

FROM EDITORIAL TO MARKET

SOFTWARE SOLUTIONS FOR THE PUBLISHING INDUSTRY

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Klopotek has developed the Total Publishing Solution for book and journal publishers. The software is a standard package that spans the enterprise of publishers but separates the business into modules - Production/Planning, Sales/Distribution and Customer Care. This solution focuses on the entire business of a publisher from contracts, rights and royalties through editorial, production, sales, distribution and customer management.

The software was built by publishing specialists for publishers therefore there is no need for significant custom development.

Klopotek software is now a standard with more than 7000 publishing users in multiple languages all over the world. The focus enables customers to reduce costs, optimize business and enable growth.

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Klopotek & Partner GmbH is founded. 30 employees with seven years experience of IT development in publishing, develop a software solution for publishers. The scientific publishing house **Springer Verlag** in Berlin and Heidelberg is the first customer.

Building upon client/server software prototypes, the strategic decision is made to develop Klopotek standardized software for publishers. The first line developed was PPM, the Product Planning and

Management system for publishers, focusing on product and author information, rights, royalties and licenses.

In 1993, **DuMont Buchverlag** decides in favor of the PPM standard product vision. Later that fall, **Carl Hanser Verlag** follows suit.

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Klopotek presents the first prototype at the Leipzig Book Fair. Additional well known publishers adopt

PPM: **Spektrum Akademischer Verlag, Verlagsgruppe Jehle-Rehm, Luchterhand Literaturverlag, Bertelsmann Buch AG and Bertelsmann München.** The idea inspires and impresses the publishing industry.

Klopotek now decides to invest in software for distribution systems. **Schroedel Schulbuchverlag** becomes the first Book Sales and Distribution module customer. The aim is to replace expensive customized software with a standard, client/server solution fully developed and implemented within one and half years.

Georg Thieme Verlag commissions Klopotek with the development of a journal distribution system.

During this period, Klopotek successfully signs a contract with one of the largest private waste management companies in Germany, **ALBA KG**. This leads to the development of Epaq C/S Standard Software.

The company develops four large product ranges simultaneously, using standardized technology. Klopotek invests in a basic batch processing system, to make the client/server systems equivalent to large-scale batch processing systems, in terms of performance.

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The company now has 60 employees. The chosen technology, PowerBuilder/Oracle, becomes the emerging standard for the solution. Klopotek is recognized as a leading expert for this technology and becomes the technological consultant for the **Thüringer Aufbaubank**, the state welfare association **Landeswohlfahrtsverband Hessen**, and the insurance company **Kölnische Rückversicherungsgesellschaft**.

Publishers' legacy systems are being replaced every month by the Klopotek Publishing Solution; 1998 Klopotek achieves market leadership for standard software in the German publishing industry.

Numerous companies use Klopotek's class library 'MAP'.

The standard PPM publishing software goes live at **DuMont** in late fall. In Spring 1996, author royalties for 1995 are billed for the first time ever using PPM.

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The new distribution systems at **Schroedel** and **Georg Thieme** go live. **ALBA KG** replaces their complete legacy mainframe system with Klopotek software.

More customers, such as **moderne industrie**, **moderne industrie verlagsservice** and **Verlag Neue Wirtschaftsbriefe**, decide to completely replace their old systems with Klopotek standard software. Many publishers opt for the PPM solution: **Verlag Moritz Diesterweg**, **Gustav Fischer Verlag**, **Metzler Verlag**, **Schäffer-Poeschel Verlag**, **Weltbild Verlage**, **Verlag Georg D.W.Callwey** and **Georg Thieme Verlag**. The distribution systems, which have gone live with the first versions, have to be developed further for distributors. Meanwhile Klopotek faces the task of physically combining the systems that previously operated with dedicated databases into one centralized and standardized database .

Offices are established in Frankfurt and Munich.

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Five publishers from **WEKA Verlagsgruppe** decide for Klopotek software and for an ambitious 15-month implementation project. Klopotek also sets standards for the loose-leaf section of the publishing industry. The Customer Care Management product is born during projects for **moderne industrie** and **WEKA**. Klopotek creates this solution before Customer Relationship Management becomes an issue in publishing.

Bertelsmann Fachzeitschriften will produce their first invoices using the new Klopotek system in Spring 1999.

Verlagsgruppe Lübbe and **Scherz Verlag** decide to implement PPM.

