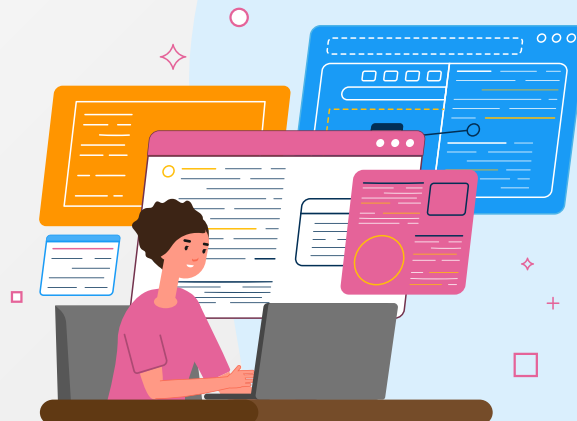# Straive™
Connecting the dots

Peer Review Management
Improve your Peer Review Experience with Straive

Peer review is essential for determining the quality and appropriateness of an article for publication. Growing number of submissions, increased compliance requirements, and accelerated publishing timelines are putting pressure on editorial departments, with limited resources further preventing a seamless author/reviewer experience. Straive can help improve your peer review experience.

Impact to our Customers

Cleared large manuscript backlog with a team of SMEs to support editors

Faster reviewer identification process with our Reviewer Suggest application

Manuscript assessment checks ensure compliance with journal guidelines

Transfer Desk Solution for a seamless, scalable & efficient transfer process

24x7 author helpdesk for enhanced author engagement

What Sets Us Apart

Straive has over 15 years' experience in supporting editorial offices of our Clients and are pioneers in providing offshore editorial office support.

650
Editorial office support specialists

250
Author support agents

100
SME editorial office support specialists

6
Peer review systems

15
Clients

Our peer review support solutions are powered by technology that includes rules-based checks, AI-based recommendations as well as use of Robotic Process Automation (RPA) for efficiency gains.

Straive's SME editorial support solutions leverage highly qualified resources with Masters/Doctorate degrees with prior experience in publishing research to support editors with more complex processes that involve domain knowledge.

Our areas of support include:

➤ **Author Helpdesk**
Manage queries on policies, publishing charges, and others

➤ **Manuscript Assessment**
- Submission review against guidelines
- Technical assessment, completeness checks, and suitability to journal
- Enhanced editorial checks including screening of submissions for ethics approval, trial registration, funding, biosafety, etc.

➤ **Editorial Office Support**
End-to-end support for the peer review process, including submitting reviews, assigning reviews, following progress by tracking deadlines and pursuing editors and authors for MS disposition

➤ **Publishing Assistant**
SME's review manuscript to aid editors and reviewers with desk rejects, transfers or decision support
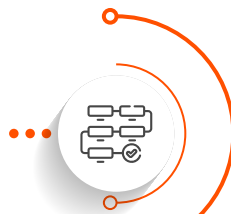
➤ **Research Integrity Checks**
Responsible for managing ethical guidelines and reporting or management of malpractices

Editorial and Peer Review Technology at Straive

Content Assess
Customizable to check, assess and report on manuscript readiness for different stages in the publication process and support peer review process

Language Assess
Language assess solution that can help determine the language quality of a manuscript to identify the level of edit

Reviewer Suggest
Custom search solution that helps SMEs quickly identify potential reviewers for a manuscript

ConSCIse™
Delivers SEO-friendly abstracts and keywords that enables easier content discovery

Transfer Desk Suite
PRM independent solution that manages the transfer process for rejected manuscripts

RPA (Robotic Process Automation)
Higher efficiency through automation of repeated tasks using bots

To know more about how Straive can be your ideal partner to provide you with the best peer review support solutions, please write to **straiveteam@straive.com**.

www.straive.com

Straive™
Connecting the dots

Pioneers in Technology & Solutions for STM Publishers

Straive is the largest solutions provider to the research content industry. We work with leading players in the industry including commercial publishers, university presses, open access publishers and societies supporting journals, books, MRWs, and database products/platforms. Our full suite of solutions straddle from manuscript development, peer review management, publishing operations, discovery engine to delivery and customer engagement.

Impact to our Customers

Cleared peer-review manuscript backlog in 6 months	Reduced cost of production by 40% through standardization	Improved publishing time by 20% through automation	Increased content expansion by 5% through Transfer Desk

Our Solutions

Author/Reviewer Support
Achieve quicker and efficient content development/peer review process through our suite of upstream editorial solutions

Enrichment & Enhancement
Enable content discovery and enhanced user experience through digital and multimedia tools.

