



Order Management and Customer Service



HighWire
Powered by **MPS**

THINK is a cloud-based order management and customer service platform offered as a service. It provides seamless renewal, payment, and billing processes, along with industry-class inventory management and flexible fulfillment services.

THINK's cloud-based scalable architecture optimizes infrastructure costs and results in high performance while maintaining scalability and agility. THINK optimizes the order management process for publishers by reducing order entry time, improving order accuracy, and increasing sales. Publishers can leverage the platform to analyze buying behaviors to create targeted promotional offers.

When it comes to subscriptions, THINK allows you to auto-schedule renewals and reminders. It manages product lifecycle and recurring billing with convenient provisions for handling all the claims and queries in real-time. The intuitive interface makes it easy to use and navigate through the platform. With customized dashboards and reports in desired formats, customers can measure productivity and increase revenue.

The platform offers flexible fulfillment and best in the industry inventory management to customers. Our team has decades of publishing industry experience, reducing touch-points and allowing faster turnaround times. THINK's global delivery model serves customers in time zones the world over.

THINK has proven to be the solution of choice for order management and customer service.

"For over 20 years, MPS has been a great partner to MIT Press. They have consistently developed high quality products that meet our exact needs, on time and within budget. They have always been enhancing the products as per our ever-changing requirement. I would like to thank MPS and the team for all your support during these years."

Abbie Hiscox, Journal Manager
MIT Press