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The **Verlagsgruppe Georg von Holtzbrinck** commissions Klopotek to replace the mainframe computer and introduce the planning and sales system at **Rowohlt**, **Droemer Knauer**, **S.Fischer** and **SFG**, the service company for the group's scientific publishing houses.

In cooperation with the **Hanseatische Gesellschaft für Verlagsservice**, a modern service provider is created, based on the leading standardized publishing software: Klopotek for the specific publishing processes and SAP financial systems for accounting.

C.H.Beck Verlag signs Klopotek to replace their mainframe book, journal and advertisement sales system, within just eighteen months.

The scientific **Springer Verlag** chooses to implement Klopotek software for journal planning and production.

The **Suhrkamp Verlag** also opts for the standard solution.

Klopotek becomes the market leader for standardized software and consulting in the German publishing industry.

The technological challenge to combine all product ranges in one physical client/server system is a significant task. The system is called MEX: all product lines are standardized. From now on, there is a standard and central data model which is accessed by all modules.

The address pool is developed further to become Klopotek's CRM system, called CCM (Customer Care Management).

Marketing, selections, campaign management and transaction management go live at **WEKA** and **moderne industrie**.

The development of the Klopotek method for implementing standard software makes it possible to meet the requirements, in close cooperation with the IT teams of the publishing houses.

The method is used for setting up computer centers, passing on know-how to enable independent operation and handling of the standard software; reliable completion of critical phases during migration from old systems and restructuring business processes.

Klopotek Holding GmbH, later Klopotek AG, is founded to prepare the company for strategic repositioning on the international market.

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Every month, Klopotek standard software goes live at publishers, replacing older systems: in total approx. 3,000 workstations in the German publishing sector have switched over to the Klopotek solution. The client targets are achieved for **Bertelsmann, Holtzbrinck, Springer, Neue Wirtschaftsbriefe** and **Beck**.

Klopotek now has 120 employees. Although most Y2K projects in the publishing industry have not even been completed, Klopotek starts the internationalization of its publishing software.

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Work begins on the first projects for **Weekbladders Groep (WPG)**, together with Contrast Automatisering, Dutch software consultants with a publishing background in Amsterdam. **Brepols Publishers** in Belgium introduces Klopotek software.

Brepols significant international activities have been optimized since going live with BSD. Various customs and exercise processes, regulations and forms have been automated, reducing the amount of manual work involved in sales and distribution. Following on from this successful implementation project, Royalties which has been configured simultaneously, will to go live.

Klopotek UK is founded as a joint venture with the Publishing 2000 Group, leading software consultants for the publishing industry in the UK.

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Wolters Kluwer Educational concludes a general agreement to introduce Klopotek standardized software on 1,500 workstations in Europe. The large British publishing houses begin evaluations. The first project starts in the UK for **Nelson Thornes**.

The publishing industry is changing. With the globalization of media companies, country-specific software solutions are being replaced. Klopotek's answer is to internationalize its software; the first projects begin in the year 2000.

The strongest argument for Klopotek's business solution was that it clearly and recognisably supports and strengthens our business process. For us, the industry knowledge contained in this software solution was very important.

Ilhan Aksoycan
CTO of Wolters Kluwer Education

In Germany, **WEKA Holding** licenses the complete publishing software package for **WEKA MEDIA**. The scientific publisher **Walter de Gruyter** (in Berlin), the **Ravensburger Buchverlag Otto Maier** and the **Ravensburger Spieleverlag** use Klopotek software.

The **Weekbladpers Groep (WPG)** in Amsterdam goes live with Royalties. The Dutch user interface successfully reduces the previously high number of author queries quite drastically and is also a positive sign of the good cooperation with Contrast Automatisering on the Dutch market.

The **Bildungsverlag EINS (Wolters Kluwer Education)** goes live, according to plan, with both Klopotek and SAP R/3 financial software simultaneously, after only 8 months of project run time.

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The waste management company **ALBA AG** set their sights on an enhanced presence and optimization of their B2B processes on the internet with www.alba-online.de, which is based on Klopotek's c-BiZZ web content management system.

ALBA customers and sub-contractors now have internet access to their orders. Subsidiaries are provided with their own locally maintainable web sites (known as micro sites) as part of the overall company web site. Klopotek's Web Application Server technology integrates the ERP system and the web site in such a way that Alba's customers can use the ERP functionality via the internet.

