

16th Fiesole Collection Development Retreat

Perspectives from academic publishing:
an integrated and customer-centric
approach to providing content and
services

Annette Thomas, CEO
Friday 11 April 2014

Publishing is undergoing disruptive transition...

...but our core purpose remains the same



Publishing discoveries will always be important...
...and there is opportunity to innovate in established areas

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But new technology provides opportunity...

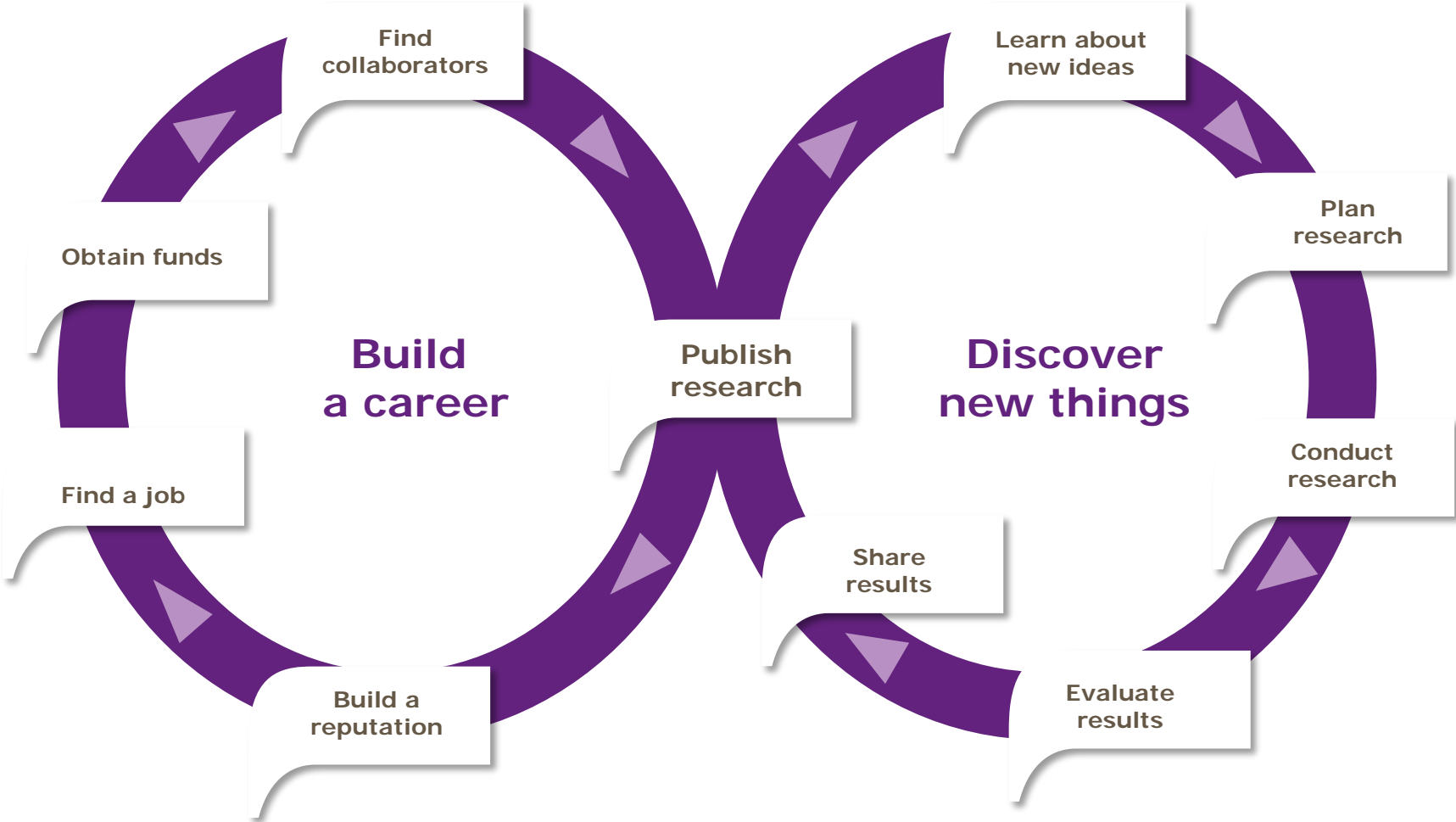
...to create new services and solutions in addition to content



We have developed ecosystem strategies...

