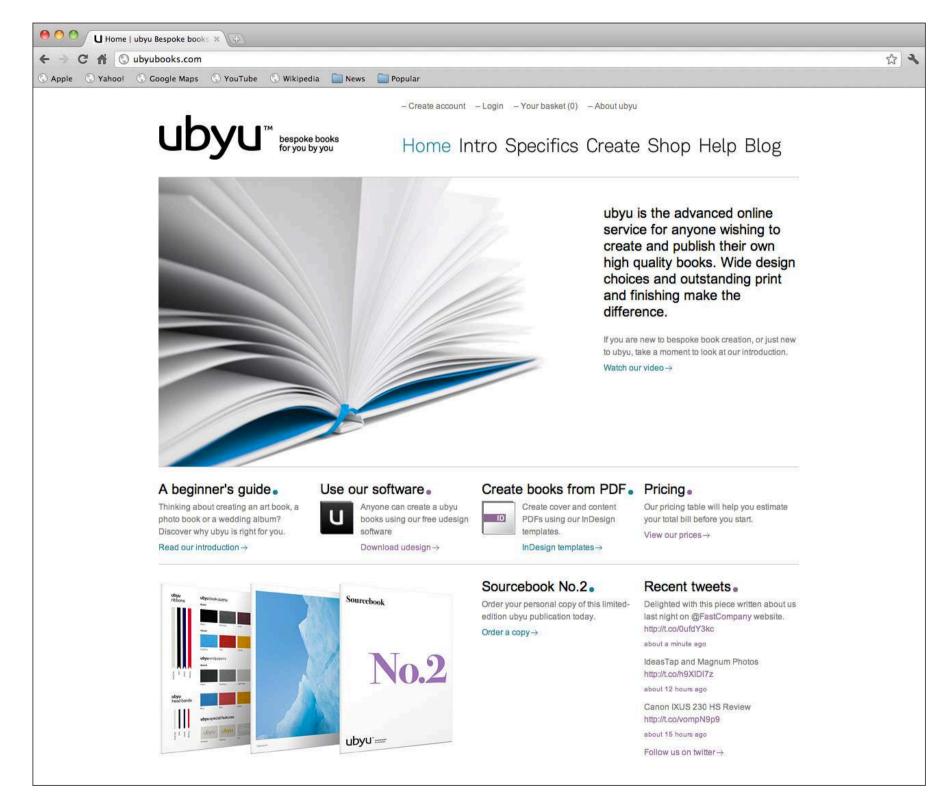
Self-publishing reality: Examining the journey from digital to print

A case study

Ané-Mari Peter

Hello

- 1. The ubyu Team
- 2. How does it work?
- 3. Challenges & Solutions
- 4. The Digital Footprint
- 5. Q&A



The Team

ubyu is an advanced online self-publishing start-up to create and publish high quality books, aimed primarily at designers, photographers and image makers looking to create their own high quality books.

Conceptualised by Keith Moore of the renowned quality printers, Moore Print. Branded and initially designed by ICO Design.

Built and technically supported by on-IDLE, an independent full service design and web development agency, trading since 2000.



How does it work?

Website offers 2 routes:

a. Professional Designers create your own book:

- Download Indesign Templates
- Create your Book
- Upload cover & content PDF files to ubyu
- System Pre-Flight Checks files on server & creates JobSheet
- Confirm specifications, delivery & payment
- ubyu downloads the PDF files & JobSheet for production
- ubyu production marks status which auto-notifies customer by email

Hello Markus

-Your account - Logout - Your basket (1) - About ubyu

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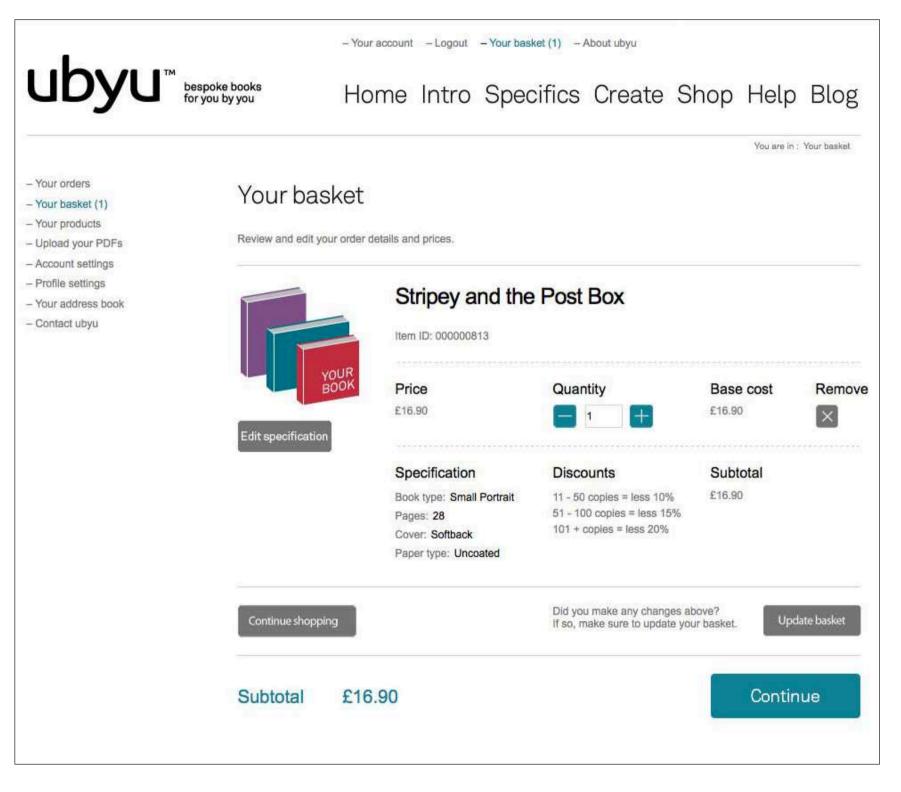
Home Intro Specifics Create Shop Help Blog

You are in : Your account ► Upload your pdf

- Your orders Upload your pdfs - Your basket (1) - Your products Select the two PDF files you have made for the cover and contents of your book and upload them. The maximum recommended - Upload your PDFs file size for each separate PDF is 500MB. Please note that the uploading process may take a while, depending on the file size - Account settings and the speed of your internet connection, and uploads taking longer than one hour are less likely to be successful. - Profile settings PDFs should be created from the ubyu templates for Adobe InDesign. - Your address book - Contact ubyu PDFs made from your own inDesign files, or made using other software, such as Quark Xpress and Microsoft Word, are likely to encounter problems or will be not be accepted through the normal PDF upload process. However, if you are particularly keen to use your own files or software, please contact the ubyu team -> for specific advice. Please ensure that you have read our InDesign template user guide -> before you upload your files. By thoroughly explaining how to use the templates, our guidelines will put you on track for a trouble-free uploading experience. This will avoid your files failing and any unnecessary warnings. Select your files Your cover pdf file Your contents pdf file Select file Select file Progress: 100.00 % Time remaining: 0 s Upload speed: 1.13 Mbps You are responsible for any files you upload. I confirm that I Cancel have read and accept the Terms and Conditions of Sale →.

