



Workload and Resource Optimization during Peak and Off-Peak Seasons

Background

The client is a renowned and long-standing US-based university press whose journals division publishes a diverse range of scholarly journals across various disciplines, including humanities, social sciences, life sciences, and physical sciences.

Scenario

Throughout the year Amnet provides editorial services to multiple annual and quarterly journals from the client. The workload is notably heavier during the peak season, typically between September and January, as both quarterly and annual manuscripts are received around the same time. During the remaining months, the workload from the client is manageable owing to a lesser number of journals and consequently lower page counts.

Challenges

Our freelancers and in-house team comprise expert copyeditors who are regularly engaged with journal articles from the client. However, during peak and holiday seasons, resource allocation becomes challenging due to the volume of work, client deadlines, and concurrent journal due dates. Additionally, project managers need to ensure all resources are engaged satisfactorily during off-peak months.

Solution Approach

Over the years we have expanded our freelance copyeditor pool and conducted in-house training to ensure competent backup resources during high-volume periods. The backup resources are assigned articles from the client during peak season; during other months, they are assigned projects from other clients on rotation. Project managers continuously monitor journal production schedules and proactively ensure availability of appropriate resources well before the copyediting start date. Completed files are posted in batches on a rolling basis to prevent delays during typesetting.

Benefits

Amnet consistently meets the client's deadlines for all journals despite varying publication frequency. As a result, in recent years the client has added new journal assignments to Amnet, which underscores their growing confidence in Amnet's ability to deliver quality work on time.

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.