

A conceptual image showing four hands from different people reaching towards the center, each holding a white puzzle piece. The pieces are arranged in a square pattern, with two pieces already partially connected. The background is a light, solid blue color. The overall theme is teamwork and collaboration.

***VAN HAREN
PUBLISHING***

CAPABILITIES

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<i>ASIA/AUSTRALASIA</i>	<i>Fout! Bladwijzer niet gedefinieerd.</i>

VHP CAPABILITIES

VHP is a Global Publisher and provides the full Publishing Service for high profile global clients such as The Open Group, ASL/BiSL Foundation, , IACCM and many more.

Our philosophy is to manage our value add and skills services within the company and to partner with Global Industry specialists for commodity services. This is because these suppliers are able to take on rapid expansion fast and are able to keep up to date with the latest machinery and quality deliverables because they are specialists in that service.

PUBLISHING SERVICES

Introduction

This is a highly skilled service requiring detailed market-knowledge around the world. covering the following areas of market knowledge: IT Service Management, Project and Programme Management, IT Security and Governance, Information Management, Contracting, Outsourcing, Risk Management, Application Management and Quality Management.

Publishing Process

The skill sets include

Portfolio Planning

Our content portfolios are devised to provide the market with a full range of content that suits all levels of competence.

Planning titles

We publish that are suitable for market and profile: Van Haren Publishing has published some 500 titles which address specialist market topics in an easy read and user friendly format.

Commissioning quality material

New content is commissioned via our database of global expert authors who all eminent in their field. Our principle is that Authors should be motivated to provide the highest quality in good time – this means we develop a strong business delivery ethos with them.

Peer review

Our Publishers ensure that all material is of a very high quality. Our process is that all content is peer reviewed (usually specialists from our database of 500+ contacts). Comments are cycled until resolved and approved using a solid tracking mechanism. Guidelines and timetables are clear and adhered to.

Production Process

The production process is straightforward and contains a quality assessment at each step. Whilst internally managed at Van Haren Publishing our typesetting, printing, warehousing and distribution are all achieved by suppliers. These have capability to expand to meet our needs and also for printing and distribution involve international corporations.

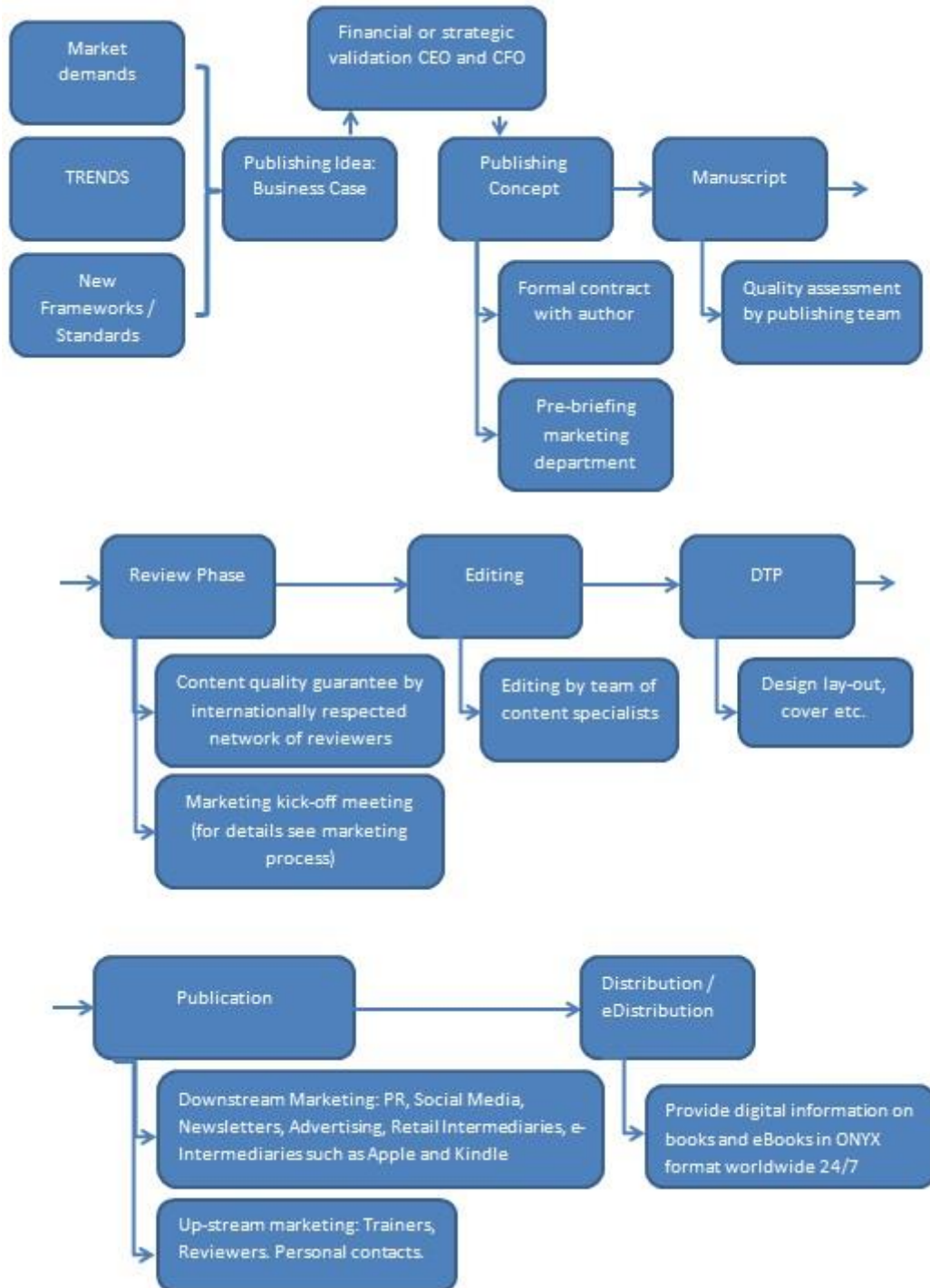
Our production process is extremely fast: a typical turnaround is 8 weeks plus review cycle (times vary) from delivery of manuscript to delivery to warehouse. This means we are usually first to market with updates to standard upgrades.