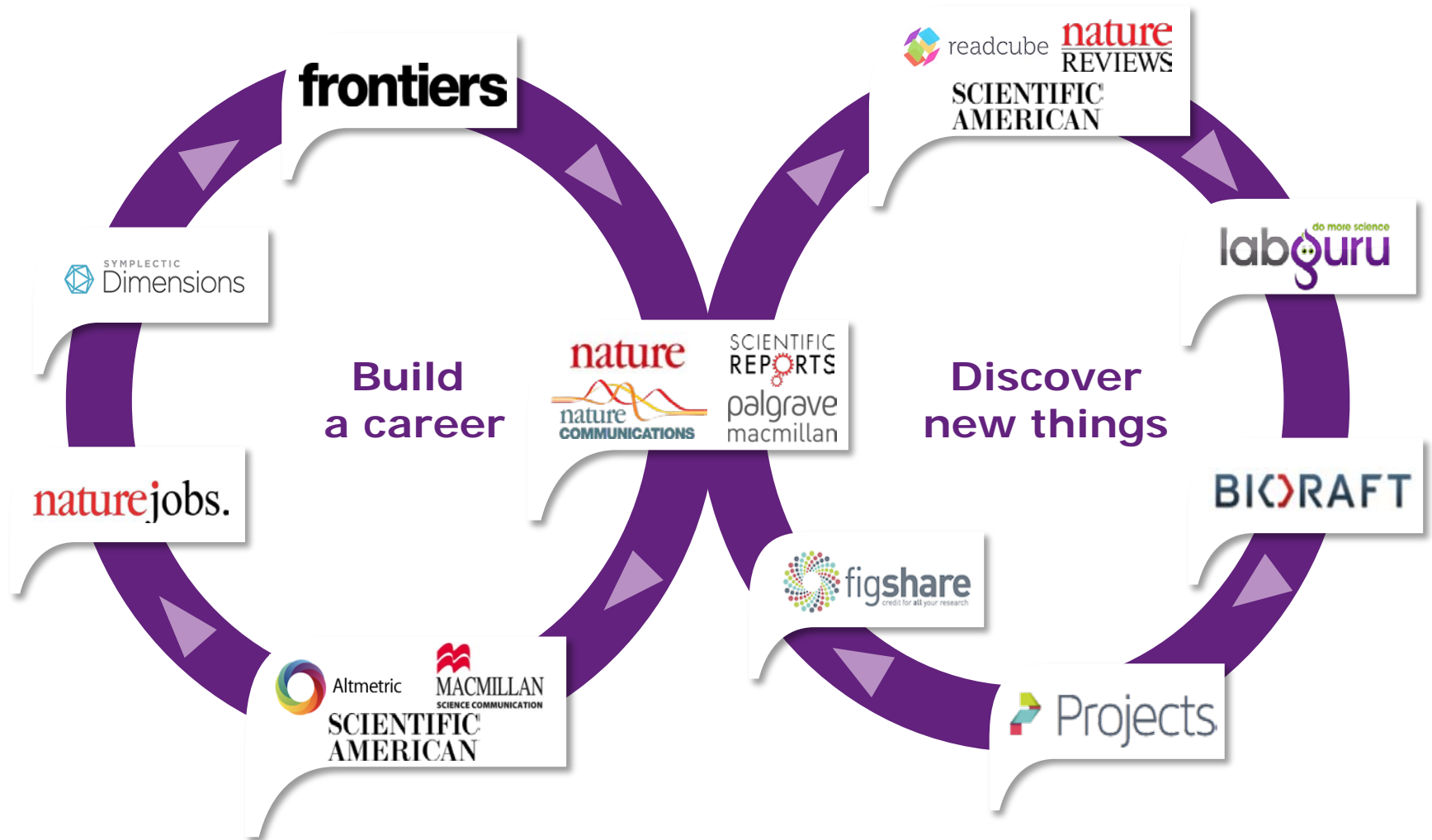
...and think in terms of the customer lifecycle

Researcher lifecycle



We believe this customer-centric approach...
...helps us to focus on providing indispensable solutions

Researcher lifecycle



What makes a service or solution indispensable?