ubyu books

Save

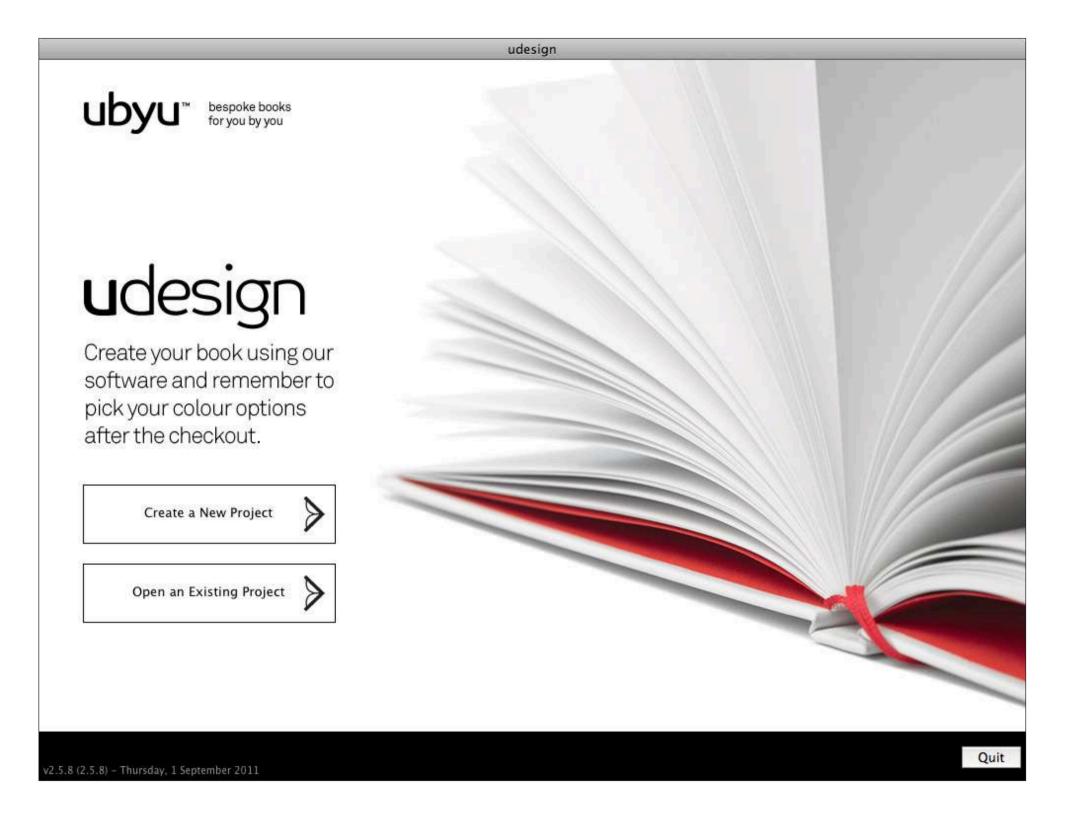


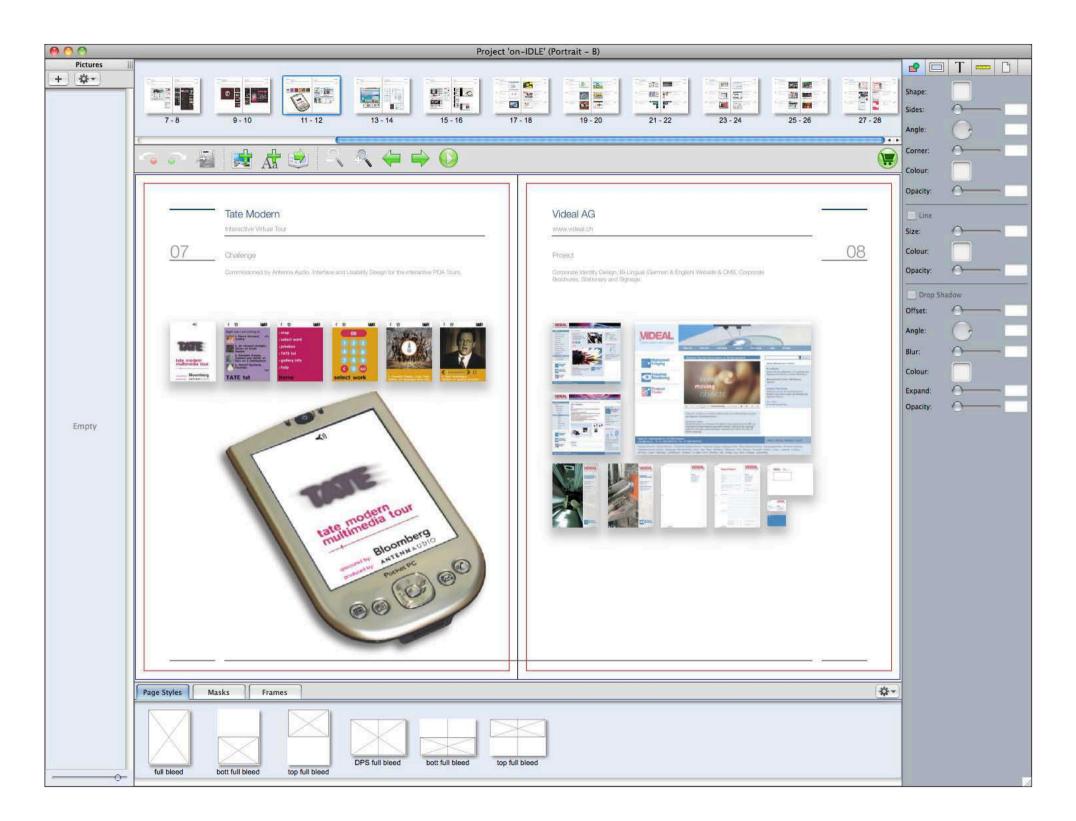
How does it work?

Website offers 2 routes:

b.Professionals e.g. Photographers can create a book in the free to download uDesign software:

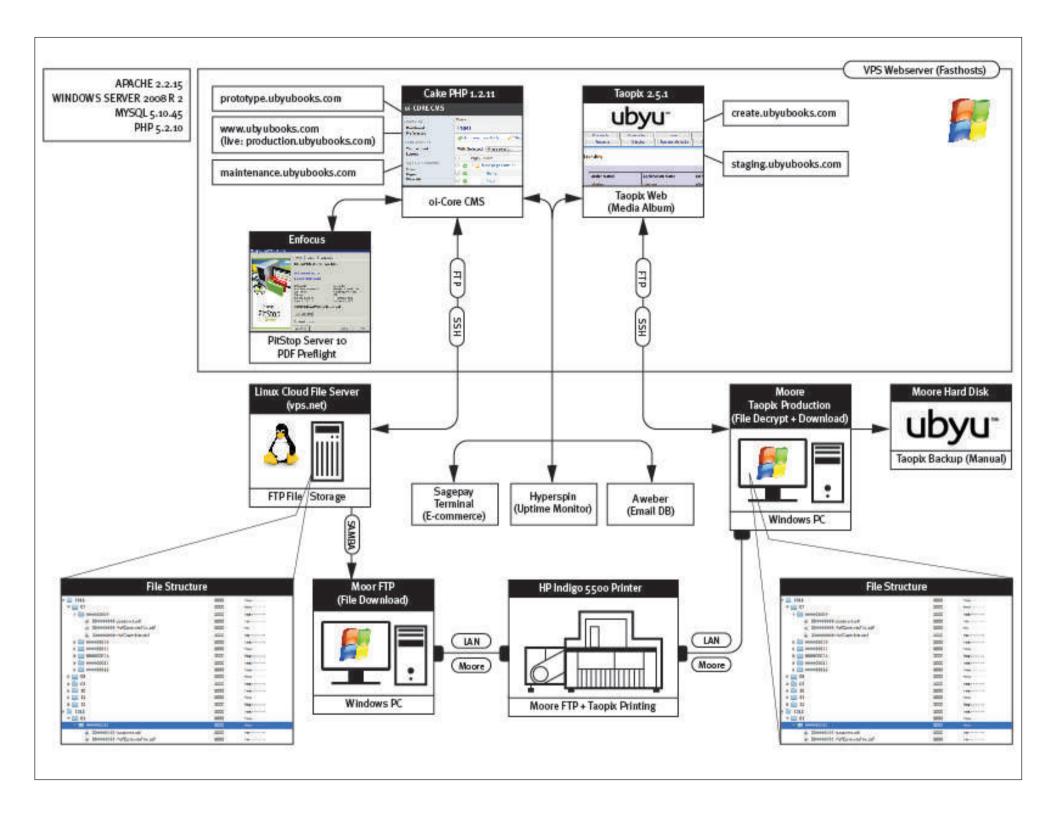
- Download free uDesign from the ubyu website
- Create your book on your local PC
- uDesign pre-flight checks files & creates JobSheet
- Confirm specifications, delivery & payment
- ubyu downloads the PDF files & JobSheet for production
- ubyu production marks status which auto-notifies customer by email





How does it work?