Our production area manages an automated process of delivering content in three formats:

- 1) Hard copy books
- 2) eBooks (pdf format)

eBooks and ePUB versions can be delivered within 5 days of the final printed product being available.

PUBLISHING PROCESS Van Haren Publishing 2013



Typesetting Process

Our specialist partner CO2 ensures we have on hand at all times full-time employees and a network of specialists for DTP (Desk Top Publishing), design, artwork and drawing. This means that VHP can provide the top range hardware and software for Design and DTP which includes the latest (and historical) versions of : Adobe Indesign / APS / PITSTOP / cPDF workflow/ Word/Adobe pdf.

Capability is very strong: currently CO2 processes 490 full manuscripts each year: this means that CO manuscripts will be processed fully compliant with existing processes and quality checks and there is indeed contingency resource available in case of high work periods.

All Pre press services are available:

- DTP
- Graphic design
- Print production coordination

All material, designs (including archive copies) and copyright remains with Van Haren Publishing or its clients. All files are made secure and delivered on the day of Publication back to Van Haren Publishing for Archiving. In addition Van Haren Publishing delivers to clients library copies are at the same time. The process also includes delivery of files and covers on the day of publication in the following formats:

- Hi resolution
- Low resolution
- File copy (pdf)
- Sample files for marketing

Printing Process

Our specialist partner is Wilco Printing & Binding– Netherlands' leading printer with 220 qualified full time employees. The service provided to CO will be: order management, prepress, printing, and distribution to a warehouse. For faster and seamless delivery these processes are delivered under one roof.

Van Haren Publishing printing quality is reflected by our partners official certification: ISO9001, ISO 12647-7 and environmental certificates (ISO 14001, FSC, PEFC and CO2-neutral). In addition energy efficient heat recycling for the print buildings is used for environmental compliance.

Binding options include:

- Perfect (glue) binding paperback
- Books with cover flaps

Turnaround times:

These are extremely fast allowing Van Haren Publishing to offer a very swift delivery to market:

- Paperback 12 working days
- Hardback 15 working days

on special occasions we can produce faster than this

Quality statements relating to the Print Process:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 12647-2 Colour Management Offset
- ISO 12647-7 Colour Management Prepress

Warehousing and Distribution (Logistics) Process

Delivering finished product to the customer is a fundamental process and one that has the highest quality. Over 10 of experience in deliveries means that we know worldwide how to get products safely to end destinations.

