

How Image Manipulation Check Capacity Has Been Increased in a Short Timeframe



CLIENT OVERVIEW:

This global leader in research and education has an exceptional portfolio of 1600+ journals and millions of published high-quality articles. For over 200 years, they've been publishing works in the areas of earth science, chemistry and medicine, computing, and more.

PROBLEM

The client wanted to outsource the image manipulation check process to a vendor team which would be rolled out in phases. A seed team needed to be set up, which included highly qualified subject matter experts who would ensure that the digital images submitted by the authors comply with the submission quality and integrity requirements of the publisher. The client's needs were unique and required the combined skill set of subject matter expertise in molecular biology along with technical expertise in photoshop software.

The client directly trained this seed team and then ramped up with more staff. Training of subsequent staff members had to be managed by the seed team.

In short, the following had to be observed:

- Set up a team of high-quality seed team for an entirely new process
- Ramp up the team quickly
- Take on the responsibility of training new staff
- Sustained customer satisfaction

SOLUTION

Lumina Datamatics studied the scope of the problem and quickly identified key members who would lead the transition of this new process. A team leader was identified from the existing peer review team, which provided them with a career path. The members of the seed team have been shortlisted based on the subject background of existing peer review team members. The shortlisted candidates have been allowed to move to this new team. The members were excited about learning an entirely new peer review process and working on it.

The seed team was trained by the client. All of them performed exceptionally well in the assessment for certification. They were onboarded with a set of journals for which an image manipulation check had to be performed.

- Some of the resources from the seed team who were exceptionally skilled had taken on the responsibility of training the new members and getting them certified
- More staff have been hired, trained, and onboarded
- Quality check process and reporting protocols have been established quickly
- A transition plan was worked out with the client to roll out more journals to the image check process

RESULT

- Based on the high performance of the initial team, more journals have been added to the image check rollout plan within a short timeframe
- The image check team has been equipped to take on new journals per the rollout plan and transitioned 200+ journals in 2 years
- The publisher has highly commended the team for their exceptional performance

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 3500 professionals across Germany, India, UK, United States, and Philippines.