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How Amnet Supported a Biblical Publisher in Increasing Capacity and Efficiency

Background

Our customer creates and publishes electronic tools and resources for Bible study. The customer is most well known as the creator of Logos Bible Software, which is compatible with more than 150,000 titles related to the Bible from more than 200 publishers.

We have been working with this customer for almost two decades. We are proud to say that we are the only vendor to them. Whenever the customer has any new opportunity/requirement, its one-stop point is Amnet. We started with the extraction service in 2003–04. Now we are handling conversion, value-added activities like Bible linking, citation tagging, image metadata tagging, concept mapping, and capturing ancient languages like Greek, Hebrew, Syriac, etc. And most of the processes are unique only for this customer. Last year, they acquired a company named 'Word Search', and Amnet was requested to increase its capacity by 30%.

Challenges

Some of the specific challenges and criticalities of the project were:

- The monthly capacity should be increased from 100,000 pages to 130,000 pages within two months
- Onboarding a new member will take more time as the service is unique
- Identify an additional associate for outsourcing
- Training and certification of in-house members within two months
- Any delay in ramp-up would result in the customer searching for a new service provider who is ready and capable of handling this requirement

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Solutions implemented

We followed a very detailed and systematic approach for this project. We arrived at the following solutions to address the customer's request:

- Increase capacity in all three in-house facilities and existing partners by 10%

- Increase the efficiency and output of the in-house team by introducing an incentive scheme

- Identify and add ex-employees of this project as contract employees, as training and onboarding will be easier

- Identify a new capable vendor from our associate pool

- Record training sessions and share with all the facilities to make training easier

- Improve efficiency through automation, as we were receiving ePub as input for all the projects from Word Search

22+ YEARS
of digital publishing experience

24×7
Support

14+
Languages

1000+
Skilled staff

Benefits

- Efficiency of the team increased, and thereby the output increased, because of the incentive scheme.

- Capacity increased in all 3 in-house facilities, and we noticed an improvement in the output within two months.

- We had 10 ex-employees as contract employees and were able to yield output from them within a month.

- Because we had only one team leader and a few experienced members on this project, a new vendor was added, and we were able to onboard their members within two months.

- Existing associates delivered increased output and benefited from the incentive scheme.

- A tool to convert ePub to XML was developed and deployed. Efficiency improved by 20% in the formatting activity.

- We were able to deliver an average of 132,000 pages in 7 months.

The customer was very happy. We ramped up our capacity and processed pages from Word Search per the committed timelines.