



Order Management and Customer Service



THINK is cloud-based order management and customer service platform offered as a service. It provides seamless renewals, payments, and billings processes, along with industry-class inventory management and flexible fulfillment services.

The cloud-based scalable architecture optimizes infrastructure costs and results in high performance while maintaining scalability and agility. THINK optimizes the order management process for publishers by reducing order entry time, improving order accuracy, and increasing sales by simplifying orders. Publishers can also leverage this platform to push forward their marketing and promotional activities by creating specifically targeted promotional offers by analyzing the buying behaviors of their customers.

When it comes to subscriptions, THINK allows you to auto-schedule renewals and reminders. It manages product lifecycle and recurring billing with convenient provisions for handling all the claims and queries in real-time. The intuitive interface makes it easy to use and navigate through the platform. With customized dashboards and reports in desired formats, customers can measure the productivity that directly translates into increasing the revenue of the publication.

The platform offers flexible fulfillment and best in the industry inventory management to customers. Our team with decades of publishing industry experience brings an extensive understanding of the domain which results in reducing the touch-points and allows faster turnaround time to queries. No matter where you are THINK's global delivery model serves the customers around different time-zones across the world.

THINK has proven to be the solution of choice for order management and customer service requirements for more than a decade.

"For over 20 years, MPS has been a great partner to MIT Press. They have consistently developed high quality products that meet our exact needs, on time and within budget. They have always been enhancing the products as per our ever-changing requirement. I would like to thank MPS and the team for all your support during these years."

Abbie Hiscox, Journal Manager
MIT Press

Our Customers



Customer Support

THINK understands its customers and values their business, and to provide uninterrupted services it offers the best customer support to the customers. We have a team of experts within the publishing industry to handle both B2B & B2C interactions, manage enquiries, and provide quick query resolution with inbound & outbound phone as well as website support.

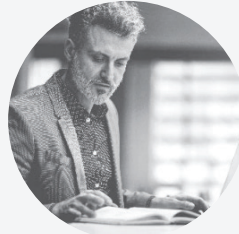
Financial Management

It is necessary to have all the services in one place, hence THINK centralizes all services related to order fulfilment and financial management in one space, providing daily financial and monthly bank reconciliation reports to customers. The platform offers credit control functions and banking functions along with payment gateway and e-commerce integrations to ease the process of managing the financial aspects of the business.

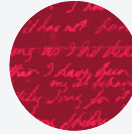
Renewal Management

THINK offers renewal management services to publishers to easily manage their subscriptions and other requirements. The platform manages all the payment operations and processes the renewals in real-time while generating automated reminders at regular schedules. It also provides the publisher an option to send out customized marketing & promotional material to enhance sales and increase revenue.

Order Management



THINK is proven to be nonpareil in terms of order management. It processes orders comprising data entry, payment processing & order intimation while managing all the site license & consortia orders.



The platform offers electronic data import & online access activation with real-time reporting while effectively providing end-customer support through email & phone.

Order Fulfilment

For Print

MPS provides order fulfilment services for legacy print content by generating Label Files to be shared with printers and warehouses.

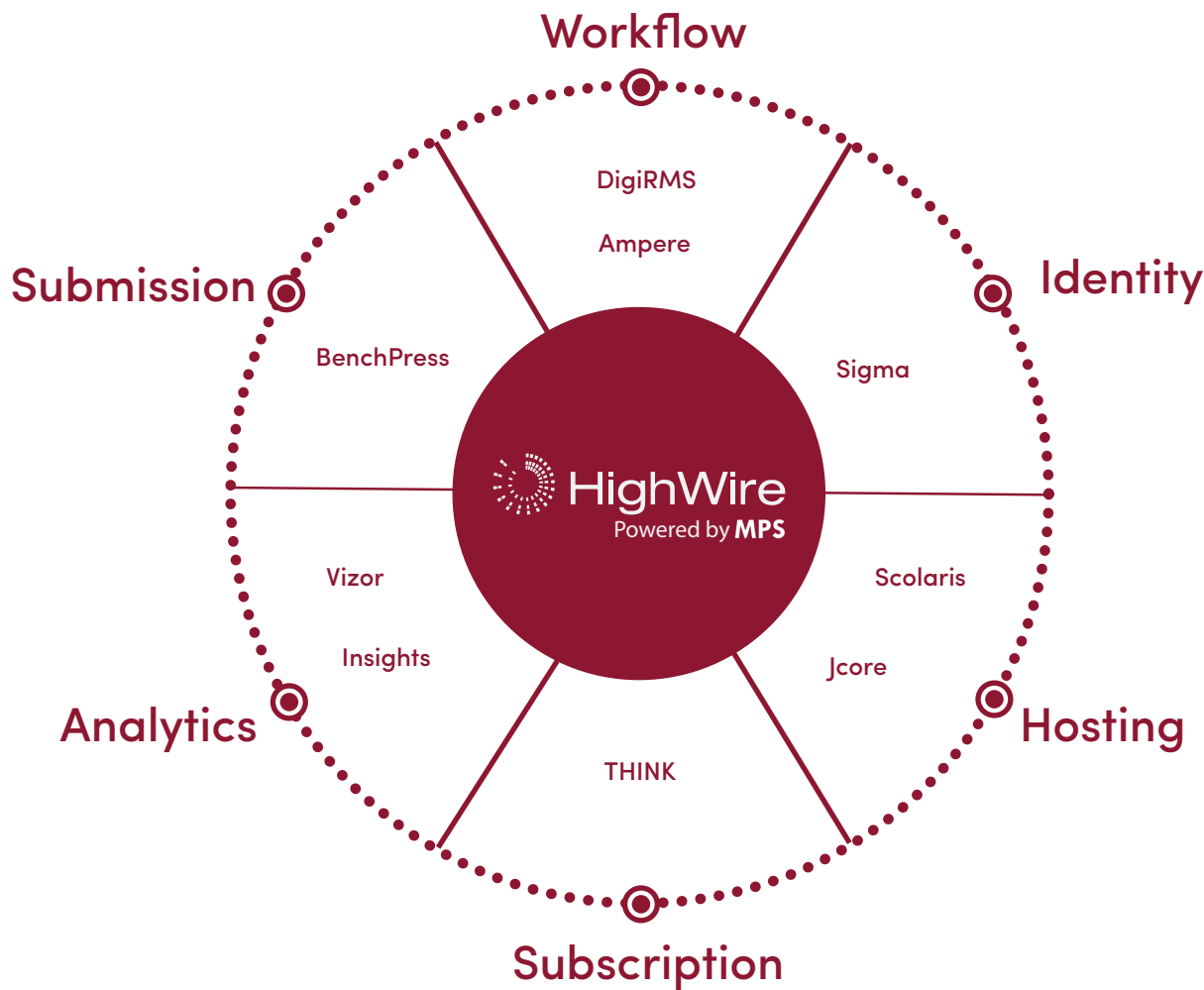
For Digital

MPS manages the digital content orders by fetching the payment records and providing the access to the corresponding content delivery platform.

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About HighWire

HighWire is an industry-leading global provider of digital publishing tools and platform solutions across all aspects of the publishing life cycle. HighWire is powered by MPS.



About MPS

MPS provides content, platforms, and learning services to the world's leading publishers, societies, university presses, learning companies, enterprises, and content aggregators.



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Locations



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