

EDITORIAL SERVICES PROCESS DOCUMENT

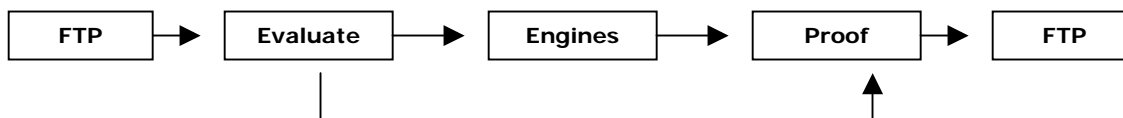
DRIVING PRINCIPLES

Editorial Services is focused on aligning people and technology to deliver maximum value.

The key idea is ensuring solution integrity through:

- A full service range
- Automation for minimizing errors
- Specific STM expertise

THE OPERATIONAL PROCESS



Processes are executed by a combination of people and software engines.

Getting it Across: FTP

The first step is getting the documents from the client. This is transacted through an FTP server. The FTP server can be a JVIS-operated server or a client-operated server. This flexibility allows scale-up and security to be adapted to requirements.

Evaluation: Fast Analysis

This next step is brief yet critical to ensure that the appropriate workflow, operational team members and tools are deployed for the task. The exact requirements are determined and mapped to specific elements of the editorial process including sub-processes, people and specific software engines. If there is any unusual task requirement, the best way to handle it is identified at this point.

Running the Engines

The next phase is the deployment of engines to execute sub-processes. For instance, this could entail preliminary checks based on pre-defined instructions.

The principles driving the engines are:

1. decrease the margins of error
2. accelerate the turn-around times
3. increase the consistency of performance



“JVIS EditSmart” is an example of automation in the editorial services process that has decision-making intelligence built into it. This intelligence is refined with experience and can be fine-tuned for a specific client based on work patterns.

Proofing: Specialists at Work

Proofing involves the expertise and experience of domain specialists. Specialists have advanced degrees – a Master’s degree and/or higher – and knowledge as well as extensive experience. Each document or manuscript is examined in detail and with precision. This process is then repeated independently as a counter-balance. The result is a 99.95% rate of accuracy.

The editorial process culminates with the modified files and documents as well as a file that documents the exceptional or erroneous information. All these files are returned via FTP to the point of origin.