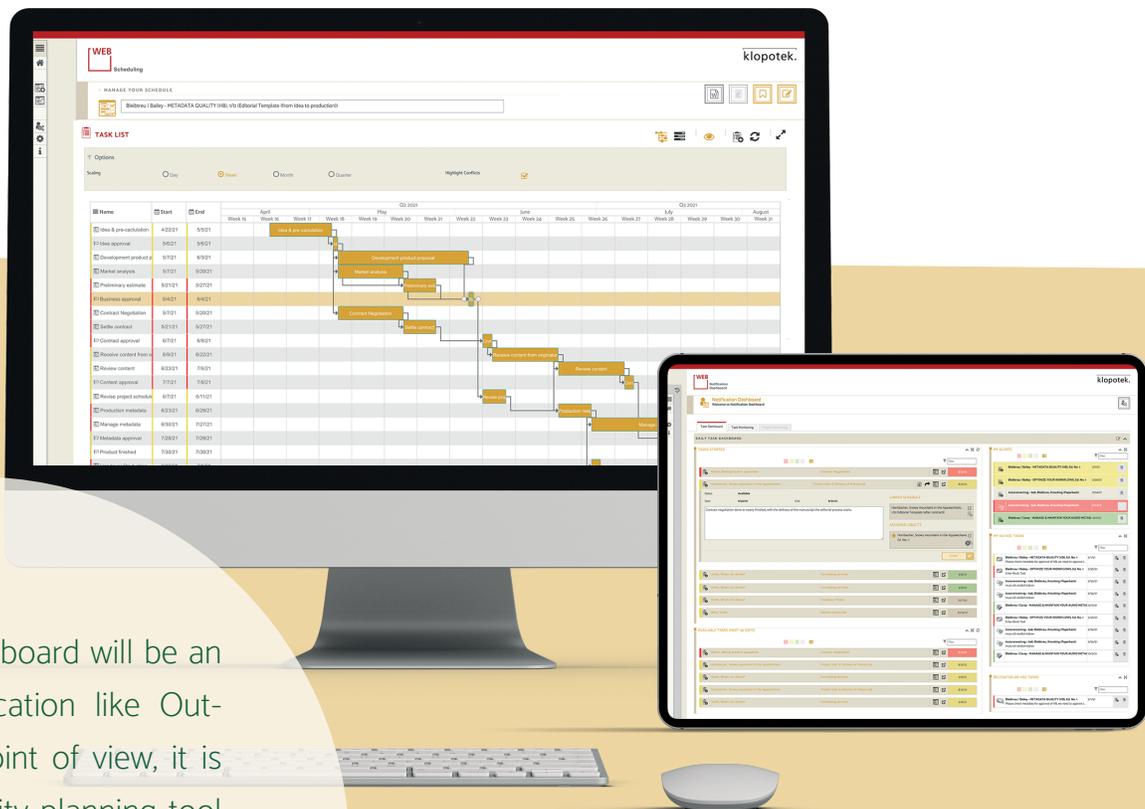


CASE STUDY MOODY PUBLISHERS

“The ‘one-page management’ of tasks”: introducing STREAM Scheduling

As part of switching to Klopotek’s new technology platform, all Classic Line schedules at Moody Publishers will be migrated to STREAM, enhanced with additional tasks, dependencies, and to-dos. As Business Systems Manager of Moody Publishers, Gregory Miller is overseeing this project, which includes incorporating schedule data in a number of key reports: “The migration at current count is 500 schedules – for first printings, reprints, and e-books.”



“Notification Dashboard will be an ‘always up’ application like Outlook. From my point of view, it is a smart productivity planning tool as opposed to something that is an arduous necessity. It will be an indispensable tool to help us reach our 2030 house goal of doubling our yearly titles.”



MOODY
Publishers™

About Moody Publishers

Moody Publishers is a nonprofit Christian publishing house located in the River North neighborhood of Chicago, IL. Since being founded by D. L. Moody in 1894, Moody Publishers has distributed more than 300 million books, spanning from Bible commentary and reference to spiritual and relational growth, as well as award-winning fiction.

(Source: www.moodypublishers.com)

Project Focus: Klopotek STREAM – Scheduling / Notification Dashboard

Time Frame: Summer 2021 (3 months)

Project Location: Chicago / remote

Contact Details Moody Publishers:
Gregory Miller, Business Systems Manager, gregory.miller@moody.edu

Contact Details Klopotek:
George Logan, VP Sales & Marketing, george.logan@klopotek.com

Gregory, why did your company decide to implement the cloud-based STREAM apps Scheduling and Notification Dashboard?

