

*“October knew, of course, that the action of turning a page, of ending a chapter or shutting a book, did not end the tale.”*

Neil Gaiman

## L,BBG and Orion Go Live

Following the go-live of Octopus in late August, Little, Brown Book Group and Orion Publishing Group went live with Project Eden on 1<sup>st</sup> October.

All Little, Brown and Orion titles are now represented at the Hely Hutchinson Centre and customer orders are being fulfilled from the site. The transfer of remaining stock from LBS will be complete by mid-November. All Octopus stock has now successfully migrated to the new warehouse.

The take-on of the extra divisions has seen a huge increase in volume and complexity and there are now more than 5 million units in stock. Order fulfilment has risen from around 8,000 units to more than 50,000 units in a typical day.

Dedicated staff are on site at Carmelite House and the Hely Hutchinson Centre to provide early support to users. Any issues are being assessed swiftly and those most business critical addressed as a priority.



Hachette UK CEO David Shelley visited the warehouse on 1<sup>st</sup> October to oversee the transition. He is pictured above with Jo Westbrook (HUK Distribution COO), Matt Wright (HUK Distribution CEO) and Chris Emerson (Hachette UK COO).

## Next Phase Update

The next phase of the project will cover the third party client publishers currently distributed by LBS.

Planning is already underway and the 12 publishers will be covered in two waves, to go live in January and February 2019.

Project team engagement with the publishers will increase shortly as they prepare for the migration of their data and business adoption of the new systems.

The publishers involved are Abrams & Chronicle, Barefoot Books, Grub Street, Laurence King, Michael O’Mara, Pitch Publishing, Private Eye, Quarto, Racing Post, Taschen and Thames & Hudson. Summersdale, a third party client who are now part of Octopus Publishing Group, will also be covered in this phase.

A schedule for when each publisher will go live will be confirmed later in October.

## Operations Support

A small team has been established at the Hely Hutchinson Centre to support the delivery and despatch of stock into and from the warehouse.

Their duties include liaison with drivers, taking bookings for goods in deliveries, processing manifests for all stock that comes into the building as well as scheduling the release of all new titles.

See the ‘Meet the Project Team’ section above for an introduction to the team.



## Meet the Project Team

### Tracey Robins

Operations Support Manager



Tracey is the longest serving member of staff currently at the Hely Hutchinson Centre, having worked with the group for 30 years. She started in the returns department at Bookpoint before running their process control department, where she oversaw goods in, value added services and bulk storage planning.

### Patrycja Prismall & Fiona Clegg

Operations Support Administrators



Patrycja also previously worked at Bookpoint and now acts as the liaison point with printers and drivers, checking appointments and ensuring that deliveries match the goods expected each day.

Fiona joined at the start of October and provides general assistance to the team.

## Customer Engagement

Ray Webb will attend the Frankfurt Book Fair on 10<sup>th</sup> & 11<sup>th</sup> October to represent the project and answer any queries from customers and interested parties.



## Hi, Robot

We have employed the use of ‘robo-wrappers’ at the Hely Hutchinson Centre. These are robots that can circle a pallet of books to tightly secure them with recycled plastic sheeting.

