Taylor & Francis offers optimized, streamlined author experience using codeMantra technology

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Taylor & Francis and codeMantra announce today significant benefits for authors realized through the implementation of the Journals Communications Hub (JCH). The improvements enhance the author experience, bringing about an accelerated time-to-publication for one of the world's leading research publishers.

The JCH platform manages:
• all communications related to submission, peer review and production
• engagement with all editorial, author, peer review, production, and publishing contributors
• hundreds of thousands of publication queries per month
• an intuitive interface which coordinates the auto-assignment of contributor emails
• metrics on query response times and successful resolution rates

JCH was built on codeMantra's CollectionPoint(TM) platform, a white-label, cloud-based, highly-configurable SaaS product that drives content publication efficiency and digital asset and metadata management for leading publishers worldwide.

"Taylor & Francis have invested in platform technology to improve our researchers' experience during their author journey with us," according to Kirstin Heilmann, Head of Global Supplier Management, Taylor & Francis. She continued, "We value our authors as partners and collaborators, and through JCH we enable a frictionless journey through the critical steps of peer review and production aiming to achieve rapid publication of new research."

Heilmann continued, "What used to be independent activities are now united under one system that is delivering improved operations. We researched a number of options before deciding on the codeMantra technology. It was a good decision, and we envision future developments using this technology."

"Taylor & Francis were the ideal partner to extend our CollectionPoint(TM) platform to optimize the journal workflow," said Sanjeev Kalyanaraman, Chief Product and Technology Officer at codeMantra.

"We worked together to apply codeMantra's expertise in quality automation of large volumes of scholarly communications and content production in the pursuit of a solution that would enable Taylor & Francis to increase efficiency and provide outstanding service for their authors. We set out with the clear goal of reducing the time to publication while improving the quality of

communication, and we have achieved that goal. We look forward to continued successful collaboration with Taylor & Francis to extend the capabilities of our platform to support their business."

About Taylor & Francis Group

Taylor & Francis Group partners with researchers, scholarly societies, universities and libraries worldwide to bring knowledge to life. As one of the world's leading publishers of scholarly journals, books, ebooks and reference works our content spans all areas of Humanities, Social Sciences, Behavioural Sciences, Science, and Technology and Medicine.

From our network of offices in Oxford, New York, Philadelphia, Boca Raton, Boston, Melbourne, Singapore, Beijing, Tokyo, Stockholm, New Delhi and Johannesburg, Taylor & Francis staff provide local expertise and support to our editors, societies and authors and tailored, efficient customer service to our library colleagues.

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About codeMantra

codemantra
manage // transform // publish

codeMantra is a Boston based technology company offering content-centric Robotic Process Automation (RPA) solutions across the entire content lifecycle. The company provides a wide range of content production and management services for Academic and Trade Publishers, NGO's, Corporations and Institutions. Initially developed for the complex requirements in the publishing industry, codeMantra solutions cover an increasingly wide range of industries that help customers take control of their content and processes. In addition to its Boston headquarters, codeMantra has offices in London and Chennai, India.

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