Simple enough right? Driving this smooth workflow along 2 entry routes and through 2 production routes (printing & binding) needs an awful lot of technology and systems integration.



The Challenges

- a. Late entry into a crowded self-publishing marketplace
- b. Self-funded: surviving putting the cart before the horse
- c. Software: 3rd party & proprietary
- d. eCommerce: Payment gateway, discounts, user experience
- e. Logistics: From order placement to delivery to data storage
- f. Pushing the platform further > Affiliate selling

Huge Self-Publishing Landscape – an explosion in demand for photobooks





Huge Self-Publishing Landscape – an explosion in demand for photobooks



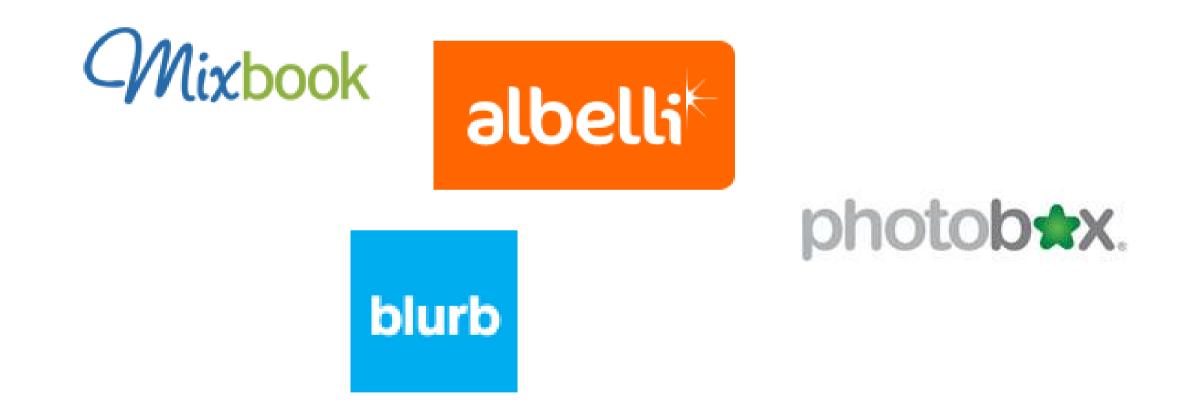


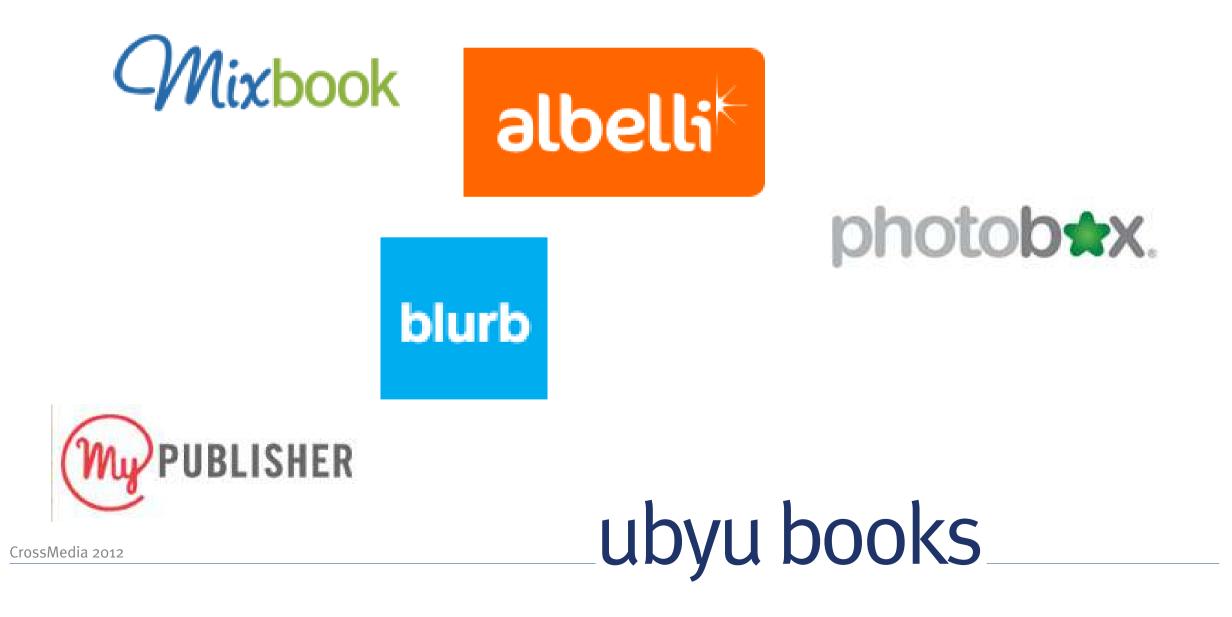
ubyu books

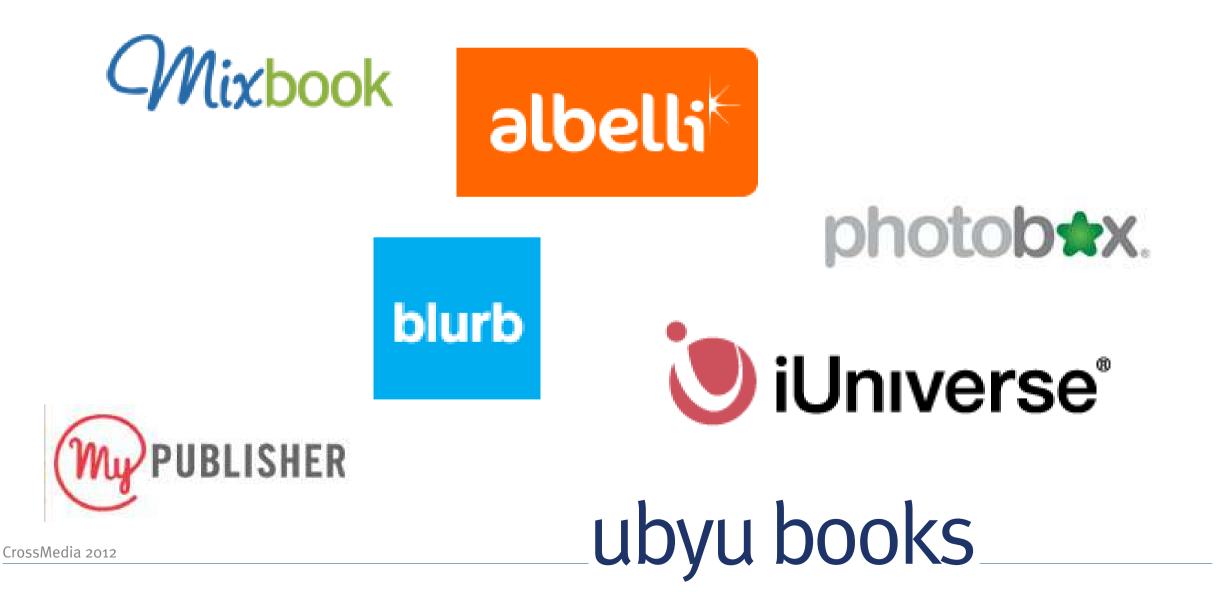
Huge Self-Publishing Landscape – an explosion in demand for photobooks

