How Amnet Achieved Complex Ebook Conversion with Stringent TAT and Strict Quality SLA

Challenges

All titles were required to be uploaded and verified directly in the client's portal to ensure the readability of the format and audio. This was a very slow process due to insufficient bandwidth.

The audio files for 30% of titles were received without time stamps. This meant that Amnet had to create time stamps for those files.

As a general practice, required fonts are included in the input files. But in this case, almost 50% of the titles were received without the fonts. Amnet performed a detailed analysis to identify fonts before moving the files into production and confirming the schedule.

The customer provided 300 titles in batches with fixed delivery dates. Further analysis of the files upon receipt indicated that some of them did not include time stamps, the lack of which increased time needed to complete the process.

The Client

The client is a premier commercial printer serving the print and book manufacturing industries for over 30 years. They have grown to become one of the region's premier commercial printers by offering creative, high-quality solutions for a wide variety of clients.

Scope of the Project

The client approached Amnet for eBook conversion of their children's titles. The input was PDF. Some included time-stamped audio. The requirement was to convert into Apple Fixed Format ePub 3.0 using media overlay (read aloud) options and adhering to IDPF standards. Titles were on the client portal prior to final delivery.

Solution

We increased our bandwidth by engaging a separate IP, which significantly increased the speed of IPC portal access.

We created a parallel process to create the time stamp for the audio files that lacked them, which eliminated separate audio integration processes and thus saved time.

Dedicated resources were deployed to expedite input analysis and to obtain client clarifications in a timely manner. This facilitated the timely delivery of files to meet the defined turnaround time (300 books in 3 months).

Benefit

We achieved the TAT and quality as per SLA. The client then awarded two similar projects to Amnet that totaled 32,000 pages. Amnet converted the application files to Apple Fixed Format with the Read-Aloud option. This helped the customer to distribute their product on time. The customer was very happy with the delivery and continues to give us projects.

About Amnet

With 20 years of experience, Amnet provides technology-led, end-to-end services and solutions for publishers and content aggregators needing reliable and efficient publishing services. Amnet's relationship-centered, customer-obsessed approach provides the client with the certainty of meeting their requirements and provide compelling value.

Amnet
Energizing Relationships

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