

A Comparative Analysis of the Operational Efficiency of Global Author Publication Support Platforms: A Study

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Abstract:

While most educated individuals possess writing skills, adhering to universal stylistic standards is essential for producing work that transcends local boundaries to contribute to the global body of knowledge; in this context, ‘academic publication support services’ play an indispensable role. Consequently, this study identifies ten key criteria for evaluating the services and quality of academic publication support systems; this framework facilitates a comparative analysis of leading institutions in the field and assists in the selection of suitable service providers. The primary objective of this research is to conduct a comparative analysis of ten selected institutions operating within ‘academic publication support ecosystems’ based on the aforementioned ten criteria. Descriptive and comparative research methodologies have been employed in this study. Preliminary findings suggest that providers offering comprehensive, high-quality support for research publication should be regarded as integral components of a highly effective ‘author-support ecosystem.’

Keywords: *Author Support Ecosystem (ASE), AI-Integration, Academic Publication Support company (APSC), Quality assurance.*

Introduction:

The progress and overall development of human civilization depend on the holistic advancement of society, and research serves as the cornerstone of this process. In today's world, there is intense competition regarding the quality of research; nations that prioritize research are the ones scaling the heights of development. In an information-driven society, research is not merely an institutional or academic activity but a driving force for comprehensive development. Assessing research quality involves considering various factors—such as the validity of scientific evidence, clarity and engaging use of language, precise word choice, a structured understanding of the subject matter, strategic knowledge regarding publication, and the selection of appropriate platforms to disseminate findings. To meet these needs, numerous 'author support platforms' have emerged globally, assisting researchers with strategic tasks at every stage, from conceptualizing the research to its final publication. Although there are many platforms worldwide that assist authors with publication, ten globally renowned platforms have been selected for this study. They are:

1. Editage (Cactus Communications).
2. Enago.
3. American Journal Experts (Aje).
4. Scriber.
5. Wiley Editing Services.
6. Taylor & Francis Editing Services.
7. Cambridge Proofreading And Editing.
8. Scribendi.
9. Oxford Editing.
10. Proofreading pal. - Detailed Information Regarding This Platform Is Provided Below.

S.N	Name of the author publication support platforms	Origin year	Country	About information
01	Editage	2002	India	It was established to provide a range of services—including the publication of research papers in international journals—to researchers worldwide, transcending linguistic and geographical boundaries. For the past two decades, its primary objective has been to meet the needs of researchers from over 190 countries and to offer them sincere support in navigating the competitive landscape of the knowledge-based sector.
02	Enago.	2005	Japan	Enago provides high-quality English editing services through a team of editors holding PhD and Master's degrees. By offering precise editing

				support to prepare manuscripts for publication in leading SCI journals, the company has recently assisted over 2 million authors from more than 125 countries across over 1,600 subject areas.
03	American Journal Experts (AJE)	2004	USA	AJE was founded and launched with the aim of making research-related communication faster, smoother, and more effective.
04	Scribbr	2012	Netherland	It facilitates the expansion of global research activities by assisting in the publication of research papers, enhancing document quality, and improving overall standards through the use of various tools such as proofreading services, plagiarism checkers, citation generators, AI detectors, and knowledge bases.
05	Wiley Editing Services	2013	USA	'Wiley Editing Services' assists researchers in the publication process, particularly in the preparation of research papers or manuscripts. It saves researchers valuable time, increases the likelihood of their papers being accepted, and helps enhance the impact or significance of published research. The organization publishes over 1,600 peer-reviewed journals and more than 1,500 new books annually.
06	Taylor & Francis Editing Services	2016	USA	Research papers or articles are often rejected due to poor-quality English or flawed presentation; therefore, significant assistance is provided to make them as flawless and polished as possible.
07	Cambridge Proofreading and Editing	2005	USA	Experienced editors from the United States, the United Kingdom, Canada, and Australia provide assistance here with the editing and proofreading of documents in accordance with the English conventions of their respective countries.
08	Scribendi	1997	Canada	'Scribendi' is a unique platform providing high-quality editing and proofreading services, helping

				academics, students, professionals, and writers worldwide express their ideas clearly and effectively. Recognized as a leader in the editing and proofreading industry, the platform has achieved top ratings for customer service and satisfaction.
09	Oxford Editing	2001	USA	It is well-known for providing professional academic editing services for English-language manuscripts. It is a specialized organization that offers the services of a team of skilled editors. These editors are native English speakers with strong credentials in editing and academia.
10	Proofreading Pal	2010	USA	Researchers rely on 'Proofreading Pal' to ensure the grammatical accuracy of their documents; consequently, every document submitted by researchers is reviewed and edited by two highly skilled proofreaders—a unique 'dual-editor' approach that guarantees the highest level of accuracy.