The German booksellers association, **Buchhändler-Vereinigung**, converts the whole IT system for their directory of books in print 'Verzeichnis Lieferbarer Bücher (VLB)' to Klopotek standardized software, including an entire Java, XML and internet-based editorial and registration system. This development establishes the VLB as the premier directory for publishers, including wholesalers, the Deutsche Bibliothek, online booksellers like Amazon and others.

The traditional 'address book of the German book trade' is created using the IAP - International Address Pool. In December, migration to the Journal-, Advertising and Book Sales and Distribution systems is completed for the German booksellers association, now called **MVB (Marketing- und Verlags-service des Buchhandels mbH)**. Invoicing and shipping are now in use in all areas. In September, Klopotek relaunches the web site of the **Braunschweiger Zeitung**, www.newsclick.de. The c-BiZZ web content management system makes it possible to create a special, newspaper-oriented workflow and integrates the print-based editorial system, DPA and the web site.

In time for the Frankfurt Book Fair 2002, Klopotek reaches an agreement with **arvato systems GmbH**, the Bertelsmann IT company, on global cooperation for the implementation and support of Klopotek standardized software.

In August 2002 the British information management publishing company, **TSO - The Stationery Office**, commissions a consortium of companies, comprised of the Publishing 2000 Group, Klopotek's UK joint venture partner; Klopotek UK and Allied Worldwide, data processing center operators, to replace their entire VISTA-based IT infrastructure. In May 2003 TSO approves the first go live application. In June 2003 the project is postponed until the first quarter of 2004, due to internal restructuring within TSO.

In October, Klopotek opens their New York office, at arvato systems in the Bertelsmann building in Times Square.

Wolters Noordhoff, the Dutch subsidiary of **Wolters Kluwer Education**, successfully completes their implementation project in the fall and begins using the Planning, Marketing, Sales and Distribution systems in all departments.

In December, Klopotek welcomes another Berlin-based traditional academic publisher, similar to Walter de Gruyter.

In just six months, **Duncker & Humblot** completely replaces their old software EDDY, from Triagon, with Customer Care Management and the Planning and Sales Distribution systems.

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Klopotek welcomes **Elsevier GmbH**, Munich, as a customer. They have taken over the professional and scientific publishing houses of the Georg von Holtzbrinck group.

Following intensive preparatory work in the first six months of 2002, the data stock for all **WEKA** publishing houses (**WEKA Management Verlage**, **WEKA Baufachverlage**, **WEKA Technik Verlag und Interest**) is consolidated step-by-step. This lays the foundation for **WEKA Media** to implement a collective marketing strategy using the Klopotek system. **Walhalla**, professional publishers, switch over their Product Planning and Sales, Royalty Statement, Publicity, Production and Marketing to Klopotek's publishing software. Walhalla has already been performing daily BSD invoicing since October 2002.

Random House Germany decides to go live with PPM Royalties in addition to an existing PPM Planning and Contracts. Klopotek in cooperation with its partner, arvato systems, begins implementation in January. The project is scheduled to be completed within one year.

Wolters Plantyn, Belgian subsidiary of Wolters Kluwer Education, goes live with PPM Production in February. The next steps will be to implement Book Sales and Distribution (BSD), the CRM system CCM and the PPM modules Contracts and Royalty Statement.

The **Goethe Institute**, the largest organization of its kind representing German culture abroad, commissions the Klopotek partner OEW (www.oew.de) in January 2002 to relaunch www.goethe.de worldwide.

The project is completed in just four months. For the 50,000 web pages edited daily by 300 editors around the world, the c-BiZZ content management system makes it possible to have multi-language-support, uniform corporate identity, simple navigation, quick workflows and secure access rights.

In March, **Wolters Noordhoff** in the Netherlands finishes the last PPM sub-project to implement Contracts and Royalty Statement and they produce their first statements using PPM Contracts and Royalties. The change to Klopotek software is successfully completed within a very short timeframe. In April, the Dutch software and consulting company, Contrast, becomes Klopotek BV.

Klopotek's software performance in the area of Contracts, Rights & Royalties is second to none worldwide, which is confirmed by the fact that leading international publishers are choosing to implement it.

