

How a Leading Open-Access Publisher Ramped Up their Team's Capacity by 200% in 6 Months



CLIENT OVERVIEW:

The client is one of the world's largest open-access publishers with an expansive portfolio of academic research journals across all areas of science and medicine.

PROBLEM

The client needed to scale their team's strength to meet unique requirements quickly. This included hiring many resources, onboarding selected candidates, and training a large number of newly hired recruits. Given that the new candidates needed more time to settle and start live work, we needed extra care to rationalize work allocation amongst staff. In short, the following had to be observed:

- An expedited hiring process
- Improved turnaround times
- Ensuring high-quality throughout the process
- Sustained customer satisfaction

SOLUTION

Lumina Datamatics studied the scope of the problem and quickly put together a highly qualified team of experts that included various specialists that would coordinate the process across departments. This included:

- Onboarded members in batches to optimize training procedures
- Set up the training team with experienced resources to guide new employees
- Assigned one-on-one trainers in specific cases
- Optimized and categorized teams appropriately for efficient training, production, monitoring, and reporting
- Promoted qualified resources as internal 'Team Leads' to mentor their respective teams
- Established Quality Checking (QC) team to ensure high standards

RESULT

- Processed a high volume of timely submissions meeting high-quality standards
- Reduced TATs running over 72 hours to 24 hours to become the client's best-performing vendor team
- Provided quality suggestions on technology to develop client's websites and tools

ABOUT US:

Globally, 8 of the top 10 publishers and 3 of the top 5 ecommerce retailers trust Lumina Datamatics as their strategic partner in providing content, analytics, and technology solutions. Our clients benefit from the reduced time-to-market for new products and services, optimized business processes, operational efficiencies, improved competitiveness, and relevant insights. Lumina Datamatics' expert solutions comprise in-house platforms, partnerships with global technology leaders, and more than 3000 professionals across Germany, India, the UK, and the United States. This global resource pool services our customers across four continents: North America, Asia, Australia, and Europe.