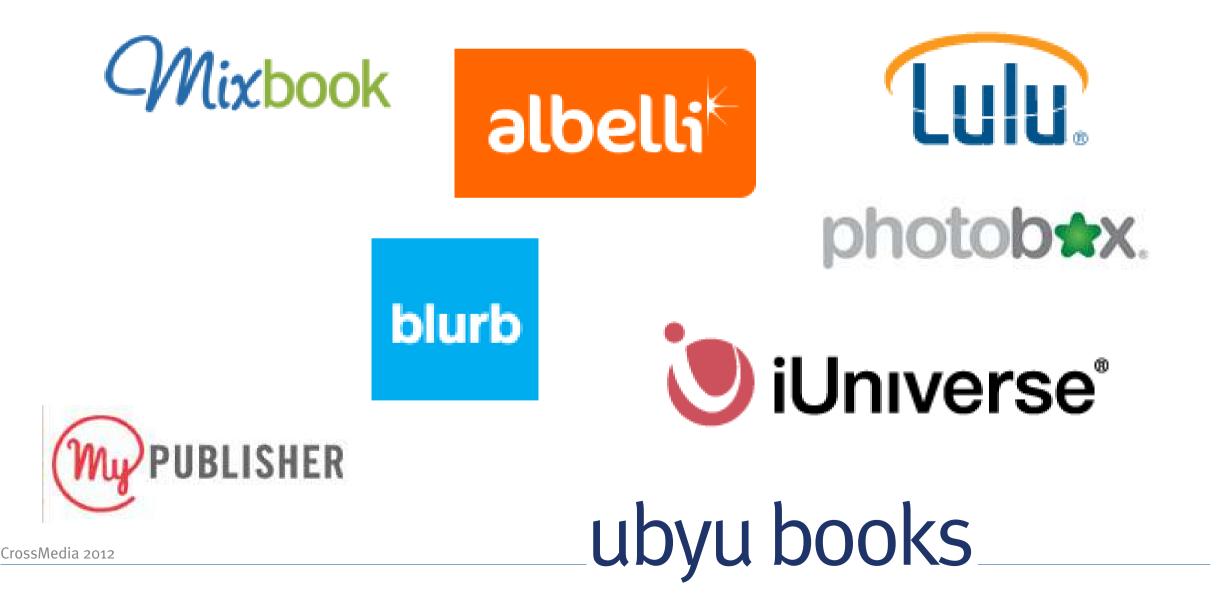


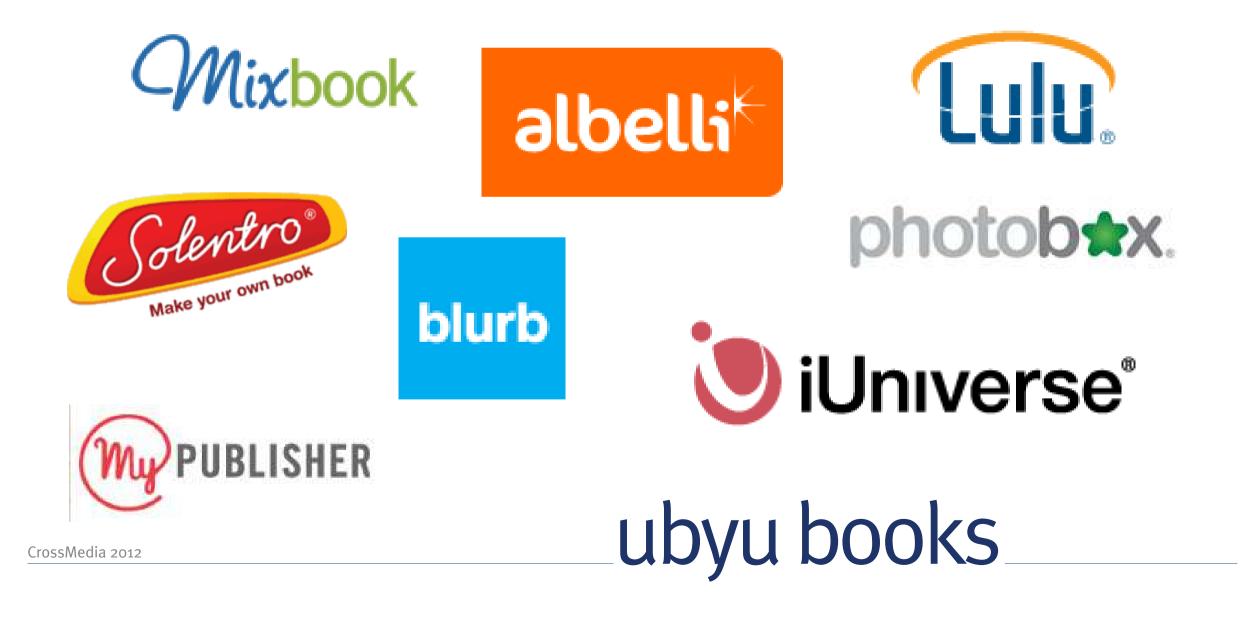
Huge Self-Publishing Landscape – an explosion in demand for photobooks











b) Self-funded

During an ongoing recession, ubyu remains self-funded.

Investment in marketing and additional ubyu services such as a reseller shop dependent on orders being placed and operations running smoothly. Things take longer than you ideally want them to.

Business is picking up speed as production becomes more streamlined.

Confidence in a clear business case for ubyu.



c) Software

Proprietary or 3rd Party software.

A choice made before the product is even launched affects the performance, flexibility and adaptability of your product and production processes for years.

Proprietary software is extremely expensive and time consuming to develop.

Do you need to re-programme the wheel if it can be integrated or customised to your needs?

ubyu books

c) Software

Based on the ready-to-roll-out functionality and license fee ratio, ubyu licensed 3rd party software suppliers for:

- Pre-Flight Checking (on the server, on the fly)
- PDF-for-Print Generation (on the server)
- Book Creation (uDesign)
- Email Marketing
- eCommerce Payment Gateway

To enable full system control and allow for cost-effective expansion and integration of new functionality, ubyu use custom software for its website content, orders and support tickets management (Open Source CakePHP Framework customised by on-IDLE).

c) Software

The CMS is a central point of entry for different areas of management:

- Website content & file repository
- Blog posts & comments
- Support tickets feedback, support requests, contacts, news subscriptions
- Orders with production status & reporting
- Products prices, weights, finishings, printer selections
- uDesign registrations & downloads
- Logistics data shipping prices, countries, weights
- Voucher codes
- User & account management

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	0	Landscape - Medium	Softback	£24.40	£0.23	11	40	70	290
	0	Landscape - Medium	Hardback - Printed cover	£39.25	£0.23	11	297	70	290
2	\bigcirc	Landscape - Medium	Hardback - Cloth cover	£40.25	£0.23	11	297	70	290
2	0	Landscape – Medium	Hardback – Dust jacket	£41.75	£0.23	11	297	70	290
	0	Landscape - Small	Softback	£16.90	£0.15	6	19	70	130
	0	Landscape - Small	Hardback - Printed cover	£31.75	£0.15	6	125	70	130
9	٢	Landscape - Small	Hardback - Cloth cover	£32.50	£0.15	6	125	70	130
2	0	Landscape – Small	Hardback – Dust jacket	£33.50	£0.15	6	125	70	130
	0	Square - Large	Softback	£42.50	£0.45	16	55	70	395
	0	Square - Large	Hardback - Printed cover	£74.25	£0.45	16	430	70	395
9	\bigcirc	Square - Large	Hardback - Cloth cover	£75.25	£0.45	16	430	70	395
2	0	Square - Large	Hardback - Dust jacket	£77.25	£0.45	16	430	70	395
	0	Square - Medium	Softback	£23.40	£0.23	8	27	70	290
	0	Square - Medium	Hardback - Printed cover	£37.25	£0.23	8	178	70	290

