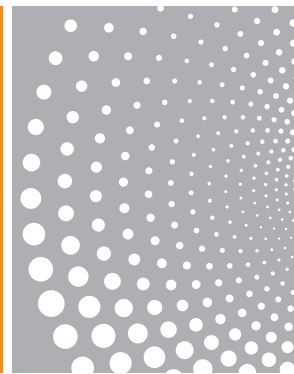


A LEADING PUBLISHER CENTRALIZES THE SUBMISSION AND PEER REVIEW PROCESS CREATING A POWERFUL, ENTERPRISE-WIDE SOLUTION FOR HUNDREDS OF JOURNALS



“...WE NEEDED A COMPREHENSIVE AND RELIABLE SOLUTION THAT WOULD GROW WITH OUR BUSINESS AND PROVIDE THE RIGHT TOOLS FOR EACH JOURNAL AND EACH EDITOR.”

Case Summary:

SAGE signed and recently renewed a three-year contract for *ScholarOne Manuscripts* — an easy-to-configure, web-based submission and peer review workflow solution for scholarly publishers designed to streamline administrative, editing, and reviewing capabilities. Now SAGE is poised to deliver a highly scalable workflow solution to off-shore offices.

BACKGROUND: A LEADING INTERNATIONAL PUBLISHER

SAGE, Inc. is a leading international publisher of journals, books, and electronic media for academic, educational, and professional markets. More than four years ago it determined the need to implement an enterprise-wide solution for online submission and peer review. After a thorough proposal process, SAGE signed and recently renewed a three-year contract for *ScholarOne Manuscripts* (formerly Manuscript Central).

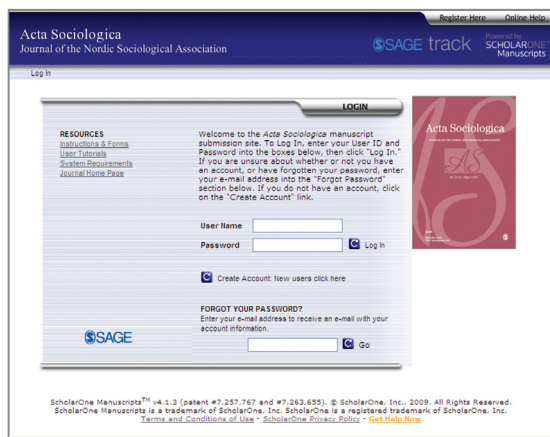
BUSINESS ISSUE: CREATING A RELIABLE PUBLISHING CYCLE

“We needed to be assured that our journal issues would publish reliably — that we would generate quality, timely products over the long term,” notes John Shaw, Executive Director of Publishing Technologies at SAGE, with 530 titles that cover the humanities, social sciences, science, technology and medical disciplines.

The span in coverage means the needs of editors in these varied disciplines is equally wide ranging. For example, each editor needs to locate subject-specific peer reviewers and each has a different publishing cycle that informs time to get to market, John offers, adding, “We needed a system that could scale accordingly.”

Before the implementation of *ScholarOne Manuscripts* the organization was running four different online peer review systems. During the exploratory phase and bid process before the purchase of *ScholarOne Manuscripts*, SAGE scrutinized many facets of competitors’ offerings and asked a lot of questions. What is the quantity of

journals the workflow system can handle? How much bandwidth and storage space can we count on? Just as important was the consideration of the business relationships: Are the team members collaborative? Do they have a shared vision? And how deep is staff tenure? “We spent the better part of a year considering the best choice for a peer review workflow system that would stay in place for a very long time. In the end we made a solid decision. From the beginning ScholarOne presented us with a robust option,” John adds.



The intuitive “SAGE Track” Log-in page.



The screenshot shows the 'Submit a Manuscript' page for Acta Sociologica. The page is titled 'Acta Sociologica Journal of the Nordic Sociological Association'. It features a 'SAGE track' logo and a 'ScholarOne Manuscripts' logo. The user is logged in as Tiffany Collier. The page has a sidebar with steps: 1. Type, Title, & Abstract; 2. Attributes; 3. Authors & Institutions; 4. Details & Correspondence; 5. File Upload; 6. Review & Submit. The main form area has sections for 'Manuscript Type', 'Title (Limit 50 words)', and 'Abstract'. Each section has a 'Special Characters' button. A 'Save and Continue' button is at the bottom.

The manuscript submission page for the *Journal of Nordic Sociological Association*

Also central to SAGE's final decision was the desire for autonomy. "We knew we wanted to do system implementation ourselves — we felt strongly that we needed to maintain control of the workflow," John explains. So templates were set up in the system as a baseline, a reference point from which additional journals could be added to the workflow. And in the first 12 months SAGE migrated 60 of its journals to ScholarOne. "By the end of the first year," John says, "we became a well-oiled machine."

Now rollouts are very easy. "Our staff can execute them quickly and easily — with the division of labor between SAGE and ScholarOne clearly mapped out. To have SAGE personnel on the front end was extremely important to us. ScholarOne's reliable back end systems and support mean the organization is an extension of the SAGE publishing arm," he adds.

Reporting functionality in *ScholarOne Manuscripts* is a bonus. "We need to get up-to-date information so we can analyze the journals healthiness accordingly," John notes. In particular, SAGE's society partners benefit from a clear understanding of a given journal's flow — the subject areas being covered, the geographic regions from which papers are submitted. "We need this data in order to fine-tune a journal's direction to maximize the quality of each journal. If a publisher is or isn't getting a lot of paper submissions in one area or another, that publisher, society, or editor may decide to expand or retract coverage," he adds.

This concept extends across literal oceans. SAGE has had a publishing office in New Delhi, India for more than three decades. This wholly owned regional publishing office sells English-based journals and books to the growing number of high-quality academic universities in the community. "We are trying to meet this need by expanding our journal program in India," says John. "We're looking to provide the same online peer review workflow solutions we have in the U.S. and other countries for this local office," he notes.

"We have a lot of confidence in ScholarOne's ability to customize any system we may need. The teamwork and communication we have with ScholarOne is excellent; the team has proven it will listen to the particulars of what we want," John offers. "The answer is not to work behind a black box."

THE THOMSON REUTERS SOLUTION

ScholarOne Manuscripts is the leading system for web-based manuscript submission, peer review, and tracking.

Highly preferred for its flexible feature set, *ScholarOne Manuscripts* integrates manuscript invitation, submission, real-time fee collection, file conversion, correspondence, tracking, reviewer management, decision making, reporting, issue planning, user data management, broadcast e-mail, XML metadata transformation, and integration with print and online production...all in one easy-to-use system.

ScholarOne Manuscripts balances the needs of the editorial office for comprehensive information gathering, with an author's desire to submit quickly. It is proven author-friendly by the more than 1.1 million annual submissions.

ScholarOne Manuscripts eases the administrative burden on editors, allowing them to focus on qualitative tasks that increase the value of the content.

Functionality includes:

- Onscreen and e-mail notices for assignments and overdue tasks
- User-specific task "to do" lists
- Quick view of suggested reviewers
- Multiple reviewer search and filter tools
- Detailed reviewer performance statistics
- Single, double, and editor blinding
- Easy to grant extensions for reviewers
- External searches of PubMed, HighWire Press, and Google
- Download, annotate, and upload author files
- Editor-specific decision letter templates
- Editable reviewer comments in decision letters

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