

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 capacity to meet unique requirements quickly. This included hiring many resources, onboarding selected candidates, and training many newly hired recruits. Given that the new candidates needed more time to settle and start live work, extra care was required to rationalize work allocation among staff. Specifically, the following had to be achieved:

- 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 assembled a highly qualified team of experts, including various specialists to coordinate the process across departments.

This included:

- Onboarding members in batches to optimize training procedures.
- Setting up a training team with experienced resources to guide new employees.
- Assigning one-on-one trainers in specific cases.
- Optimizing and categorizing teams appropriately for efficient training, production, monitoring, and reporting.
- Promoting qualified resources as internal 'Team Leads' to mentor their respective teams.
- Establishing a Quality Checking (QC) team to ensure high standards.

RESULT

Following the implementation of these strategies, the client witnessed significant improvements.

- Processed a high volume of timely submissions while maintaining quality standards.
- Reduced turnaround times (TATs) from over 72 hours to 24 hours, making Lumina Datamatics the client's best-performing vendor team.
- Provided quality suggestions on technology to develop the 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. 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. Our clients have reduced time-to-market, optimized business processes, operational efficiencies, and improved competitiveness. For more information, please visit www.luminadatamatics.com.