Small 200 x 155 mm	Medium 290 x 220 mm	n 350 x	je 265 mm						
Cover type	Foiling		Debossing	Head Bands	Marker Ribbon	Pages	Book Qty	Discounts	
	View image		View image	View image	View image	28	1		
	Set up charge Cost per book	a - £75 : thereafter - £1.50	Set up charge - £75 Cost per book thereafter - £1.50	Perbook- £1.00	Perbook - £1.00	Minimum 28 pages		11 - 50 copies 10% 51 - 100 copies less 15% 101 + copies & 20%	
Softback	Gold foil Cover Spine Back	Silver foil Cover Spine Back	N/A	N/A	N/A	£24.40	£24.40	£24.40	
Hardback - Printed cover	Gold foll Cover Spine Back	Silver foll Cover Spine Back	Debossing Cover Spine Back	FREE for a limited time	FREE for a limited time	£39.25	£39.25	£39.25	
Hardback - Cloth cover	Gold foil Cover Spine Back	Silver foil Cover Spine Back	Debossing Cover Spine Back	FREE for a limited time	FREE for a limited time	£40.25	£40.25	£40.25	
Hardback - Dust jacket	Gold foll Cover Spine Back	Silver foll Cover Spine Back	Debossing Cover Spine Back	FREE for a limited time	FREE for a limited time	£41.75	£41.75	£41.75	
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		Title
	\bigcirc	What makes ubyu different from the other online services
	0	Can anyone use this service?
	\odot	Why do I need to register to use ubyu?
	٢	Do you store any information about me?
	0	How do you keep me updated about your products and services?
	0	What special features can I add to my book?
	0	What cover options do you offer?
	۲	What are endpapers?
	\odot	What are marker ribbons and headbands?
	0	What are my colour options for all the features and how d
	\odot	What kind of paper do you print on and what are the diffe
	۲	How are the ubyu books printed?
	0	What is uDesign?
	0	What are the system requirements for your software, can a
	0	Why do I have to download the udesign software to create

		- Your account - Logout - Your basket (1) - About ubyu
ubyu [™] be	spoke books you by you	Home Intro Specifics Create Shop Help Blog
		You are in : Help ≽ FAQs
- FAQs - Contact Support	FAC	ls
	0.51	ave a question, this is the place to start. We have compiled a comprehensive collection of possible questions about all of the ubyu service. Search by topic.
	1	What makes ubyu different from the other online services that offer self publishing products? ubyu will be the most advanced online service for anyone wishing to create and publish their own high-quality books. The gap in quality between ubyu and a traditional book printing service will be indiscernible. In addition to exceptional print and finishing, we offer a comprehensive range of formats, binding methods and paper. We also have an inspiring array of binding enhancements, including coloured endpapers, headbands and marker ribbons. Our mission is to seriously raise the benchmark in online book creation by providing an exemplary service for those who care deeply about quality and creativity.
	2	Can anyone use this service?
	3	Why do I need to register to use ubyu?
	4	Do you store any information about me?
	5	How do you keep me updated about your products and services?
	6	What special features can I add to my book?
	7	What cover options do you offer?
	8	What are endpapers?
	9	What are marker ribbons and headbands?

d) eCommerce



Payment Gateway

Which provider?

- Affects how web developers integrate the shopping cart into the payment process
- More importantly, transaction and transfer fees
- 3rd Party Software for PDF-to-print generation and uDesign limits options

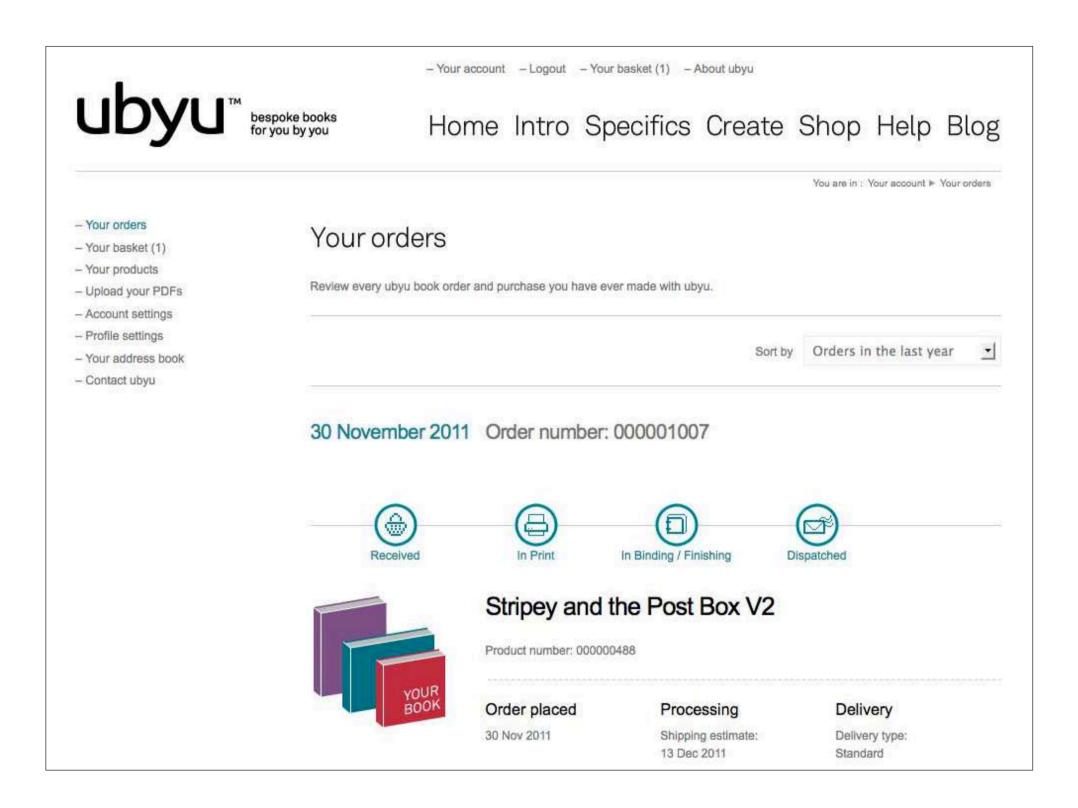
SagePay provided the best look-and-feel flexibility, customer service and fee structure options (£20 pcm with no additional transaction or transfer fees within volume limits).

d) eCommerce

Ease of Front-End Workflow

Clear workflow for the end user to avoid drop-off as a complex product

- 1. Register
- 2. Upload / Create Book
- 3. Payment Gateway
- 4. Confirmation
- 5. Status Notification Emails



d) eCommerce

Discount Vouchers

Different uses:

- Run promotions
- Reward loyalty
- Apologise for errors / delays

Can have a disastrous effect if they don't work. Discount/voucher system must be considered from the outset and must be:

- Flexible
- Easy to use by different people for different things

Qualifiers	
quanters	
	Do not restrict code's lifetime.
* Start Date:	September - 3 - 2012 +
discover and the second	
* End Date:	September - 3 - 2012 -
	Minimum value to qualify for discount.
Minimum Value:	
	Maximum value to qualify for discount.
Maximum Value:	
	Minimum quantity to qualify for discount.
Minimum Quantity:	
Maximum Quantity:	Maximum quantity to qualify for discount.
finantiant Quartery.	
	If checked, only customer's own products will qualify for discount.
	Authored
Discount	
	Which part of the order should the discount be applied to?
* Applies to:	Please select
	Fixed value discount.
* Discount Amount:	
	Discount in %.
* Discount Percentage:	

e) Logistics

Most complex? Modelling to determine the delivery pricing by weight and country on low volume. Royal Mail will only discuss 10,000 orders+ per annum.