...we think of this in terms of four characteristics

1. Measurable improvement

2. Global standards

3. Network effects

4. Algorithms that mine data

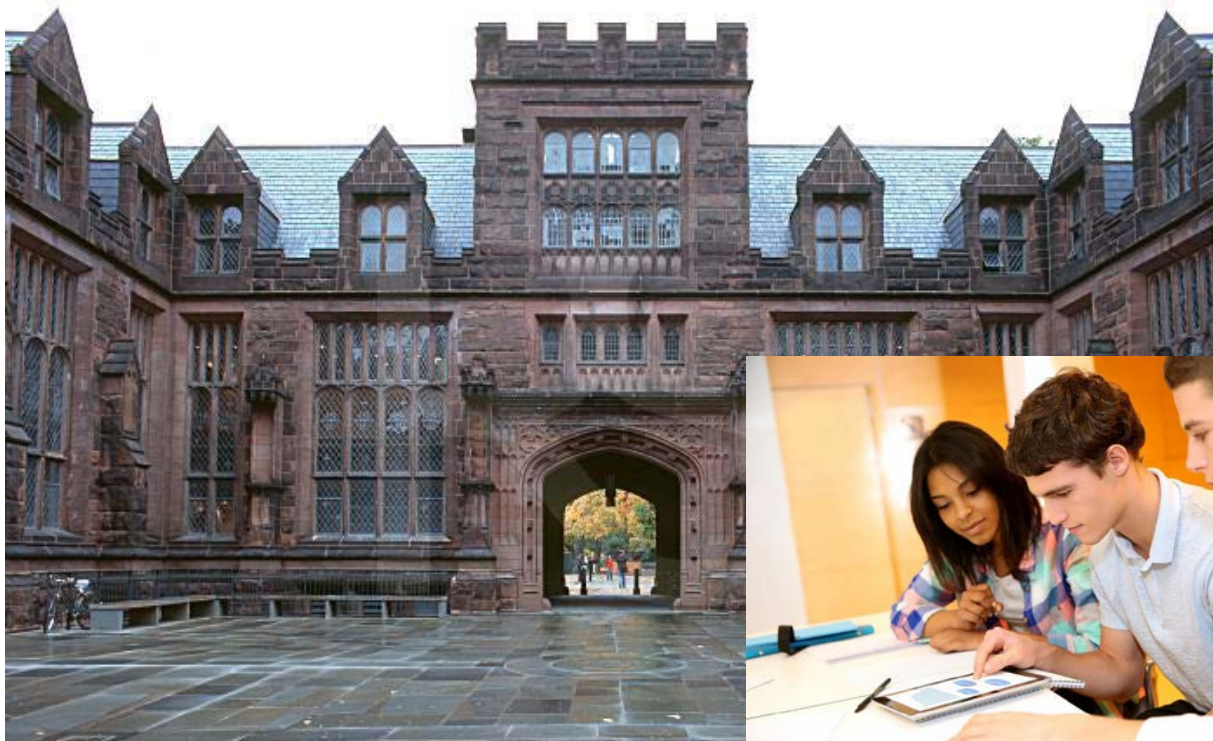


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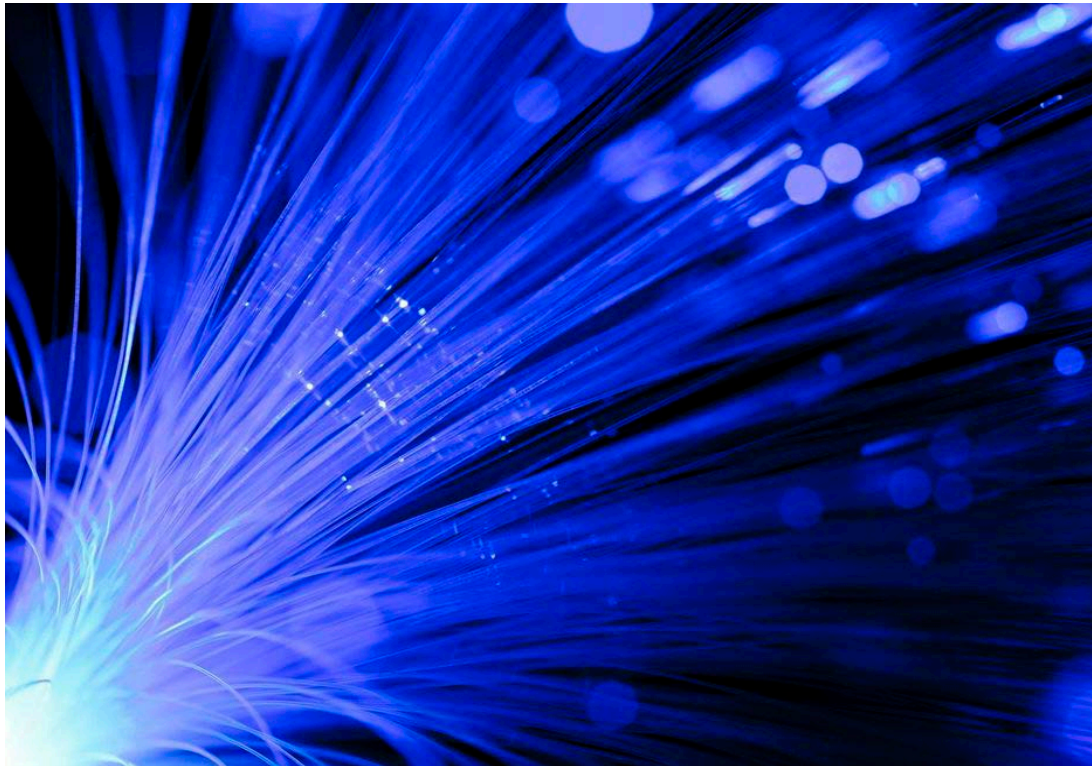
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