After the many years of experience working with PPM, **Oldenbourg Wissenschaftsverlag**, a scientific publishing company, the entire Oldenbourg group decides to switch their publishing houses (the **Akademie Verlag**, the **Oldenbourg Industrieverlag** and the **Oldenbourg Schulbuchverlag**) over to PPM, implementing the Royalty Statement and Production components. Furthermore, the **Oldenbourg Industrieverlag** in Munich and the **Vulkan-Verlag Essen** will work with the Advertising Sales Management system (ASM). Implementation of the Publicity component, the School Teacher System and Marketing have been agreed for 2004. **Springer Verlag New York** will begin working with the PPM Planning system from May, thus becoming the first US company to do so. Springer uses a central Klopotek database for their worldwide business, thus giving all employees company-wide access to a unique product information and editorial planning system.

Now Springer publishing companies have an integrated information system, making the entire Springer program available to staff for their planning and production work, regardless of location or language.

Nelson Thornes, the educational publisher belonging to the Wolters Kluwer Group in the UK, starts working with PPM Production in May. Planning, Calculation and Production are integrated into a single system. The complete replacement of all systems and the implementation of Klopotek's Sales and Distribution and Marketing systems together with SAP Finance has been agreed for 2004/5.

KOSMETIK international, a trade fairs

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The **Behördenverlag Jüngling -gbb** runs its first live invoicing using the Book Sales and Distribution component in January.

S. Fischer launches the first completely XML-based catalogue. A new level of automation, quality, and considerable time saving was achieved using the PPM application, XML Product Pool exports and the XSLT stylesheets.

In March 2003, **HarperCollins Publishers** commission a study of requirements for Contracts, Rights & Royalties and sign a letter of intent to implement the software, starting in 2004. The go live is planned in the UK for mid-2005, with an option for global implementation. With a goal of replacing all sales distribution and finance systems with the integrated Klopotek/SAP solution within a six month period, **ten Hagen & Stam**, one of the leading publishers for the construction industry and communication technology sector in the Netherlands, begins implementing Klopotek software in September 2003. By the end of 2004, ten Hagen & Stam will also be working with the standard software in Marketing and Production, in Contracts, Rights and Royalties as well as in the Journal Editorial department. **arvato systems** (Bertelsmann) working as a sub-contractor of Klopotek, is implementing SAP MySAP for the Dutch publisher. This is populated via standardized interface by Klopotek's leading publishing system.

Wolters Plantyn, the Belgian educational publisher from the Wolters Kluwer Group, who replaced its production software in 2003, also begins working with the Book Sales and Distribution and Customer Care Management systems at the beginning of this year. These applications, with a Dutch user interface, are used by 50 users located in Brussels and Mechelen. They are even used by the **French Edition Plantyn**, which also belongs to Wolters Plantyn. Along with Book Sales and Distribution and the CRM system, the ASW/Creditors financial

Klopotek's proposed investment in production promises increased competitiveness for publishers. The software module Production Controlling and Cost Management will provide an integrated data processing solution, speeding up standardized business processes between the author and going to print.

organizer and magazine publishing house, approves the go live in October, following a seven month project to replace their legacy system, including the software package 'Cover' with Klopotek's Advertising Sales and Management, Journal Sales and Distribution and Journal Editorial Management applications. The publisher is using the Sales and Distribution systems to optimize its trade show business.

The successful cooperation with global chemical giant, **BASF**, that has been developing steadily since 1998 peaks, when Klopotek's 'Business Solutions' unit is commissioned to develop and implement a system for planning, controlling and evaluating active ingredient testing on agricultural products. A project involving more than 1000 man-days.

In December 2003 **BASF** concludes a General Services Agreement with Klopotek, thus establishing Klopotek as a preferred supplier of customized software and IT services for a world leader in the chemical industry.

system also goes live. Contracts, Rights and Royalties will also be switching over as part of the final sub-project.

Pelckmans, the Belgian educational publisher, decides to implement the entire system for a publisher of school books. The family-owned business is optimizing its publishing processes with the broad range of functionalities that Klopotek standardized software offers. The STS School Teacher System, which is integrated into CCM is an effective module for managing target group-specific marketing activities. The Dutch partner company, Klopotek BV, is responsible for implementing the software for Pelckmans.

In Sweden, the publishing house **Liber**, which is part of Wolters Kluwer Education, starts analyzing its business processes together with Klopotek. The whole IT infrastructure is due to be replaced by Klopotek software and SAP financial systems following this analysis, by October 2005.