Other issues:

- Internal production workflow on received orders:
 - Download Files > Check > Upload to Printer > Print > Check > Bind > Finish > Check > Pack > Check > Courier > Confirm Delivery
- Reliable third party production resource e.g. block making, couriers
- Keeping pricing updated
- After sales support / follow-up
- Back-up and data retrieval on re-orders
- Storage & labeling: data & de-bossing blocks

Orders														
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図 Ex	port													
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	000001450	Susanne Thum	2012-06-05 19:37:01	64	1	1	£46.00	£8.50	£54.50	۲	۲	٢	0	0
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	000001410	Thomas Danthony	2012-05-23 15:17:03	73	1	1	£24.78	£4.50	£29.28	0	0	0	0	٢
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	000001406	Alice Rosenbaum	2012-08-27 21:44:40	5	1	2	£80.20	£8.00	£88.20	0	0	0	0	0
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	000001403	Mat Valencic	2012-05-23 22:16:47	73	1	1	£46.00	£4.50	£50.50	0	0	٢	0	0
	000001402	Mat Valencic	2012-05-16 22:22:07	78	1	1	£46.00	£4.50	£50.50	۲	۲	۲	0	0
	000001400	Jason Ferdinand	2012-05-15 20:19:44	79	1	1	£265.15	£8.55	£273.70	0	0	0	0	0

Printer Operation	s)					
Printer Ope	rations					
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Printer Selections		
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Format / Size	Cover	Title
🛛 🔘 Portrait - Large	Softback	Epsom – 300gsm Matt
🗆 🞯 Portrait - Large	Hardback - Printed cover	HP Z6100 - 180gsm Supreme Matt
🗆 🎯 Portrait - Large	Hardback - Cloth cover	N/A
🗆 🞯 Portrait - Large	Hardback - Dust jacket	HP Z6100 - 180gsm Supreme Matt
🗆 🞯 Portrait - Medium	Softback	Pagination <= 51: Indigo, >= 52 Epsom - 300gsm Silk/Matt
🗆 🎯 Portrait - Medium	Hardback - Printed cover	HP Z6100 - 180gsm Supreme Matt
🗆 🥥 Portrait - Medium	Hardback - Cloth cover	N/A
🗌 🥥 Portrait - Medium	Hardback - Dust jacket	HP Z6100 - 180gsm Supreme Matt
🗆 🞯 Portrait - Small	Softback	Indigo - 300gsm Silk Coated
🗆 🎯 Portrait - Small	Hardback - Printed cover	Indigo - 170gsm Silk Coated
🗆 🎯 Portrait - Small	Hardback - Cloth cover	N/A
🗆 🥥 Portrait - Small	Hardback - Dust jacket	HP Z6100 - 180gsm Supreme Matt
🗆 🞯 Landscape - Large	Softback	N/A
🗆 🥥 Landscape - Large	Hardback - Printed cover	HP Z6100 - 180gsm Supreme Matt
🗆 🥥 Landscape - Large	Hardback - Cloth cover	N/A

Keeping Track

- Custom production & orders reports downloadable from CMS
- Social Media Monitory
- Support Tickets
- Back-up Capacity
- Google Analytics
- Server Uptime