This is the 'Big Flip' for us; it will revolutionize how we work. 'Transformative' could be another adjective. Soon, in STREAM, tasks will be on the top of your screen as opposed to drilling deep to get to the point of updating task data. No drill down is required: users only see their tasks when they need to see them.

The same applies to entering data. What you actually have to enter is very limited. The only input that is required is for 'best guess' dates. You simply start, and the system will complete later.

And task filtering and searching on the Notification Dashboard aids in understanding schedules.

The go-live will happen soon. What are you aiming to achieve by implementing these

"Our management is excited to be able to lay out the base set of task expectations with the user's ability to trim and amend that which is specific to the task and for the project. For schedule building, we'll be using the Gantt Charts provided in the app."

applications? Could you name some of the goals you have set?

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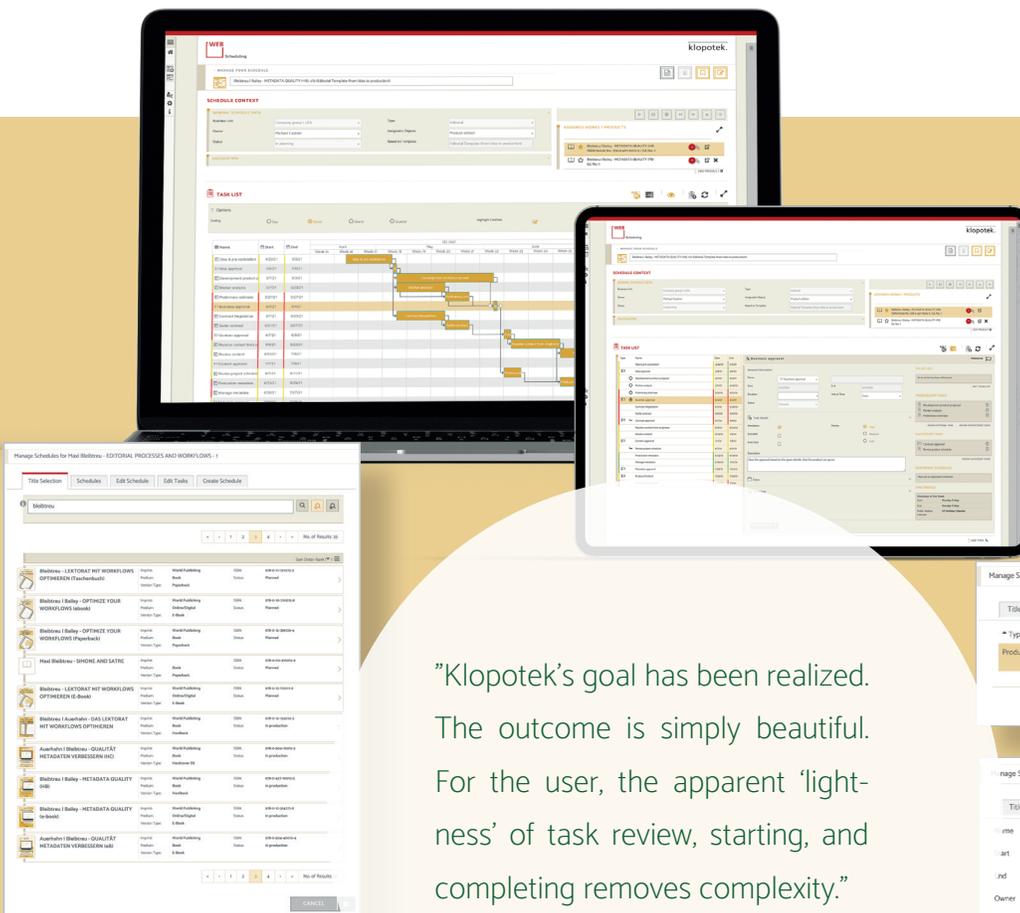
This is not going to happen if we cannot keep better track of our projects; with the simplicity of 'clicking COMPLETE' communication to successor tasks of their availability to start will be a game changer. It is going to be 'transformative'.

Our users will be able to tailor the way they are notified by email to their needs and the

way they work. Some of them need 'other alerts' than others.

To-dos are an exciting new aspect that we will exploit. Our migration of Classic Line to STREAM schedules will be enhanced with additional tasks, dependencies, and a base set of to-dos which are an inherent way of self-documenting the schedule with expected actions by the users.

When creating these two apps, our Product & Solution Management thought of covering two sides: creating schedules, done by specialists, and tools to notify employees affected by these schedules, to ensure that responsibilities can be made clear, and deadlines be met. What are, in your opinion, the key benefits of Scheduling, and of the Notification Dashboard?