Our partnerships (mainly with Seabourne – a large international company with 350 employees worldwide and £35 million turnover pa) means that CO gain an extremely high quality service. Its global acquisitions/subsidiaries demonstrate a very high local knowledge which we have found achieves an extremely high level of satisfied customers. (Seabourne Forwarding, Seabourne Express Courier in 1988, Wisden & Franklin in 1996, Air Action in 2008 InXpress, (South Africa), Gazelle Courier and FXMS (3PL))

The overall capability for this global organization includes:

- Warehousing: High quality infrastructure delivering: reduced stock holding and efficient routing decisions, full audit trail from receipt to despatch including tracking information, Increased picking accuracy and ability to monitor live data, ability to integrate with a range of client and supplier systems
- 780.000 shipments delivered per annum, 650 pick-ups per day, 4.800 booking customers
- 17,500 product lines despatched per annum
- Worldwide network, with own offices and/or long-term partnerships, no country exceptions
- Transit times Express service: Europe 1-2 days, Rest of world 2-3 days

Within this VHP achieve a delivery profile of:

Van Haren Publishing Capabilities

- 120,000 units despatched every year
- 99.7% orders despatched within 24 hours

Robust quality is demonstrated by:

- AEO, IATA and ISO licensed
- Robust Warehouse Management System used within the Group is “Manhattan” . System Integration methods via: FTP, XML, SOAP, Client systems onsite through VPN, QuickBooks
- 30.000 m² warehouse within the Group and back-up of a further 2.500m² available in Eindhoven, Netherlands
- Very strong tracking, recording and return process via Manhattan and/or customer system(Manhattan Features: Full product details recorded including dimensions, weight, value, Advanced PO receipt process & links to carrier systems; RF (Radio Frequency) controlled operations, SQL Server)
- Packaging details are based on customer requirements with a high paper quality (B/C 7 mm) golf
- Daily Reporting Tools: Dispatch report (including tracking), Receipt Report, Stock Report etc. etc. Alerts: Low level / reorder points, Order authorisation requests, Returns etc.
- Reduced stock holding and efficient routing decisions
- Full audit trail from receipt to despatch including tracking information
- Increased picking accuracy and ability to monitor live data
- Ability to integrate with a range of client and supplier systems

Marketing, Sales and Global Routes to Market Services

Order Processing

80% + orders are processed automatically.

Book orders: fulfilled automatically within 1 working day (99.5% success rate)

Book orders: manual orders via email are fulfilled within 24 hours (i.e. 1 working day)

See Annex A for a selected list of distributors and retailers.

Global Routes to Market – Distributors and Retailers

Van Haren Publishing has developed relationships with key distributors and retailers across the world. There is a network of some 100 direct relationships that further network and ensure that our products are available on more than 300 sales sites and websites around the world. For example we use a UK Partner Computer Bookshops to act as our specialist agent within the UK and who ensure that our products are available on the central Nielson book database used by bookshops across the country. They also ensure our books are available from high street shops such as Waterstones and also by means of their affiliated bookstores that our books are available on for example PC World, Amazon UK, WH Smith and other generalist and specialist websites. In the US our partner Bernan who specializes in official US and global data ensure that our books are listed on Amazon.com, Barnes and Noble shops and even sites like Wal-Mart.

Global Routes to Market – e-Retailers

The e-retailers are a subset of the whole general retailing market but offer their opportunities – and challenges. As the market place looks to e-products many interfaces have sprung up. Thus Kindle and i-Pads serve many millions of customers through their device. However protection (or DRM: digital rights management) challenges are significant: how to make sure

that access is protected but also how to ensure that the service isn't so heavily protected that it frustrates the user.

For our own services and sales we use Adobe Digital Rights Management which is enabled by an 'open source' freely available downloadable software. This is easy to use and mostly effective.

For e-retailers in the market DRM is usually via the device itself and its associated software and each device has subtle differences as to how the content must be delivered. To solve these we use a number of intermediaries who guarantee to process our materials so it can be used worldwide.