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Q	Visitors Overview	1 Aug 2011 - 30 Aug 2012 Compare to: 1 Aug 2010 - 31 Aug 2011
44,097 peop	le visited this site	
	51.67% Search Traffic 22,787 Visits	Hourly Day Week Month
	9,353 Visits	April 2012 July 2012
	27.11% Direct Traffic 11,955 Visits	
	0.00% Campaigns 2 Visits	 52.31% New Visitor 23,069 Visits 47.69% Returning Visitor 21,028 Visits
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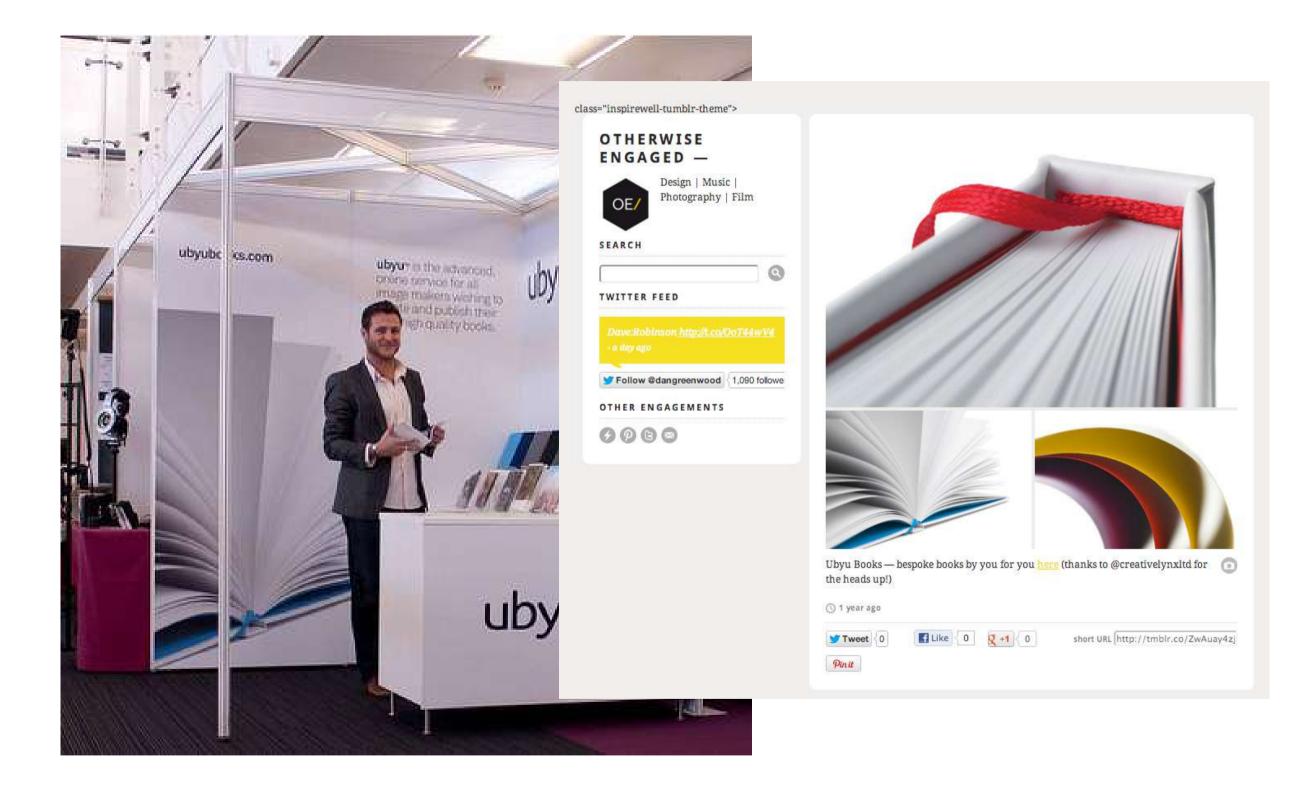
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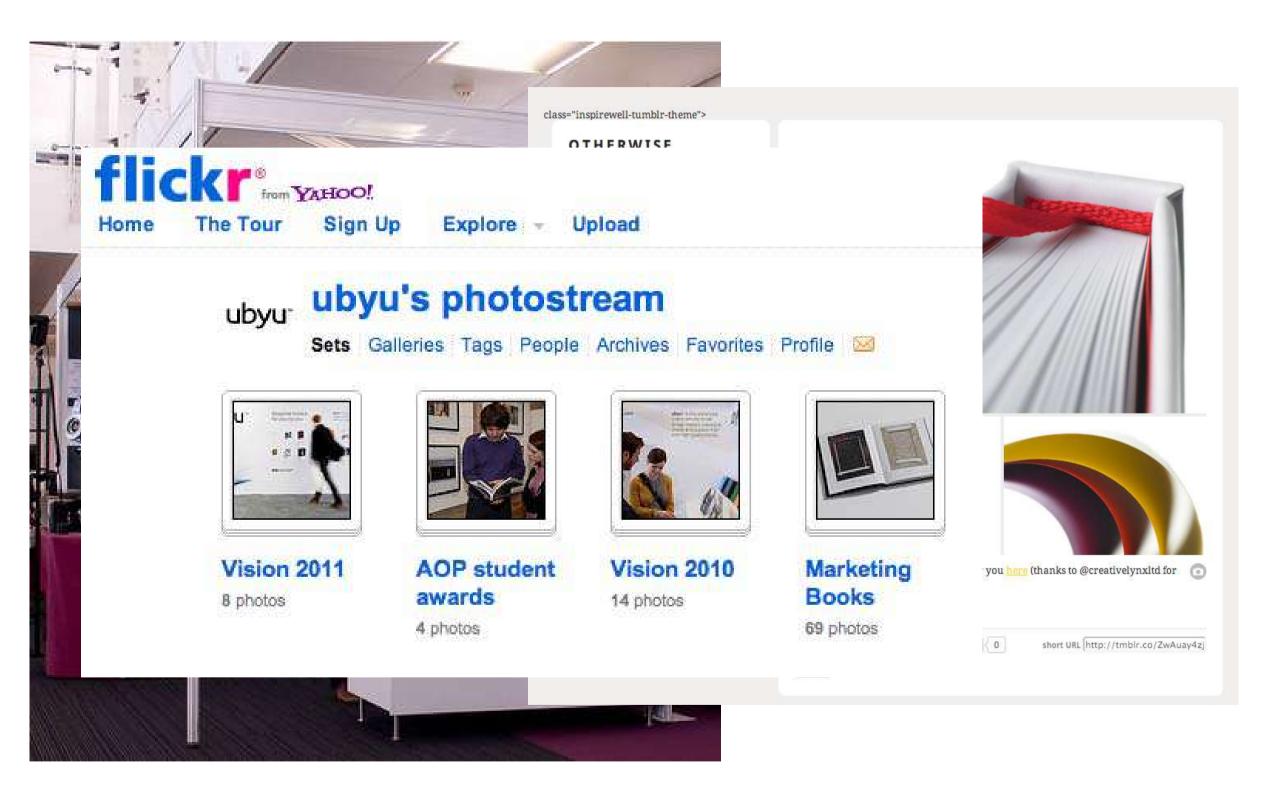
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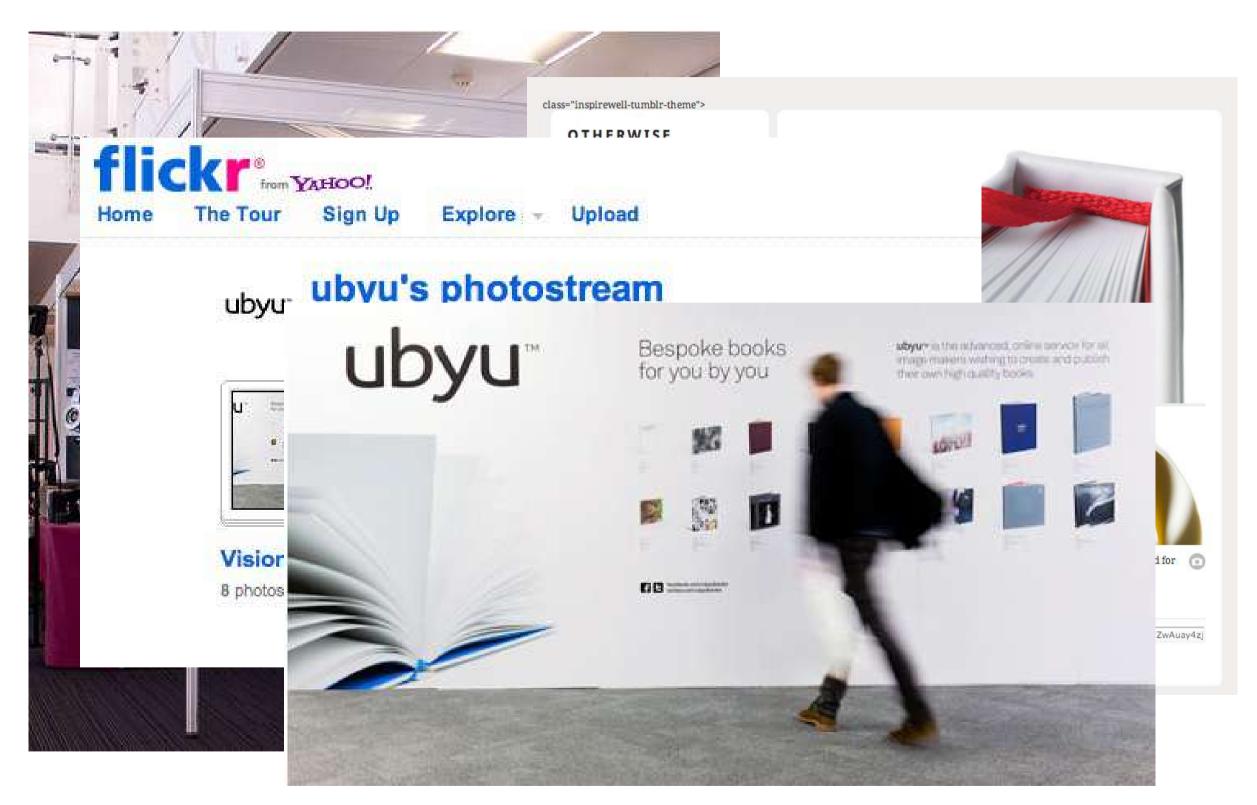
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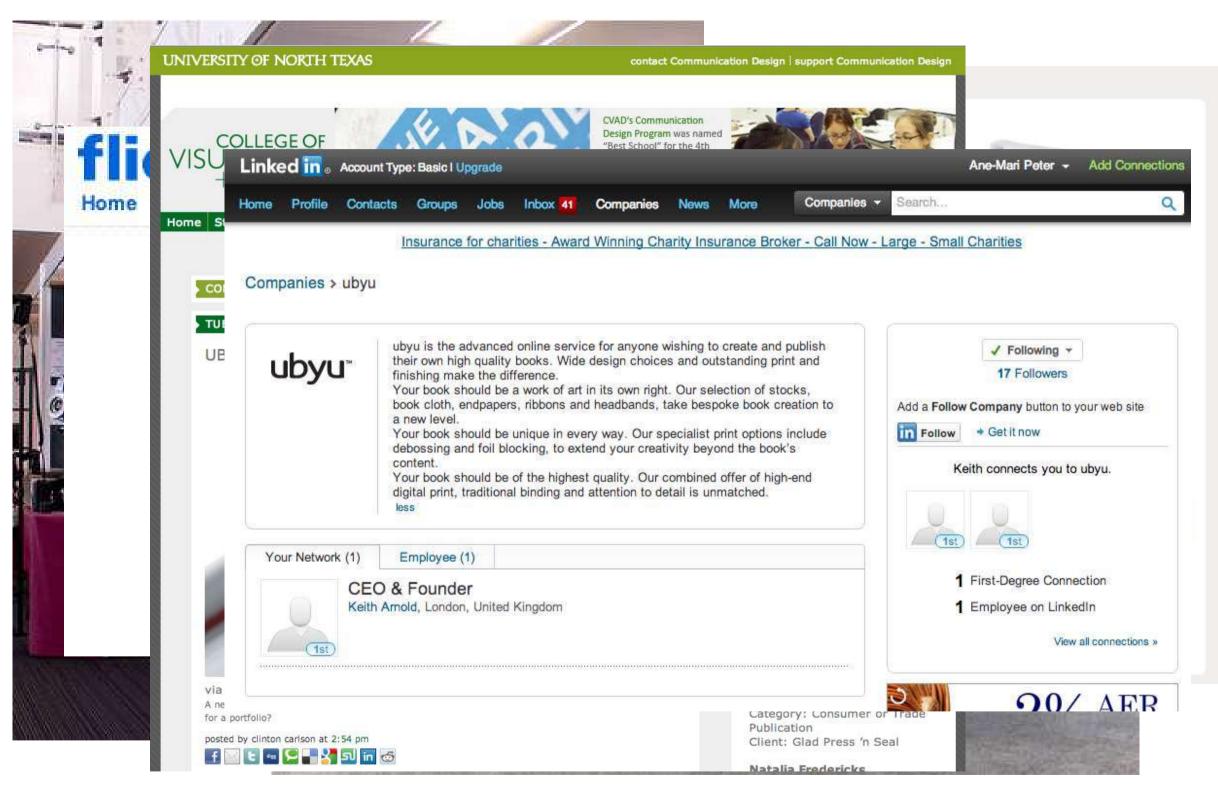


