

Comparison of Services	Domestic Managed	India Direct	U.S. Desktop
PUBLICATION TYPES			
Textbooks	Yes	Yes	Yes
Journals	Yes	Yes	Yes
Juvenile Fiction/Non-Fiction	Yes	Yes	Yes
Trade Fiction/Non-Fiction	Yes	Yes	Yes
Monographs	Yes	Yes	Yes
White Papers	Yes	Yes	Yes
Ancillaries	Yes	Yes	Yes
PROJECT HANDLING			
Customer Service	U.S. CSR	Offshore CSR	U.S. CSR
U.S. Point of Escalation for Emergencies	U.S. CSR	Yes	U.S. CSR
U.S. Quality Control	Yes	No	Yes
Offshore Quality Control	Yes	Yes	No
Direct Access to Compositors/Designers	No	No	Yes
PRODUCTION SERVICES			
Editorial Services			
Full Service: Project Management	U.S. Project Mgr	Offshore Project Mgr	U.S. Project Mgr
Full Service additional services:			
U.S. Copyediting	Available	Available	Available
Offshore Copyediting	No	Available	No
U.S. Proofreading	Available	Available	Available
Offshore Proofreading	No	Available	No
U.S. Indexing	Available	Available	Available
Offshore Indexing	No	Available	No
Composition Services			
Composition Only services	Yes	Yes	Yes
Composition Only staff	Offshore Staff	Offshore Staff	U. S. Staff
Composition Only optional services:			
Pre-Edit Services	Available	Available	Avail - Offshore Only
XML Tagging	Available	Available	Available
Art Redrawing	Available	Available	Available
Tonal Adjustments	Available	Available	Available
U.S. Design Services	Available	No	Available
Offshore Design Services	No	Available	No
ePub/mobi/XML/Digital Asset Creation	Available	Available	Available
Uploading Files to Content Management Systems	Available	Available	Available
Uploading Files to Digital Distribution Platforms	Available	Available	Available