



Enhanced legal content publishing efficiencies for a global information services company

CLIENT OVERVIEW

The customer is a global leader in professional information, software solutions, and services related to healthcare; tax and accounting; governance, risk, and compliance; and legal and regulatory sectors.



BUSINESS NEED

The client organization had a pressing need to streamline and automate their content acquisition and workflow management process. This necessitated them to work with a vendor who had proven expertise in the supplier or partner publishing space with established systems to support legal content publishing for books, loose-leaf publications, and newsletters. It was also required that the vendor meet their stringent quality requirements at a competitive price.



CHALLENGE

- The client had a manual content acquisition process, which impeded an effective coordination among key stakeholders, thus creating a bottleneck that proved detrimental to time-to-market needs
- They faced issues with regard to integrating supplementary content into existing manuscripts
- It was particularly difficult for them to manage content updates to loose-leaf publications, resulting in delays and cost overruns
- Managing the copyediting process and author query resolution was quite time consuming
- It was difficult to manage proof corrections, owing to the files being sent via multiple emails

SOLUTION

Lumina Datamatics leveraged its Business Process Management framework to develop LAPS (Lumina Advanced Publishing System) for managing unique and customized content workflows for loose-leaf publications, bound books, and cumulative supplements. LAPS managed the entire workflow—from authoring to copyediting, pagination, QC and to final deliverables across print and digital platforms—with an easy-to-use, effective tracking system. This was a customized workflow based on the client's needs, with the ability to manage and modify work stages as required.

In the case of loose-leaf production, the affected pages were automatically identified and processed without manual intervention. Using this system the copyedited files could be uploaded or downloaded at a click of a button, thus saving time and effort. XML conversion, text clean-up, email alerts, query compilation, dashboards, validations, and AFI processes were fully automated. Due to these automated solutions, Lumina Datamatics was able to offer highly competitive rates while maintaining high levels of quality.



BENEFITS

- The updated process workflow handled loose-leaf publications, bound books, and cumulative supplements more effectively
- The automated loose-leaf management significantly reduced the processing time—by more than 20%
- The overall efficiency of the process improved by 30%
- Automation resulted in cost optimization, the benefit of which was passed on to the customer
- The accuracy of integrated files exceeded the customer's expectation
- Tracking schedule was made easier using auto-reminders to authors/publishers

Lumina Datamatics Facts

Specialized content, data, and, analytics solutions provider

7 of the world's top 10 publishers as customers

2800+ inclusive & diverse workforce

10 million pages of content transformed annually

Part of the \$150 million Datamatics Group



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