



# How Amnet Helped an American Book Publishing Company Scale Up Their POD Services within a Short Time Frame

## Background

The client is an American book publishing company and one of the largest general-interest paperback publishers in the world. The client is one of the first publishers to move to printing on environment-friendly paper, compliant with Forest Stewardship Council (FSC) standards.

## Challenges

Amnet was required to form a solid core team of SMEs, as this was a “first-of-its-kind” project for POD. Ninety percent of the inputs given consisted of timeworn books containing multiple layers; due to the intricate nature of the inputs, the processing time exceeded the estimated duration.

The project’s scope changed and developed over time, and the complexity of the files required us to bring in extra FTEs, which resulted in higher budget allocations and revisions to SLAs.

## Solution Approach

Amnet proactively sourced SMEs from other internal teams. We utilized additional software such as Adobe, In-Design, and Photoshop and worked across shifts to achieve our SLA. Our dedicated team ensured the stability of instructions and project scope by conducting three weekly calls with the client. Additionally, we also requested the client to provide video tutorials for better understanding the project specifications. A review meeting with the internal

processing team was conducted daily to confirm the instructions and ensure consistency.

Further, we implemented user-wise tracking to monitor productivity and quality. We also set up a three-layer process implementation (Format, QC & QA-100 percent) to streamline the quality of deliverables. We also developed technology-based tools to minimize time-consuming tasks and efforts.

## Outcome

Amnet’s intervention was crucial and made a significant impact on enhanced productivity throughput per FTE. As a result, we achieved the expected per day delivery target of 500 titles. Quality in the output deliverables was stabilized at an impressive rate of 99.50 percent on a per-title basis.

## About Amnet

With 25 years of experience, Amnet offers end-to-end traditional and digital publishing solutions including peer-review management, editorial, project management, production, accessibility, and technology for university presses and other publishers in all sectors and around the globe.

## Get in touch

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