At the beginning of the year, **Random House** in Munich successfully completes the switch over from their self-developed mainframe system operated in Gütersloh, to Klopotek's standardized Royalty Management software. With the newly developed Royalty Write Off component

in PPM, Random House will be in possession of an integrated rights management system by early summer. This Random House system incorporates the whole cycle from rights acquisition, and royalty payments, to an effective date related evaluation of individual rights according to fiscal and commercial law regulations. In February Klopotek is commissioned to implement the Planning, Production and Marketing IT infrastructure, already used by the **Springer Science+Business Media GmbH** for **Kluwer Academic Press**, newly acquired by Cinven and Candover. By mid-2004, approximately 1,300 users in Berlin, Heidelberg, Dordrecht, Boston, New York, Tokyo, Paris, London, Vienna and Basel will be communicating across the globe on the Klopotek standardized software platform.

Standardizing the IT infrastructure is a significant step for the global scientific publishing company towards achieving targets set by investors.

The **Bundesanzeiger**, publisher of the Federal Law Gazette and all other statutory bulletins in Germany, commissions Klopotek to replace its IT infrastructure and implement the Planning and Sales and Distribution systems.

Nelson Thornes, who implemented Production in 2003, starts a project in February to implement the complete Klopotek software system. By February 2005, Book Sales and Distribution, Contracts, Rights and Royalties, Customer Care Management and the new Klopotek product, 'Business Objects Universe for Education' will be implemented.

Bibliographisches Institut & F.A. Brockhaus AG, a synonym for lexicon and encyclopedia, commissions implementation of PPM modules for products and production. The decision was preceded by detailed analysis of the type of business and business processes, with regard to workflow optimization. During the course of the year, all production and editorial departments should start working with PPM.

In February, after an extensive system suitability study, the leading international publisher **Taylor & Francis** commissions implementation of Klopotek's Production and Customer Care Management modules. The Production modules are planned to be ready for go live by June and the Customer Care modules by September. After a successful implementation in the UK a global roll out is likely to follow.

The software company Klopotek is established internationally: in 2004 nearly 40 % of the volume of business came from international business.

Klopotek's software is the standard for more than 200 publishers at over 7000 workstations in Europe.

