

CASE STUDY

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Streamlining Peer Review Flow at the Editor's Desk





Reducing Submission Bottlenecks

Peer review is a cornerstone of journal publishing offering a guarantee of the quality, reliability and integrity of scholarly journals. The massive surge of journals and articles globally, accelerated by instant online access to publications, has further increased rigorous peer review work demands.

A leading STM journal publisher wanted to reduce bottlenecks in the submission queue that had piled up over several months.

Business Requirement

For one of the journals in the publisher's portfolio, a single chief editor was managing a sizable percentage of submissions for the publisher. The workflow was hindered as submissions were stuck in the editor's queue for 18 months and the editorial board didn't receive them for further handling. This is a prevalent issue in the journal publishing domain:

- Research output across the globe has increased manifold but the number of chief editors has not increased in proportion
- The Open Access movement gained widespread acceptance contributing launch of new journals and increase in article submission
- Increasing demand for speedy publication of articles further strained journal publishers' ability to handle the submission volume

Integra's Approach

Integra's experts did a deep dive data analysis that included turnaround time, performance analysis of everyone involved, journal performance statistics, timeline reports. Integra worked along with the publisher to set up the following supports for maximizing their online tracking system:

- Automated reminder system for editors/reviewers/authors
- Standard procedure to follow up after automated reminders
- Recruitment of additional members for the referee pool
- Record management in line with GDPR
- Regular status updates to all the stakeholders of the journal ensuring visibility and transparency

Outcome

With the combined effort of Integra's Editorial Assistants and publisher support, backlogs were cleared within four months.

Throughout the project engagement, Integra recommended and implemented workflow improvements, enhancing the publisher's peer review process.





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Integra is a trusted partner in Business Process and Technology Services for many leading organizations worldwide. With a focus on providing end-to-end solutions for digital content, learning services, and content workflows, we help our customers realize transformational business value.

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