How Amnet Helped a Global Research and Education Publisher Meet Peer-Review Goals

Background

A large US-based publisher required a journal editorial office (JEO) to be set up to manage the peer review process for their journals. The publisher needed JEO associates to be recruited to manage pre-production tasks and provide peer-review management services, all while ensuring real-time scalability in line with the publisher's requirements.

Challenges

The challenge was multi-faceted. We had to set up a delivery location outside of Chennai, Tamil Nadu, while working within a short set-up and scaling-up time. Recruiting and onboarding candidates would have to be completed within 1.5 months. Additionally, Amnet had to maintain a 70:30 ratio of PhD to masters-level degree holders in the core SME team. This was a "first-of-its-kind" project for Amnet with the need to establish a strong core team of SMEs.

Solution Approach

To begin with, we put in place a systematic approach. Based on the subject areas and job requirements from the client, Amnet decided to set up JEO operations in Pune, Maharashtra, and Kolkata, West Bengal. Once the locations were finalized, the HR team identified and narrowed down suitable profiles, and conducted daily interviews. The process involved scrutinizing resumes from a database of over 600 suitable profiles and a careful screening exercise followed by face-to-face discussions and written tests, in addition to personality assessment tests to ensure the right fit for the role. More than 350 interviews were completed within a span of just 40 days. Finally, eight candidates were onboarded per the client's requirements, allowing training and live operations to commence within the agreed time frame.

Benefits

Two new facilities are now added to our operations. A proven onboarding process to identify skilled resources and develop smart office strategies has been established, while ensuring IT infrastructure is deployed per client requirements without compromising data security and intellectual property.

About Amnet

With over 20 years of experience, Amnet provides traditional and digital publishing solutions, including eLearning, content development, peer-review management, editorial, project management, production, accessibility, and technology, for clients worldwide.

Get in touch

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