



“Patience, persistence and perspiration make an unbeatable combination for success.”

Napoleon Hill

All Systems Are Go!

On Monday 20th August, the first customer orders for Octopus Publishing Group were successfully despatched from the Hely Hutchinson Centre.

This significant milestone followed the completion of stock transfer, data migration and technical cutover activities and was achieved on the back of several months of focussed hard work by the Eden project team and publishing staff.

The site has received orders from a wide range of customers via EDI, Nielsen teleordering, PubEasy, email and phone.

More than 1,200 orders were successfully fulfilled in the first two weeks of the live operation, with more than 100,000 units shipped in that period.



The new Pub App and Cognos reporting solutions have also been launched and provided to Octopus, group finance and group sales users in a staggered roll-out.

Operations and IT staff located at the Hely Hutchinson Centre and Carmelite House are providing ‘early life support’ to users as the systems and processes bed in.

The picture above shows the first customer order to be processed through the new systems, which was sent to the Science Museum Bookshop.

Meet the Team

Charlotte Debenham

Customer Services
Team Leader (Client)



Charlotte joined Bookpoint customer services in 2013, initially working within the Schools team and latterly as team leader for Export Sales.

She was part of the project’s testing team earlier this year and now oversees the client team who currently look after Octopus, as well as Little, Brown and Orion as they transition to the new warehouse.

Tom MacGregor

Customer Services
Team Leader (Trade)



Tom has worked in a variety of departments since he joined Bookpoint in 2007, including process control, procurement and customer services.

He moved to the Hely Hutchinson Centre in June, leading the trade team who deal with external customers including bookshops, supermarkets, consignment accounts and the general public.

Customer Services



The customer services department has been established at the Hely Hutchinson Centre, providing support to the publishing divisions once they transition and to all customers who place orders.

The team is currently being led by Andy Jayne, who is now Customer Services Implementation Manager, having previously worked on the implementation for the SAP Order to Cash solution.

The picture above shows the team at work, including Andy, Paul Mundy, Lauren James, Tom MacGregor, Charlotte Debenham, Stephanie Shipston and Simone Taylor. Tom Crofts, not pictured, is also part of the team. More advisors will transition from Bookpoint as further publishers migrate to the warehouse.

Next Phase Update

Hot on the tails of the Octopus go-live, stock transfer and data migration activities for the next deployment started at the end of August.

This phase covers Little, Brown Book Group and Orion Publishing Group, as well as the publishing divisions that they perform a sales service for (including Hachette Book Group US, New Harbinger and Halban Publishers).

The transfer of stock from LBS started on 3rd September and the divisions are scheduled to be operational from the Hely Hutchinson Centre and live with the new systems from Monday 1st October.

Once they are live, 30% of the total Hachette distribution business will be covered by the new warehouse.



Sign of the Times



Eye-catching signage to brand the Hely Hutchinson Centre was put up in August. Local residents have commented that the main warehouse sign, when lit up at night, is visible for miles around!