PUBLISHERS AND DISTRIBUTORS

RUNNING KLOPOTEK SOFTWARE

Akademie Verlag /Berlin ■ Ammann Verlag & Co./Zürich ■ Uitgeverij Archipel /Amsterdam ■ Argon Verlag /Berlin ■ arvato systems /Gütersloh ■ Athenaeum - Polak & Van Gennepe /Amsterdam ■ Attic Futura Verlag /München ■ AvD Verlag /Frankfurt a.M. ■ B & R MedienService /Siegburg ■ Uitgeverij Balans /Amsterdam ■ O.W. Barth /Bern ■ Battenberg Verlag /München ■ Bauverlag BV /Gütersloh ■ Verlag C.H. Beck /München ■ Verlag Eduard F. Beckmann /Lehrte ■ Verlag Bergemann + Mayr /Miesbach ■ Bertelsmann Buchclub Polen: Bertelsmann Media Sp.z.o.o./Warszawa ■ Bertelsmann Buchclub Tschechien /Praha ■ Bertelsmann Electronic Publishing /München ■ C. Bertelsmann Verlag /München ■ Annette Betz Verlag /Wien ■ Uitgeverij De Bezige Bij /Amsterdam ■ Bibliographisches Institut & F.A. Brockhaus /Mannheim ■ Bildungsverlag EINS /Troisdorf ■ Blanvalet Verlag /München ■ Karl Blessing Verlag /München ■ Erwin Bochinsky Verlag /Frankfurt a.M. ■ Bonnier Informatik /Darmstadt ■ Brepols Publishers /Turnhout ■ Michael E. Brieden Verlag /Duisburg ■ BSW Verbraucher-Service /Bayreuth ■ C.C. Buchners Verlag /Bamberg ■ Bundesanzeiger Verlagsgesellschaft /Köln ■ Büttner Medien /Frankfurt a.M. ■ Verlag Georg D.W. Callwey /München ■ corps - Corporate Publishing Services /Düsseldorf ■ Deutscher Klassiker Verlag /Frankfurt a.M. ■ DIE MEDIENPROFIS Kunze & Kuske /München ■ DuMont Literatur und Kunst Verlag /Köln ■ DuMont monte /Köln ■ DuMont Reiseverlag /Köln ■ Duncker & Humblot /Berlin ■ EBSCO Information Services GmbH /L&S /Berlin ■ ecomed verlagsgesellschaft /Landsberg ■ ECV Editio Cantor Verlag für Medizin und Naturwissenschaften /Aulendorf ■ EDEKA Verlag /Hamburg ■ Elsevier GmbH /München ■ eos Wirtschafts-Verlag /Kreuztal ■ Dieter Eßer - Verlagsvertretung /Pfaffenhofen ■ Evangelischer Presseverband für Westfalen und Lippe e.V. /Bielefeld ■ facts GmbH /Düsseldorf ■ Fischer Taschenbuch Verlag /Frankfurt a.M. ■ S. Fischer Verlag /Frankfurt a.M. ■ Freizeit + Wassersport Verlag /Miesbach ■ Friedrich Berlin Verlagsgesellschaft /Berlin ■ Erhard Friedrich Verlag /Seelze ■ futura-verlag /Düsseldorf ■ Alfons W. Gentner Verlag /Stuttgart ■ Wilhelm Goldmann Verlag /München ■ Walter de Gruyter /Berlin ■ GWV Fachverlage /Wiesbaden ■ Carl Hanser Verlag /München ■ HarperCollins Publishers /London ■ Verlag Herder /Freiburg ■ HGV Hanseatische Gesellschaft für Verlagsservice /Hamburg ■ Hippocampus Verlag /Bad Honnef ■ Hoppenstedt Bonnier Produktinformationen /Darmstadt ■ Hoppenstedt Bonnier Zeitschriften /Darmstadt ■ Hoppenstedt Financial Information /Darmstadt ■ Hoppenstedt Firmeninformationen /Darmstadt ■ Verlag Hans Huber /Bern ■ Hüthig GmbH & Co. KG /Heidelberg ■ I.G.T. Informationsgesellschaft Technik /München ■ Insel Verlag /Frankfurt a.M. ■ i.p. ibau-Planungsinformationen /Münster ■ ipm magazin-verlag /München ■ IWT Magazin Verlags-GmbH /Vaterstetten ■ Jüdischer Verlag /Frankfurt a.M. ■ Behördenverlag Jüngling - gbb /Unterschleißheim ■ Kindler Verlag /Berlin ■ Kluwer Business Press /Mechelen ■ Knaur Ratgeber Verlage /München ■ Albrecht Knaus Verlag /München ■ KOSMETIK international Verlag /Gaggenau ■ Wolfgang Krüger Verlag /Frankfurt a.M. ■ Lambda Verlag /Gars a. Inn ■ Uitgeverij Leopold /Amsterdam ■ Limes Verlag /München ■ Luchterhand Literaturverlag /München ■ Uitgeverij Ludion /Amsterdam ■ Marbuch Verlag /Marburg ■ MEB Verlag /Bad Waldsee ■ media communication /Oberursel ■ Media Service Partner /München ■ Verlag J.B. Metzler /Stuttgart ■ NM Verlag Norbert Müller /München ■ MultiBus /Filderstadt ■ MVB Marketing- und Verlagsservice des Buchhandels /Frankfurt a.M. ■ mvgVerlag im verlag moderne industrie /Frankfurt a.M. ■ Nagel & Kimche /Zürich ■ Nelson Thornes (Publishers) /Cheltenham ■ Nicolaische Verlagsbuchhandlung /Berlin ■ Nijgh & Van Ditmar /Amsterdam ■ Reiner H. Nitschke Verlags-GmbH /Euskirchen ■ Oldenbourg Dienstleistungs GmbH /Kirchheim ■ Oldenbourg Industrieverlag /München ■ Oldenbourg Schulbuchverlag /München ■ Oldenbourg Wissenschaftsverlag /München ■ R. Oldenbourg Verlag /Wien ■ Orbis Verlag für Publizistik /München ■ Panini Verlags GmbH /Stuttgart ■ Pattloch Verlag /München ■

CAN YOU AFFORD NOT TO BE A CUSTOMER?