Global Routes to Market – Affiliates

Another route to market are affiliates: these tend to be smaller niche organizations who whilst smaller are key players within the market place. For a number of these they don't have the capability to deliver their own bookstore functionality and we deliver that to them. Inevitably our functionality comes with an ability to promote in a high profile way our books and services! We have some 100 affiliate sites around the world. Some are for large and some are for small companies – however we invest in all of them because not only do we achieve a commercial door we use the opportunity to talk and communicate with those in the marketplace about their expertise and what the market wants.

Global Routes to Markets – Trainers and Specialists

It is in our interest to establish close relationships with trainers as they buy much stock. We have some 75 trainers who regularly buy our products. Our relationship is much more than simply selling products (at a very strong discount): we like to give something back and offer trainers

Global Routes to Market – Direct to Users

Of course it is of benefit to us and the client if we can attract users directly to our store. These users prove to be loyal customers and often return to our sites. For these people (some 60,000 international people who know and use Van Haren Publishing products) we use the following promotional tools:

- e-mailing (newsletter format)
- Conference attendances: some 30 per annum

Annex A Selected List of Retailers/Distributors Worldwide

Worldwide

Amazon.com
Apple
eBookMall
Google Play
KOBObooks.com

www.amazon.com
www.ibookstore.com
www.ebookmall.com
play.google.com
<https://store.kobobooks.com/en-nl/>

Africa

eBookShop
Exclusive Books
Kalahari

www.ebookshop.co.za
www.exclus1ves.co.za
www.kalahari.com

Asia

India
Computer Bookshop India
Flipkart.com
Infibeam

www.cb-india.com
www.flipkart.com
www.infibeam.com

Japan

Kinokuniya

www.kinokuniya.com

Thailand

Asia Books

www.asiabooks.com

Australia

Angus & Robertson
Buy Australian
Booktopia
Cokesbury.com
The computer outpost
CO-OP Bookshop
Dymocks
eBooks.com
Fishpond
HolisticPage
Shearer Book Shop

www.angusrobertson.com.au
www.buyaustralian.com
www.booktopia.com.au
www.cokesbury.com
www.computeroutpost.com.au
www.coop-bookshop.com.au/bookshop
www.dymocks.com.au
www.ebooks.com
www.fishpond.com.au
www.holisticpage.com.au
www.shearersbookshop.com.au

Europe

Belgium

Cosmox

www.cosmox.nl/

Essentialist

www.essentialist.be

Hcw.be

www.hcw.be

PMS – Project Management Services

www.pmsnv.be

Proxisazur

www.proxisazur.be

Standaard Boekhandel

www.standaardboekhandel.be

Croatia

Tookbook

www.tookbook.com

Denmark

Campus eBooks

www.slbooks.dk

Finland

BookPlus

www.bookplus.fi

Booky.fi

www.booky.fi

Hintaseuranta

www.hintaseuranta.fi

France

Abebooks

www.abebbooks.fr

Amazon.fr

www.amazon.fr

ChaPitre

www.chapitre.com

FeedBooks

www.feedbooks.com

FNAC

www.Fnac.com

Gibert & Joseph

www.eyrolles.com

Le monde en tique

www.lmet.fr

priceminister

www.priceminister.com

Germany (+ Austria/ Switzerland)

Abebooks.de

www.abebbooks.de

Amazon.de

www.amazon.de

Bol.de

www.bol.de

Buch.de

www.buch.de

Buch24.de

www.buch24.de

BuchBote

www.buchbote.de

KNV

www.buchkatalog.de

Buecher.de

www.buecher.de

Ciando

www.ciando.com

Heinebuch

heinebuch.shop-asp.de

Lesen.de

www.lesen.de

Libreka

www.libreka.de

Libri.de

www.libri.de

Van Haren Publishing Capabilities

Mayersche
Thalia.de
txtr
Weltbild.de
Zeilenreich

www.mayersche.de
www.thalia.de
www.txtr.com
www.weltbild.de
www.zeilenreich.de

Italy

AbeBooks.it
Bol.it
DEA

www.abebooks.it
www.bol.it
www.deastore.com

Netherlands

Academic Bookimport
AKO
Boek.net
Boek-plus
BOL.com
Bruna
Computer Collectief (Mensys)
Cosmox
De Slegte
ECI
Managementboek
Mensys (Computer Collectief)
Selexyz
Study Store
Zoeb.nl

www.academicbookimport.com
www.ako.nl
www.boek.net
www.boek-plus.nl
www.bol.com
www.bruna.nl
www.comcol.nl
www.cosmox.nl
www.deslegte.com
www.eci.nl
www.managementboek.nl
www.mensys.nl
www.selexyz.nl
www.studystore.nl
www.zoeb.nl

