Improve Your Journal with Top Notch Support

From careful manuscript quality checks, to handling author communications or researching reviewers, KnowledgeWorks Global Ltd. (KGL) improves efficiency and outcomes throughout the peer review process. Our associates bring professional polish to your workflows and are expert users of the major manuscript management systems.

Our services are customized according to the precise needs of your organization, scalable to changing volume, and offer excellent value while maintaining the exceptional reputation of your journal. Contact us to learn more.

**Manuscript processing**
- Promptly handle each manuscript according to established protocols and efficiency benchmarks
- Check manuscript details based on client checklists
- Return manuscripts not meeting requirements to authors for correction
- Journal dashboard provides at-a-glance visualization of manuscript queues, improving efficiency
- Screen for plagiarism using detection software
- Handle special content types such as invited manuscripts, supplements and special issues, multimedia, and clinical trials
- Provide final quality checks on accepted manuscripts and launch to production
- Check and approve final page proofs
- Flexible support that responds to changing volume and provides coverage for absences

**Editor support**
- Monitor workflow for editors
- Notify editors of problems with review of assigned articles
- Participate in routine phone calls and meetings
- Attend editorial board meetings if requested
- Report on processing timelines and other KPIs

**Reviewer management**
- Obtain reviewers for each manuscript, including statistical reviews, as directed by editors
- Prompt reviewers, ensuring a timely process
- Database management including adding, updating, and de-duplicating reviewer records

**Author communication**
- Responsive management of the journal inbox
- Draft, proof, and send decision letters to authors
- Obtain necessary figures/artwork in required format
- Collect disclosure forms and permissions letters

**Customer service and technical support**
- Monitor email and phone accounts and answer inquiries in a prompt, professional manner
- Provide technical assistance to editors, authors, and reviewers related to the peer review system
- Work with the manuscript management system vendor to configure new features or resolve technical issues