EDEN

"It may be winter in Eden But what I'm feeling is summer in my heart"

Kenny G

Review of the Year

The project has made great progress during 2017. At the start of the year, the framework of the new warehouse was put up and the external building work was concluded by July. This was followed by the completion of the internal fit out of racking and machinery in October.

Solution design for the new SAP Order to Cash and JDA Warehouse Management systems was finalised in February and build work started from March. The first elements of new functionality were built by June with further drops delivered throughout the second half of the year.

A dedicated team has defined the information that will be extracted from the current Vista database and how it will be migrated to the new systems.

Existing reports have been assessed and an initial batch were built in November, drawing data from the new systems.

Business change activities kicked off in May and the project team has since engaged with stakeholders from publishers, customers and suppliers.

Initial testing of the systems and warehouse machinery has been the recent focus as we prepare for user acceptance testing which starts in February 2018.

Warehouse Name

The new warehouse will be named 'The Hely Hutchinson Centre' in tribute to Hachette UK's chief executive, who retires at the end of the year.

In response to the news, Tim said:

"I have always enjoyed meeting the great people at our current Bookpoint and LBS distribution centres and in our Finance department.

There is a tremendous atmosphere, based on a keen desire to give the best service and a willingness to keep innovating to achieve that.

The new building is the ultimate in such innovations. Inside, it feels like a cathedral to modern book publishing and distribution.

I look forward to the new service centre being fully operational and being the envy of the rest of the industry.

I am so very proud that the building will bear my name, and I wish all who will work there the best of good fortune."

Eden Events

An event was held on 23rd October for the group's third party distribution clients at the new site, which has changed considerably since their last visit in April. The project team took them through the business change activities that will take place ahead of their transitions.

On 10th November, more than 80 members of the Hachette IT team enjoyed a tour of the warehouse and were also given demonstrations of the new systems.

Site tours for smaller groups continue and the image below includes a party from Hachette Australia and New Zealand who visited when they were over in November.

Publisher Playbacks

As part of the business change management for publishing divisions, a series of playback sessions are underway with Octopus, Little, Brown and Orion.

The meetings provide key users with an early view of the functionality that has been built and this will help familiarise attendees with the systems ahead of user acceptance testing and training.

Each division will attend nine playback sessions which cover the SAP Order to Cash functionality and its integrations with the current SAP Finance, Biblio3 and Cognos Reporting systems. The sessions will finish with a review of the new Publisher App in January.

Meet the Team

Chris Howell

Chief Information Officer

Chris joined Hachette in early November and is responsible for all aspects of the group's information systems and technology. His brief includes a key role on the project as a member of its steering committee.

With experience in senior positions at Tesco.com, Marks & Spencer, Dixons and Gatwick Airport, he has been responsible for the launch of market leading technologies. These include major digital platforms, delivering new revenue streams and transformational improvements in customer experience.