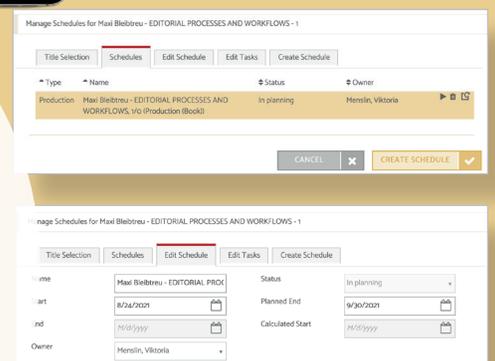


"Klopotek's goal has been realized. The outcome is simply beautiful. For the user, the apparent 'lightness' of task review, starting, and completing removes complexity."



The historic Moody Bible Institute arch: MBI enrolls over 4,000 undergrad, graduate and distance learning students and consists of three major ministries: education, broadcasting, and publishing.

(Source: https://en.wikipedia.org/wiki/Moody_Bible_Institute)



”How STREAM works is so consistent across all the applications. You just have to start working with it, spend a little bit of time to understand how it works, step one, step two, step three, ... and it’s a breeze.”

Klopotek’s goal has been realized. The outcome is simply beautiful. For the user, the apparent ‘lightness’ of task review, starting, and completing removes complexity. For users not to see the ‘complete’ schedule keeps the concept from being scary.

The number one STREAM feature, for me, is the ‘one-page management’ of tasks. As I’ve just explained, no drilling down is required to understand schedules. Harvester reduces user updates to tasks letting them focus on the most important input to their tasks. I am really excited about STREAM.

‘Harvester’ is a tool that is part of the Scheduling app ...

Well, Harvester unloads tasks and automates that which can be deduced. And it keeps the dates realistic.

How are ‘realistic dates’ achieved?

Our publishing company has developed a so-called ‘master schedule’. It contains 32 items, and all of these items correspond to a task. Elements such as ‘a title has been released’ have all these key dates that people have to hit.

And this is where Harvester helps: it implements this ‘master schedule’ onto the ‘best guess’ dates that were entered initially for all these tasks that are all related. This is how ‘best guesses’ become ‘realistic dates’.

For example, for a title to be published in May, the first pages are due, let’s say, on 1st December. Now, as soon as people change the publishing date to be one month later, or whenever, based on the time that is needed for some tasks to be completed, the Harvester action calculation runs, and in line with the ‘master schedule’, the

related tasks are pushed out and repositioned, and five minutes later, the whole schedule has been reconfigured based on that new projection.

Therefore, Harvester is an important element of success for us. And it is important that it is based on people who are responsible for a task to be completed. You could say that Harvester, for us, is a tool to auto start tasks, as responsible persons are part of it all, and their work time is taken into account by the tool.

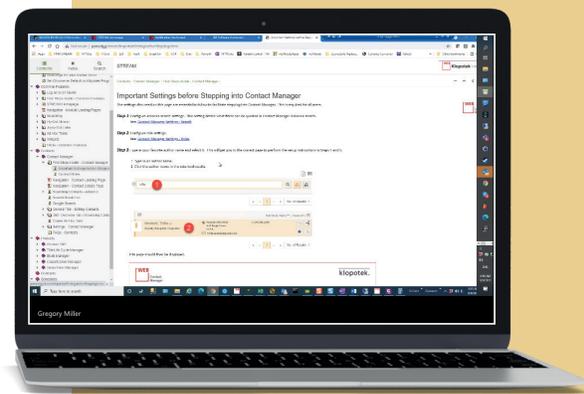
You see, what happened to the Classic Line scheduling over the course of time is that it was ‘dumbed-down’ to key reportable tasks – because of the complexity. STREAM schedule tasks – when migrated – will be increased by 40 per cent, and counting, because the number of tasks adds nothing to the user view of complexity. It doesn’t matter to them. Now, we’ll have the freedom to put all the details in. And every responsible person in the house can be incorporated into the schedule.

You mentioned the to-dos ...

Indeed, I did; they’re a great upgrade. Our management is excited to be able to lay out the base set of task expectations with the user’s ability to trim and amend that which is specific to the task and for the project. For schedule building, we’ll be using the Gantt Charts provided in the app.

The Notification Dashboard ‘Task Monitoring’ tab is ‘Production Cockpit on steroids’ for super users. However, this dashboard is so well designed that it is the ‘one-page answer’ for most users regarding task management.

Moody Publishers decided to implement email alerts and notifications immediately.



Gregory Miller created a browser-based ‘Help & Training’ guide and index to support users: every STREAM application is presented with a ‘First Steps Inside’ chapter detailing a step-by-step review of the most important features



”I have been extremely impressed from day one with an ever-increasing appreciation of the planning and development that went into making STREAM a reality. The GUI is clean and quick; the development is 100% user-based with the goal of ease of searching, reviewing, and updating.”