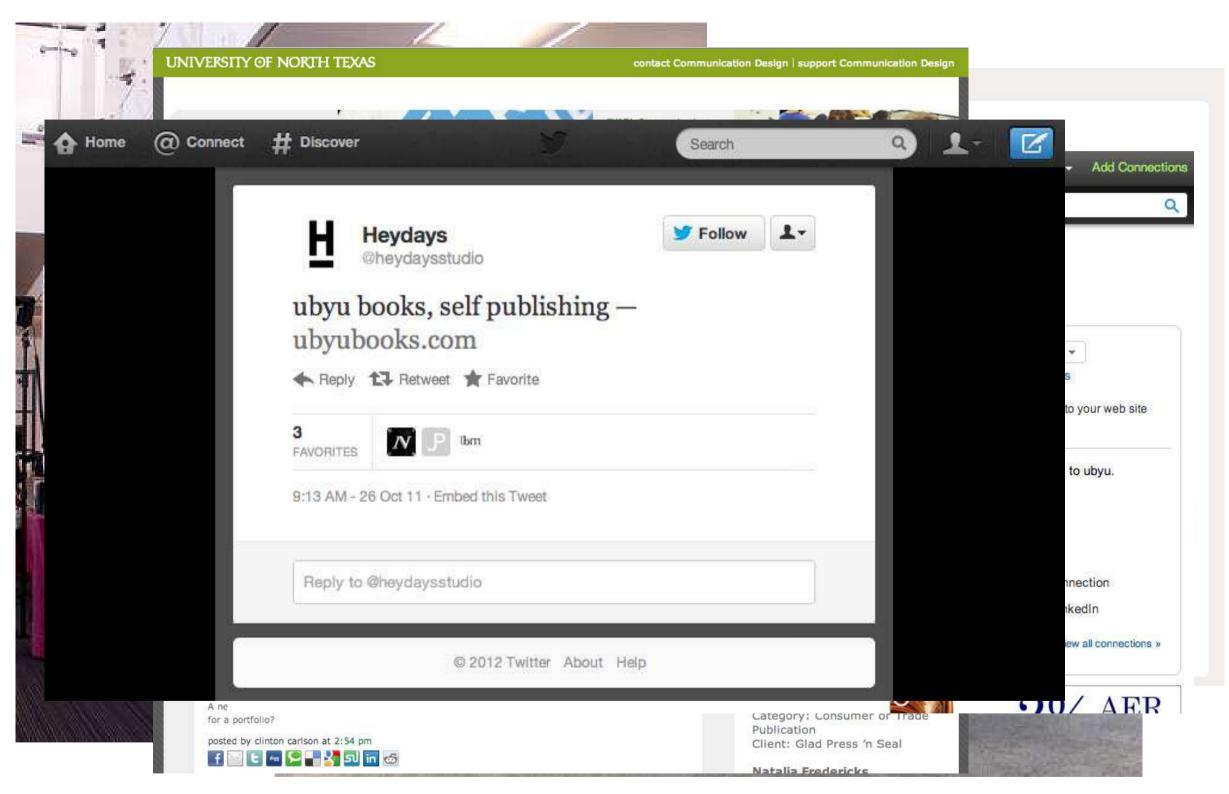


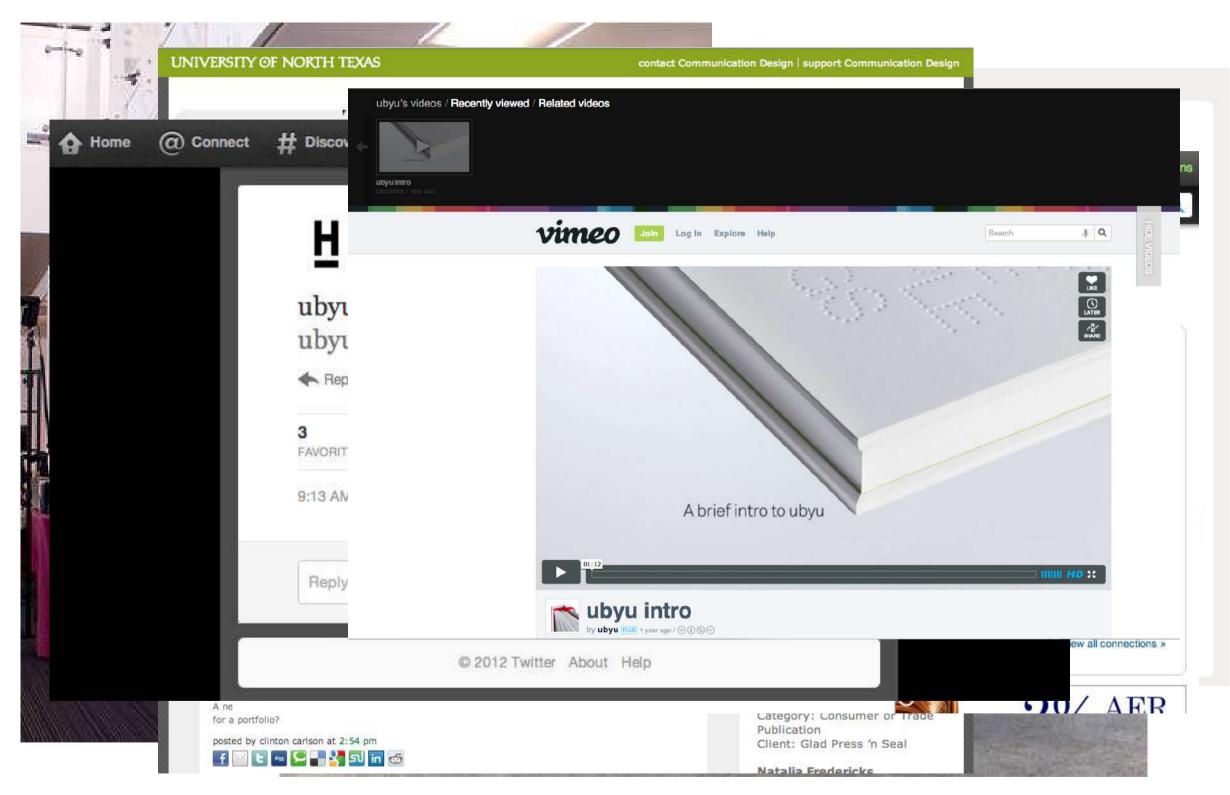












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