Uitgeverij Pelckmans /Kapellen ■ Philippka-Sport-verlag Konrad Honig /Münster ■ Pichler Medienvertrieb /Wien ■ Uitgeverij Ploegsma /Amsterdam ■ pms Plantenberg Media Service /München ■ PPMEDIEN /Bergkirchen ■ Promotor Verlags- und Förderungsges. mbH /Karlsruhe ■ publimed Medizin & Medien /München ■ Em. Querido's Uitgeverij /Amsterdam ■ Uitgeverij Thomas Rap /Amsterdam ■ Ravensburger Buchverlag Otto Maier /Ravensburg ■ Ravensburger Spieleverlag /Ravensburg ■ Rowohlt Berlin Verlag /Berlin ■ Rowohlt Taschenbuch Verlag /Reinbek bei Hamburg ■ Rowohlt Verlag /Reinbek bei Hamburg ■ Verlag W. Sachon /Mindelheim ■ Sanssouci Verlag /München ■ Schäffer-Poeschel Verlag für Wirtschaft Recht Steuern /Stuttgart ■ Schattauer GmbH Verlag für Medizin und Naturwissenschaften /Stuttgart ■ Scherz Verlag AG /Bern ■ Scherz Verlag /Frankfurt a.M. ■ SCHLÜTERSCHKE GmbH & Co. KG Verlag und Druckerei /Hannover ■ Schneekluth Verlag /München ■ Verlag Schnell & Steiner /Regensburg ■ Schweitzer Sortiment Literatur und Dienstleistungen /München ■ SFG - Servicecenter Fachverlage /Kusterdingen ■ Wolf Jobst Siedler Verlag /Berlin ■ Uitgeverij Singel Pockets /Amsterdam ■ Spektrum Akademischer Verlag /Heidelberg ■ Spitta Verlag /Balingen ■ Spotlight Verlag /Planegg bei München ■ Springer Science+Business Media /Berlin ■ Springer-Verlag /Berlin/Heidelberg ■ A. Strobel /Arnsberg ■ Süd-Data Systemhaus /Landsberg ■ Süddeutscher Verlag Hüthig Fachinformationen /München ■ Suhrkamp Verlag /Frankfurt a.M. ■ Taylor & Francis Group plc /London ■ ten Hagen & Stam /Den Haag ■ Georg Thieme Verlag /Stuttgart ■ Tosa Verlagsges.m.b.H. /Wien ■ TSO - The Stationery Office /Norwich ■ Überblick Verlags GmbH /Düsseldorf ■ Verlag Carl Ueberreuter /Wien ■ Uitgeverij De Arbeiderspers /Amsterdam ■ Urban & Fischer Verlag /München ■ Verlag Laterna magica /München ■ verlag moderne industrie /Landsberg ■ Verlag Neue Wirtschaftsbriefe /Herne/Berlin ■ Verlag des Österreichischen Gewerkschaftsbundes /Wien ■ Verlag Volk und Welt /München ■ Verlagsbüro Thomas Breitenstein /Weil der Stadt ■ Verlagsgruppe Droemer Knaur /München ■ Verlagsgruppe Georg von Holtzbrinck /Stuttgart ■ Verlagsgruppe Hüthig Jehle Rehm /München ■ Verlagsgruppe Lübbe /Bergisch Gladbach ■ Verlagsgruppe Random House /München ■ Verlagsoffice Erlensee /Nidderau ■ Verlagsvertretung Hirnschal /Hagen (Nordrhein-Westfalen) ■ Verlagsvertretung Junne /Bad Homburg ■ Verlagsvertretung Monika Kusche /Willich ■ VNR Verlag für die Deutsche Wirtschaft /Bonn ■ Vulkan-Verlag /Essen ■ VVA Health Marketing /Essen ■ VVA Kommunikation /Essen ■ Walhalla Fachverlag /Regensburg ■ Weekbladpers Groep /Amsterdam ■ WEKA Handels-GmbH, Kissing ■ WEKA MEDIA /Kissing ■ Wirtschaftsverlag Carl Ueberreuter /Frankfurt a.M. ■ Wissen Media Verlag /Gütersloh ■ wmi verlagsservice /Landsberg ■ W.M.V. Weirich Media- und Verlags-Service /Düsseldorf ■ WNP Verlag /München ■ Dr. Rolf M. Wolf Media GmbH /Düsseldorf ■ Wolters Kluwer N.V. /Amsterdam ■ Wolters Kluwer België /Mechelen ■ Wolters Kluwer Deutschland /Kriftel ■ Wolters-Noordhoff /Groningen ■ Wolters Plantyn Educatieve Uitgevers /Mechelen ■ Rainer Wunderlich Verlag /Reinbek bei Hamburg ■ Paul Zsolnay Verlag /München ■ Uitgeverij Zwijsen Algemeen /Tilburg ■