses AI to record patient-provider interactions and upload clinical notes into the EHR.

But, there's already a clinical voice assistant that most healthcare providers are using:

- **Nuance's conversational AI voice tech Dragon Medical One is used by 90% of US hospitals**, which means most hospitals already have one speech-to-text solution to streamline EHR notes.
- Plus, this year, Microsoft **bought** Nuance in a whopping \$16 billion deal, which means Nuance now has access to Microsoft's tech muscle and funding.

# Adult Voice Assistant Users

US, 2021-2025



Source: eMarketer, June 2021

eMarketer | InsiderIntelligence.com