Editorial & Production
End-to-end ownership from acceptance to publishing through our full service model

Customer Support
Achieve higher customer satisfaction and lower costs in back office operations through our 24x7 CoE

Data & Insights
Make better business decisions by harnessing the power of data

Technology
Eliminate legacy system maintenance costs by leveraging our cloud-platforms

Milestones

7
Languages

1,200+
Project Managers/
Production Editors

25+
Leading
Databases
Curated

1000
Peer Review
Support FTEs

2.5 Mn+
OA Pages
Annually

18 Mn+
Journals & Books
Pages Produced

3 Mn+
Manuscripts
Supported in
Peer Review
Annually

About Straive

Straive is a market-leading content technology enterprise that provides data services, subject matter expertise (SME), and technology solutions to multiple domains, such as research content, eLearning/EdTech, and data/information providers. With a client base scoping 30 countries worldwide, Straive's multi-geographical resource pool is strategically located in seven countries - the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

www.straive.com   straiveteam@straive.com

Trusted Scientific Practices of Research Integrity

Straive provides Research Integrity service as part of peer review administration support for a leading OA publisher

The team was processing live claims in just **45 days.**

4-fold surge in team size in just **18 months**

Team takes final call on **30-40%** of the claims

Business Case

A leading open access (OA) publisher sought to clear long pending research integrity claims by setting up a dedicated team.

Research Integrity related claims are made when there is a suspicion of a violation of publication ethics policies, either prior to or following publication. Each reported case is treated as a claim and analysed to ensure that similar concerns do not arise in the future.

A leading open access publisher was looking to outsource the Research Integrity claims handling process to ensure that all claims are investigated as per Committee on Publication Ethics (COPE) guidelines, monitor misconduct, and place preventive and corrective actions to reduce them.
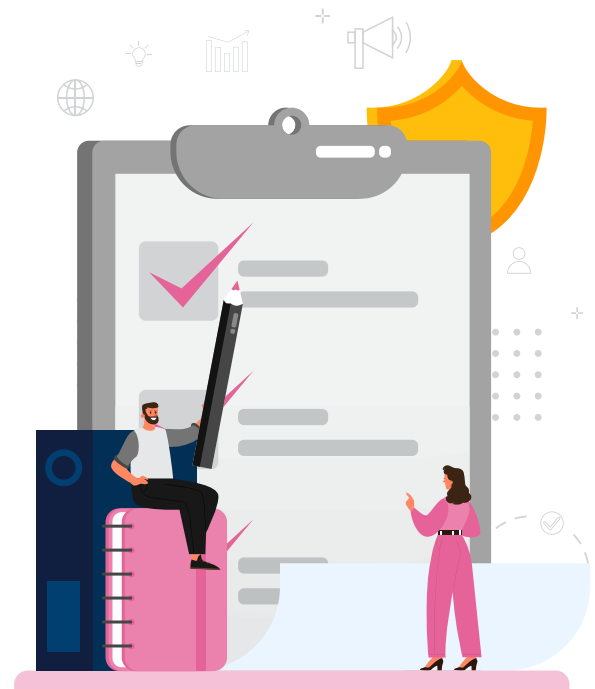
The publisher selected Straive to set up a dedicated team to conduct the initial investigation and also handle the claims on their behalf.

The Challenge

A variety of administrative mechanisms and modalities, including prevention, investigation, and enforcement, may be required to effectively deal with the wide range of inappropriate behaviors. It is critical to identify those instances of misconduct that warrant a thorough investigation.

There were huge backlogs and the publisher required assistance to clear the long pending claims that were spread across multiple verticals. Initially, there was no procedural documentation for this process, and hence it was essential to define a set of rules to handle these claims.

- Triaging claims within 24 h
- Responding to emails within 24 h
- Investigating claims and contacting stakeholders within 48 h
- Follow-up on outstanding tasks

Claim Scenarios

Plagiarism | Dual Submissions | Redundant Publication | Scientific Errors | Citation Manipulation | Peer Review Manipulation | Copyright Claims | Authorship Changes

The publisher was outsourcing this type of service for the first time, and any inaccuracies in the investigation or resolution of the claims would have had a significant impact on the publisher's reputation.

The publisher provided intensive training and set up new workflows to enable the team members to handle and take decisions on certain claims without their intervention.

The Straive Solution

- Straive worked collaboratively with the publisher to establish success metrics
- The team has grown significantly since the start of the project
- Taking corrective and preventative action before closing the claim

Straive set-up a dedicated team of experienced Editorial Assistants with thorough knowledge of the complete peer review process as part of the research integrity team to help prepare reports based on the initial analysis. Internal team cooperation and actions completed on certain claims helped the publisher to clear the backlogs with ease.