The primary objective of this study is to identify the best-performing platforms through a comparative analysis of their services based on ten distinct criteria. Ten criteria have been established to evaluate the overall effectiveness and capabilities of the platforms. The ten selected key criteria are:

- 1) Editorial support for language refinement and accuracy.
- 2) Editorial support regarding peer review and establishing scientific validity.
- 3) Assistance in selecting suitable journals.
- 4) Application and integration of Artificial Intelligence (AI).
- 5) Provision of assistance from subject-matter experts.
- 6) Support with manuscript or content submission.
- 7) Plagiarism checking facilities.
- 8) Turnaround time.
- 9) Quality assurance and pricing structure.
- 10) Post-publication support and customer satisfaction.

Therefore, through a comparative analysis, the study in question not only examines the qualitative framework of the operations of 'author publication support platforms' but also undoubtedly plays a significant role in the selection of high-quality platforms for publishing research papers in the future.

2. Review literature: A review of national and international research literature from the past 15 years has been conducted to ascertain whether any research has previously been carried out on the selected topic.

Lozano's (2014). Study is an analysis of the ethical aspects of language editing in academic research. The study demonstrates that the scope of editing services can range from basic proofreading to scientific editing, statistical analysis, and the rewriting of research papers. The paper strongly recommends maintaining transparency regarding the use of editing assistance and adhering to international guidelines concerning authorship recognition.¹

Matarese & Shashok (2020). Failure to disclose the use of professional translation service in research papers undermines the transparency of scientific research. To ensure research integrity; authors have called upon publishers to implement specific and rigorous guidelines.²

Mahajan and Mali (2021). Analyzed the negative impact of "predatory journals" on the quality and ethics of research. The authors argue that raising researcher awareness, selecting reputable journals, and providing training on research ethics are the only ways to combat "predatory publishing," while emphasizing the crucial roles played by libraries, universities, and government regulatory bodies in this regard.³

Kuttiyatt et al. (2022). This research paper analyzes the necessity of upholding research integrity, adhering to COPE/ICMJE guidelines, and maintaining rigorous peer-review processes to ensure research reliability during the COVID-19 pandemic. It highlights the lack of awareness among researchers regarding publication ethics and emphasizes the importance of maintaining strict editorial standards, even under pressure for rapid publication.⁴

Nagarkar et al (2023). The study analyzes the necessity of including print journals in Indian languages under the UGC-CARE initiatives. It reveals that the visibility and acceptance of many high-quality journals published in Indian Regional Language are severely limited because they are not included in international indexing systems. The study emphasizes strengthening publication ethics and evaluation process for regional-language research papers to enhance research quality through UGC-CARE, While also highlighting the importance of transparency, impartiality and regular monitoring in the journal evaluation process.⁵

Kousha,K & Thelwall, M. (2024). The researcher said in his research paper that AI plays an effective role in administrative tasks related to publication, such as reviewer selection and quality assessment, but AI cannot be a substitute for humans in evaluating manuscript content.⁶

Baker et al. (2024). Is the 'transformative agreement,' which emphasizes specific models of research dissemination—particularly 'opens access.' These agreements encourage researchers to publish their work via open-access channels and enhance the efficiency of the scholarly publishing system. Although the paper does not directly evaluate the editing services provided by 'Academic Publishing Support Platforms,' it offers significant insights into research support, publishing infrastructure, and the evolution of the scholarly publishing landscape—all of which are highly relevant to the current study.⁷

Prakash et al (2025) The researcher has reviewed the evaluation of abstract writing in sociology research from 2012-2024, highlighting linguistic, regional-economics, and Gender-based disparities in this English language has transcended international borders, it poses various challenges for researchers whose native language is not English ; in this context , he emphasizes the role of artificial intelligence(AI).⁸

