

“Change is hard at first, messy in the middle and gorgeous at the end.”

Robin Sharma

Project Update

The Hely Hutchinson Centre served Octopus, Orion and Little, Brown during the peak final quarter sales period at the end of last year, with the warehouse shipping more than 5 million units in that time.

While the majority of the new processes have bedded in as planned, the increased volumes highlighted some key areas to address and improve.

Order picking has performed well but there were some delays with stock despatch. The backlog has been cleared and simplifications to the despatch process are being applied.

Due to the delays, and because of queries around the new processes, the customer services team received a higher than expected volume of calls. To address this, the Bookpoint customer services team relocated to the Hely Hutchinson Centre in December to provide extra support.



Members of the LBS and Bookpoint operational teams have also provided assistance. This includes Richard Bartram, Head of Operations & Logistics at Bookpoint (pictured above), who is currently spending half of his time at the Hely Hutchinson Centre.

Operational improvements are now becoming evident as order volumes have decreased and process changes in key areas are becoming established.

Meet the Project Team

Zaki Mouden

SAP Technical Manager



Zaki joined Hachette in 2015, working in SAP support as well as SAP optimisation and upgrade projects. He now looks after the team that delivers and supports the group’s SAP solutions for distribution and finance.

Harry Davis

Junior SAP Basis Analyst



Last year, Harry moved from the IT Service Desk to work on BASIS, the underlying platform for SAP systems. Working for Zaki, Harry is focussed on investigating technical issues and building systems for each project phase.

Third Party Clients

While there has been focus on managing the live operation, the project team is also working on the next phase which covers the third party publishers currently served by LBS, plus Summersdale who recently became part of Octopus Publishing Group.

A Client Day was held late last year where representatives from the third party publishers were briefed on project progress, the current challenges and preparation for their own deployments in early 2019.



The group were also taken on a tour of the warehouse, where they saw the new processes in action for the first time.

The publishers have recently reviewed their stock and data prior to its transition to the new warehouse and systems. They have also prepared for new processes by attending preview sessions during November and December.

Seven of the LBS third parties will go live on 21st January, with the remaining five planned to go live at the end of February.



Coffee Break Corner

Twelve LBS third party publishers are hidden in the work search below, how many can you find?

S	T	G	U	I	L	H	C	T	I	P	R	X	I
U	E	L	N	P	Y	M	R	P	H	A	B	T	T
M	E	S	C	I	G	T	E	C	C	E	E	H	Q
M	R	B	M	A	K	S	O	I	X	Y	S	U	A
E	T	A	O	A	Z	E	N	O	L	H	A	S	V
R	S	Y	Y	Q	R	G	C	D	F	R	R	X	B
S	B	J	E	I	P	B	C	N	T	E	U	I	F
D	U	O	Y	O	F	X	A	O	E	T	R	M	H
A	R	K	S	F	L	N	W	Y	M	R	D	A	Q
L	G	T	W	U	B	Y	D	H	O	Y	U	N	B
E	H	G	R	W	J	V	N	E	H	C	S	A	T
D	J	U	E	Y	E	E	T	A	V	I	R	P	L
M	T	H	A	M	E	S	P	U	O	O	F	N	O
T	F	P	U	Y	O	O	M	A	R	A	G	O	M

ABRAMS OMARA BAREFOOT GRUBSTREET THAMES
LAURENCEKING PITCH SUMMERSDALE QUARTO
TASCHEN PRIVATEEYE RACINGPOST