The Straive RI team worked closely with the publisher's RI team to provide support for analyzing the claims, preparing reports, consulting institutions and other involved parties, preparing required drafts, and suggesting actions to resolve.

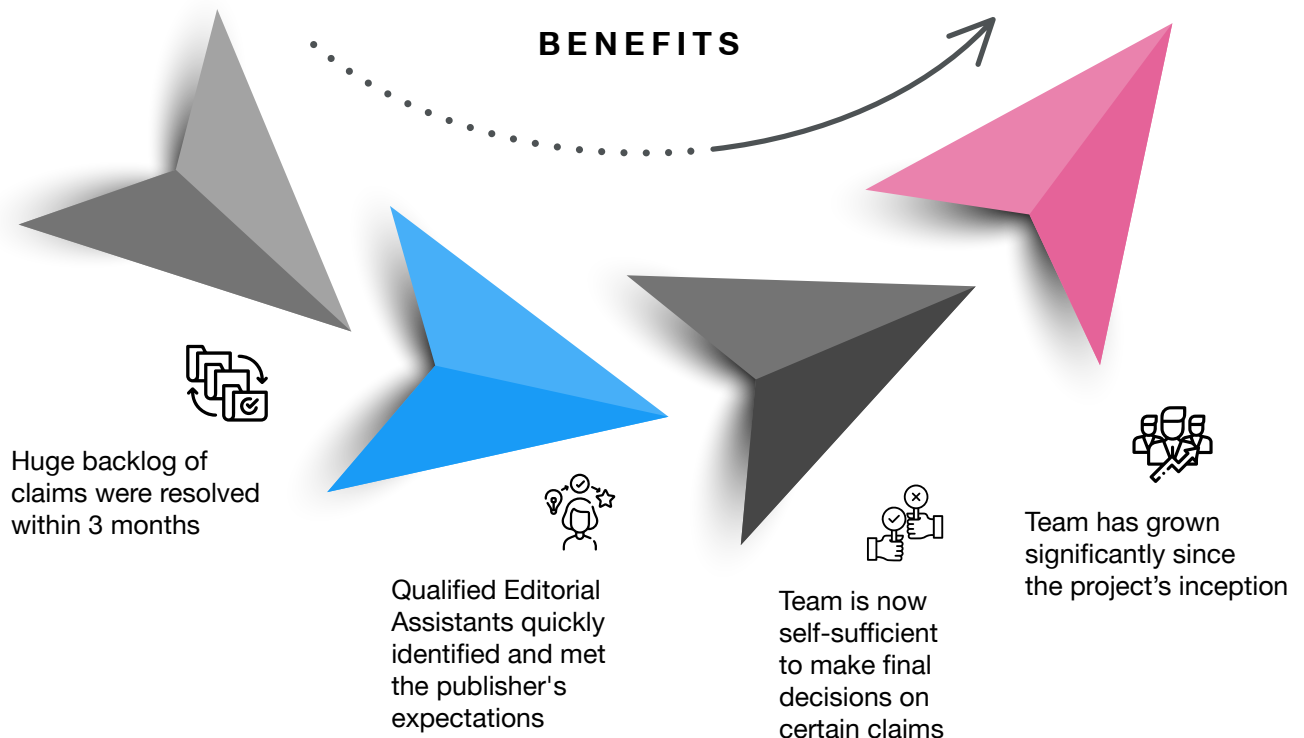Reports were created for each and every claim that were processed.

Impact

Quick Transition
While the transition period was set at 3 months, the team was able to work on live claims within 45 days

Better TAT
Straive's RI specialists are now able to make final decisions on 30-40% of claims without involving the Publisher's RI team. This helps expedite the production of several manuscripts, thereby reducing the overall TAT.

BENEFITS

Huge backlog of claims were resolved within 3 months

Qualified Editorial Assistants quickly identified and met the publisher's expectations

Team is now self-sufficient to make final decisions on certain claims

Team has grown significantly since the project's inception

About Straive

Straive is one of the largest and most diverse solution providers to the research content industry. We work with leading players in the industry including commercial publishers, university presses, open access publishers and associations, supporting journals, books, MRWs, and database products/ platforms. Our full suite of solutions straddle from manuscript development, peer review management, publishing operations, discovery engine to delivery and customer engagement.

For more information, visit http://www.straive.com

✉ straiveteam@straive.com