Panchal et al (2025) against the backdrop of India's 'National Education Policy 2020', this research paper advocates for the adoption of AI technology in India higher education institutions. It aims to enhance research efficiency, outcome the literature review process, and streamline data analysis methods; simultaneously, it critically examines the potential negative aspects of his technology, placing particular emphasis on significant issues such as 'geographic data bias'.⁹

Das & Menon (2025) In the research paper , the author notes that 'Article Processing charges' have become so significant in the current academic publishing system that researchers face various obstacles ; as a solution , the author advocates for the 'Diamond open access model' .Additionally the paper provides a detailed discussion on the publication of research papers in India. ¹⁰

Analysis has confirmed that there is currently no existing research presenting a comparative evaluation and analysis of ten platforms providing publication support to authors based on ten criteria. Therefore, this research is original and grounded in a real-world context.

3. Research Gap: While research is currently being conducted on various aspects of scholarly publishing, research ethics, open access, and institutional editorial services, there is a clear gap in detailed and comparative research regarding the services offered by the world's top ten 'author publication support platforms'

4. Objective of the study: The primary objective of this research paper is—

3.1. Evaluation and analyzing the structure and characteristics of the author support ecosystems of the world's leading author support publication platforms.

3.2. In addition to comparing value-added author services offered by selected author support publishing platforms, evaluating the benefits of AI-based services, use of digital technologies, and automated editorial systems.

5. Research Methodology: The study employs a mixed – research methods approach – encompassing descriptive, comparative and evaluative methods – with a primary emphasis on the comparative method. Secondary data were collected from the official websites of 'Author support publication platforms' and various published research paper, while the "Weighted Author Support Index" was utilized for comparative analysis.

6. Scope & Limitation: The scope of this research paper is limited to a comparative evaluation of ten selected 'author-supportive publishing platforms' from around the world (such as Editage, Enago, AJE, Scriber, Wiley Editing Services, Taylor & Francis Editing Services, Cambridge Proofreading and Editing, Scribendi, Oxford Editing, and Proofreading Pal). In this study, the platforms have been reviewed based on ten selected criteria. However, it goes without saying

that the functionality and service quality of these platforms will evolve over time; consequently, the findings of this research are not static and may change as time progresses.

7. Data analysis & Findings:

A comparative analysis based on ten specific criteria will be conducted to identify the leading platforms among ten 'Author Publication Support Platforms' (APSPs) used worldwide.

Sl no	List of criteria
1	Editorial support for language refinement and accuracy
2	Editorial support regarding peer-review and establishing scientific validity
3	Guidance in selecting suitable journals
4	Application and integration of Artificial Intelligence (AI)
5	Provision of assistance from subject-matter experts
6	Support with manuscript or content submission
7	Plagiarism checking facilities
8	Turnaround time
9	Quality assurance and pricing structure
10	Post-publication support and customer satisfaction

Criteria no: 1

Editorial support for language refinement and accuracy

The key sub-indicators selected at this level are:

- Grammar accuracy.
- Academic writing style.
- Journal style compliance.
- Native English editing .
- Quality assurance.

1.1.Comparative data score table

S.N	List of ASEPs	Grammatical accuracy	Academic writing style	Journal style compliance	Native English editing	Quality assurance	Obtained Score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Excellent</i>	<i>Good</i>	<i>Good</i>	<i>Below average</i>	<i>Fair</i>	<i>Very Good</i>
5	Taylor & Francis Editing services	<i>Excellent</i>	<i>Good</i>	<i>Good</i>	<i>Below average</i>	<i>Fair</i>	<i>Very Good</i>

6	Cambridge proofreading & Editing	<i>Excellent</i>	<i>Fair</i>	<i>Fair</i>	<i>Below average</i>	<i>Below average</i>	<i>Good</i>
7	Oxford Editing	<i>Excellent</i>	<i>Fair</i>	<i>Fair</i>	<i>Below average</i>	<i>Below average</i>	<i>Good</i>
8	Scribendi	<i>Very good</i>	<i>Below average</i>	<i>Below average</i>	<i>Fair</i>	<i>Below average</i>	<i>Average</i>
9	Scribbr	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>
10	ProofreadingPal	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>

Based on overall criteria, platforms offering excellent services include Editage (Cactus Communications), Enago, and American Journal Experts (AJE). Companies providing services below average quality include Scribendi, Scribbr, and ProofreadingPal. On the other hand, Wiley Editing Services, Taylor & Francis Editing Services, Cambridge Proofreading and Editing, and Oxford Editing provide high-quality publication-related services to authors. A score graph is presented below –