What is your opinion about STREAM technology in general, and of the STREAM User Interface in particular?

I have been extremely impressed from day one with an ever-increasing appreciation of the planning and development that went into making STREAM a reality. The GUI is clean and quick; the development is 100% user-based with the goal of ease of searching, reviewing, and updating.

How many users will work with these apps? How will they be trained?

There'll be 60 users. I have developed a browser-based 'Help & Training' guide and index: all questions ever posed by users will be answered in the help section. In the guide, every STREAM application is first presented with a 'First Steps Inside' chapter detailing a step-by-step review of the most important features of the application.

There'll also be video-based group training using 'First Steps Inside' as the training guide.

"People don't have to struggle through getting default schedules and updates in; they just do their 'First steps inside' with the guide, and they're rolling. You might think that releasing that number of people on a new Scheduling solution is going to be daunting, but as it's so easy to use, it's going to be easy."

And we'll produce weekly emails highlighting key skills toward STREAM productivity. **From your experience, is STREAM intuitive and self-explanatory?**

It is indeed, when using the guide I created, users can complete the first steps of starting to work with an app in 15 minutes – only because the apps are that easy to use, we can introduce them to people using this browser-based method.

How STREAM works is so consistent across all the applications. You just have to start working with it, spend a little bit of time to understand how it works, step one, step two, step three, ... and it's a breeze.

People don't have to struggle through getting default schedules and updates in; they just do their 'First steps inside' with the

guide, and they're rolling. You might think that releasing that number of people on a new Scheduling solution is going to be daunting, but as it's so easy to use, it's going to be easy.

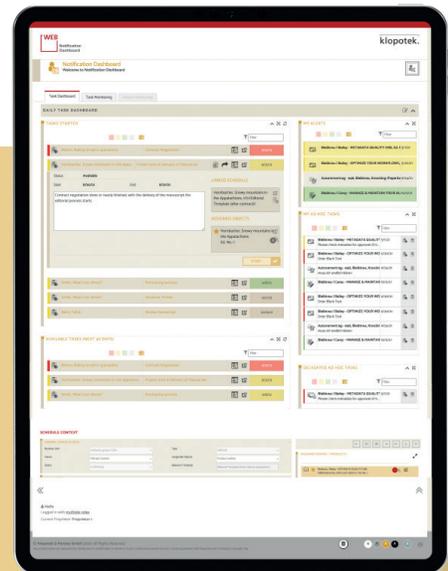
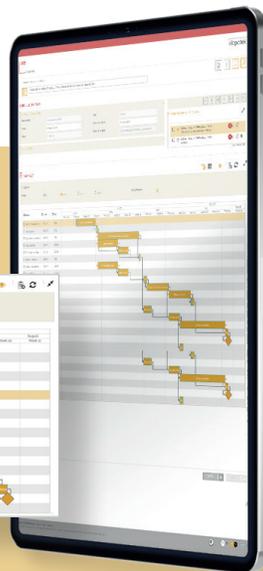
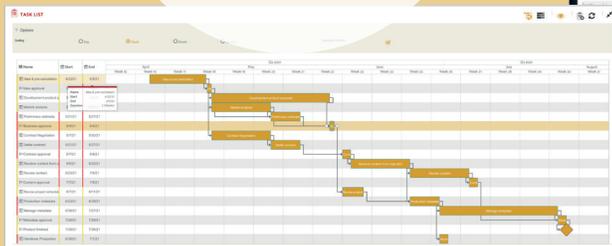
There was a workshop held by Klopotek North America in downtown New York prior to start developing these apps – to learn about the requirements of future users from as many publishers as possible ...

Yes, we were part of this, also as regards the gathering of Use Cases. It is really apparent that you listen to people and tailor your applications to their needs.

Gregory, thank you very much for taking the time to talk to us and sharing these insights.
(Questions & edited by: Stefan Kaufer)

WEB
Scheduling

WEB
Notification Dashboard



With the powerful app **Scheduling**, calculations and re-calculations, even of complex projects, are only a matter of a moment. Gantt charts visualize all the elements you need to see to understand how changes will affect your planning.

Intelligent calculation procedures, based on complex algorithms, can be used for the entire schedule(s). The system will proactively notify you about any problems regarding the schedules.

STREAM provides a configurable **Notification Dashboard** to all employees, so everybody in the company will always know what has to be done by when.

This type of dashboard presents individual, holistic views on the schedules and tasks 'I am responsible for' or 'I am involved in'. It is also possible to access schedule details to understand the individual workflow steps and tasks.

