

## How Image Manipulation Check Performance Expanded by Over 200 Journals in Just 2 Years



### CLIENT OVERVIEW

This global leader in research and education has an exceptional portfolio of over 1600 journals and millions of high-quality articles. For over 200 years, they have published works in areas such as earth science, chemistry and medicine, computing, and more.

#### PROBLEM

The client wanted to outsource the image manipulation check process to a vendor team, which would be rolled out in phases. A seed team needed to be set up, consisting of highly qualified subject matter experts to ensure that the digital images submitted by the authors complied with the submission quality and integrity requirements of the publisher. The client's needs were unique, requiring a combined skill set of molecular biology expertise and technical proficiency in Photoshop software. The client directly trained this seed team and then ramped up with more staff. Training of subsequent staff members had to be managed by the seed team.

In short, the following had to be observed:

- Set up a team of high-quality seed members for an entirely new process.
- Ramp up the team quickly.
- Take on the responsibility of training new staff.
- Maintain sustained customer satisfaction.

#### SOLUTION

We identified a team leader from the existing peer review team, providing them with a career path. Members of the seed team were shortlisted based on the subject background of existing peer review team members, who were then allowed to move to this new team. The members were excited about learning an entirely new peer review process and working on it. The seed team was trained by the client and all members performed exceptionally well in the assessment for certification. They were onboarded with a set of journals for which an image manipulation check had to be performed.

- Some exceptionally skilled resources from the seed team took on the responsibility of training new members and getting them certified.
- More staff were hired, trained, and onboarded.
- Quality check processes and reporting protocols were established quickly.
- A transition plan was worked out with the client to roll out more journals to the image check process.

#### RESULT

The initiative caused rapid expansion of the image manipulation check capacity. The client saw significant improvements in their process efficiency and overall satisfaction.

- Based on the high performance of the initial team, more journals were added to the image check rollout plan within a short timeframe.
- The image check team was equipped to take on new journals as per the rollout plan and transitioned 200+ journals in 2 years.
- The publisher highly commended the team for their exceptional performance.

### 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](http://www.luminadatamatics.com).

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