

“RIBBONFISH HAVE DEEP PUBLISHING INDUSTRY EXPERTISE. THEY ARE SMART, FLEXIBLE AND ALWAYS LOOKING FOR WAYS TO MAKE IMPROVEMENTS. I HIGHLY RECOMMEND THEM”

Andrew Crenshaw, Senior Director,
Customer Engagement Solutions,
Macmillan Learning

“RIBBONFISH DEMONSTRATED SIGNIFICANT DOMAIN KNOWLEDGE AND TECHNICAL SKILLS WHICH HELPED US TO ARCHITECT A NEW SALESFORCE CENTRIC BUSINESS PROCESS, AND THEN BUILD A ROBUST SOLUTION TO INTEGRATE IT WITH OUR PLATFORM”

Jeremy Macdonald, Director of
Technology, Pharmaceutical Press

“RIGHT FROM OUR INITIAL CONSULTATION, RIBBONFISH UNDERSTOOD OUR BUSINESS NEEDS. I WOULD HIGHLY RECOMMEND WORKING WITH THEM”

Amy Wright, Business Operations
Executive, Pamoja Education

Unleash Your Vision
Get in touch and improve
your systems today!



**INNOVATIVE SOLUTIONS
FOR PUBLISHING AND MEDIA**

**Unleash
Your
Vision**

“On our Salesforce CRM implementation and other key projects Ribbonfish always demonstrated an enviable ability to see deeply into our challenges in order to offer novel solutions. Not merely insightful and experienced, the Ribbonfish team bring a verve and good humour that creates fast and lasting partnerships. I couldn't recommend them more highly.”

Jaime Marshall, Director
J.P. Marshall Agency
Ex-Palgrave Macmillan

YourVision@ribbonfish.co.uk
www.ribbonfish.co.uk

The Team

Aside from outstanding technical skills, our team have two main things in common – a passion for the publishing industry and a desire to deliver phenomenal customer service.

Marc Defosse (Founder)

“When did you last enjoy working with your supplier? At Ribbonfish, we try to be that “guy” and see implementation as a partnership. Understanding your vision so we can deliver it.”



Paula Neary (CEO)

Paula has over 20 years of experience in senior roles across academic, education, trade and STM publishing. Having been on the client-side, she brings deep business knowledge, quality customer service and empathy to the role of Ribbonfish CEO.



Alex Kapp (Project Manager)

Alex has over 20 years' experience in various operational and technical roles within STM and Educational publishing. This brings a wealth of expertise and a real understanding of your business needs.



Meet the rest of the team at www.ribbonfish.co.uk/our-team/

Publishing services

Whether it's Salesforce, CRM, Microsoft Cloud, Customer Services, Marketing, Integration or anything in-between; you can make sure your software is fit for 21st Century publishing by hiring Ribbonfish for **analysis, design and development**. The team are highly experienced in **project management and implementation**, renowned for running quality projects and exceeding expectations whether there at the outset or parachuted in to recover a failing project.

Ribbonfish can be used for **audits** too. An objective assessment from an expert who has been there can hugely benefit project process and applications as well as overall enterprise architecture and project portfolios.

Finally, the team are able to deliver **managed services** for publishers large and small. These can be virtual or on-site and include administrator support, diagnostic testing, troubleshooting, analysis, evaluation and problem resolution.

New! Products: RightsZone

The latest way to enable your rights teams to focus on revenue, and step away from time-consuming admin.



Why work with Ribbonfish?

Knowledgeable

Ribbonfish have an unparalleled level of publishing specific knowledge and an extensive understanding of editorial, production, sales, marketing, royalties and rights processes.

Skilled

The team have a diverse range of in-depth skills from business analysis, project management, change management to specialist knowledge of Salesforce and complex integrations.

Quality focussed

We provide highly skilled and experienced resources with an eye on craftsmanship, providing assurance to publishers globally.

Collaborative

Ribbonfish work in partnership with internal technology teams and business stakeholders for consulting, development or managed services.

Creative

Ribbonfish have a history of offering insights and fresh ideas, facilitating vision and requirements and removing blockers along the way.