Poland

Skills

<http://shop.skills.pl/category/vanharen>

Portugal

WOOK

<http://www.wook.pt/>

Romania

Okian

www.okian.ro

Slovenia

Zalozba Pasadena

www.pasadena.si

Spain

Agapea
ITeratum

www.agapea.com
<http://tienda.iteratum.net>

Sweden

Adlibris

www.adlibris.com/se

Bokus

www.bokus.com

CDON.com

www.cdon.se

United Kingdom

AbeBooks.co.uk

www.abebooks.co.uk

AllBookstores.co.uk

www.allbookstores.co.uk

aNobii

www.anobii.com

Amazon

www.amazon.co.uk

Aphrohead

aphrohead.com/

Baker & Taylor

www.baker-taylor.com

Barnes & Noble

www.barnesandnoble.com

Blackwell Group

www.blackwellgroup.co.uk

Bertram Books

www.bertrams.com

Books Express

www.books-express.co.uk

BooksFellas

www.bookfellas.co.uk

Books on Board

www.booksonboard.com

Bookstore.co.uk

www.bookstore.co.uk

Chegg

www.chegg.com

Computer Manuals

www.computermanuals.co.uk

Countrybookshop

www.countrybookshop.co.uk

Coutts

www.coutts.com

Dawson Books

www.dawsonbooks.co.uk

Diesel eBooks

www.diesel-ebooks.com

Eden Interactive Ltd

www.eden.co.uk

Foyles

www.foyles.co.uk

Gardners

www.gardners.com

IT Governance

www.itgovernance.co.uk

Mallory International

www.malloryint.co.uk

Paperback Shop Ltd

www.paperbackshop.co.uk

Pickabook

www.pickabook.co.uk

Play.com

www.play.com

Powell's Books

www.powells.com

SprintBooks.co.uk

www.sprintbooks.co.uk

Superbookdeals

www.superbookdeals.com

Tesco

www.tesco.com

The Book Depository

www.bookdepository.co.uk

The Perfect Book Store

www.perfectbookstore.com

txtr

txtr.com

Waterstones.com

www.waterstones.com

Word Power Books

www.word-power.co.uk

WH Smith

www.whsmith.co.uk

North-America

AbeBooks.com	www.abebooks.com
Alibris	www.alibris.com
Allbookstores.com	www.allbookstores.com
BAM	www.booksamillion.com
Baker & Taylor	www.btol.com
Barnes & Noble	www.barnesandnoble.com
Bernan.com	www.bernan.com
BetterWorldBooks	www.betterworldbooks.com
Biggerbooks.com	www.biggerbooks.com
Bookbyte	www.bookbyte.com
BookRenter	www.bookrenter.com
Books on Board	www.booksonboard.com
Chegg	www.chegg.com
Completebook.com	www.completebook.com
DittoBook	www.dittostore.com
eBookpie	www.ebookpie.com
eCampus	www.ecampus.com
Espresso Book Machine	www.ondemandbooks.com
Half.com	www.half.ebay.com
Ingram	www.ingrambook.com
ITGovernance	www.itgovernanceusa.com
Lybrary.com	www.lybrary.com
NACSCORP	www.nacscorp.com
Powell's Books	www.powells.com
Textbooksrus	www.textbooksrus.com
Textbooks	www.textbooks.com
Textbookx	www.textbookx.com
The Copia	www.thecopia.com
TreeFree Mobile	www.treefreemobile.com
Valorebooks	www.valorebooks.com

South-America

Brazil

Buqui	www.buqui.com.br
Gato Sabido Livraria	www.gatosabido.com.br
Livraria Cultura	www.livrariacultura.com.br
Martinsfontes	www.martinsfontespaulista.com.br/
Saraiva e Siciliano	www.livriarasaraiva.com.br
SBS Livraria Internacional	www.sbs.com.br
Xeriph	www.xeriph.com.br