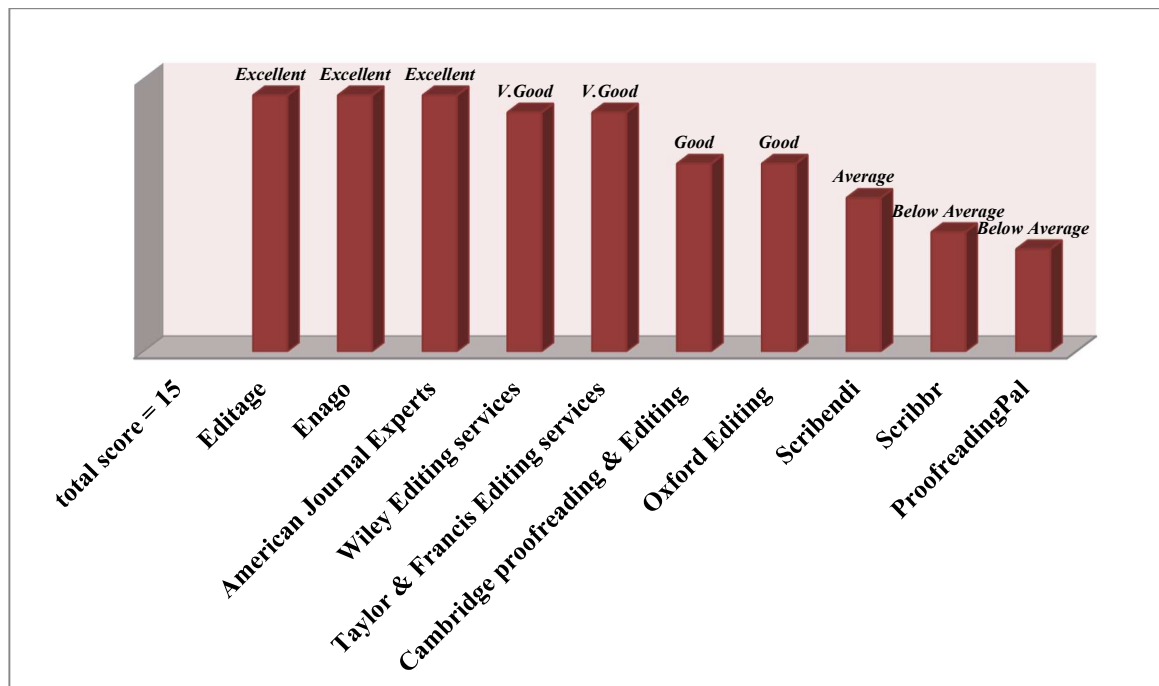


Figure: 1.2. Graph of editorial support scores regarding language refinement and accuracy

Criteria No: 2

Editorial support regarding peer-review and establishing scientific validity

The key sub-indicators selected at this level are:

- Scientific editing.

- Peer – Review Support.
- Scientific validation & quality assurance.
- Subject expert review.
- Research ethics & compliance.

2.1.Comparative data score table

S. N	List of ASEPs	Scientific editing	Peer – Review Support	Scientific validation & quality assurance	Subject expert review	Research ethics & compliance	Obtained Score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Excellent</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
5	Taylor & Francis Editing services	<i>Excellent</i>	<i>Very Good</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
6	Cambridge proofreading & Editing	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>
7	Oxford Editing	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>
8	Scribendi	<i>Below average</i>	<i>Below average</i>	<i>Below average</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Good</i>
9	Scribbr	<i>Below average</i>	<i>Below average</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Good</i>
10	ProofreadingPal	<i>Below average</i>	<i>Below average</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Below average</i>	<i>Good</i>

According to the comparative score table (Table 2.1), platforms offering excellent services include Editage (Cactus Communications), Enago, American Journal Experts (AJE), Wiley Editing Services, and Taylor & Francis Editing Services. Companies providing very high-quality services include Cambridge Proofreading & Editing and Oxford Editing. Meanwhile, platforms such as Scribendi, Scribbr, and Proofreading Pal offer author's quality editorial support related to publication, including peer review and assurance of scientific accuracy. A score graph is presented below.

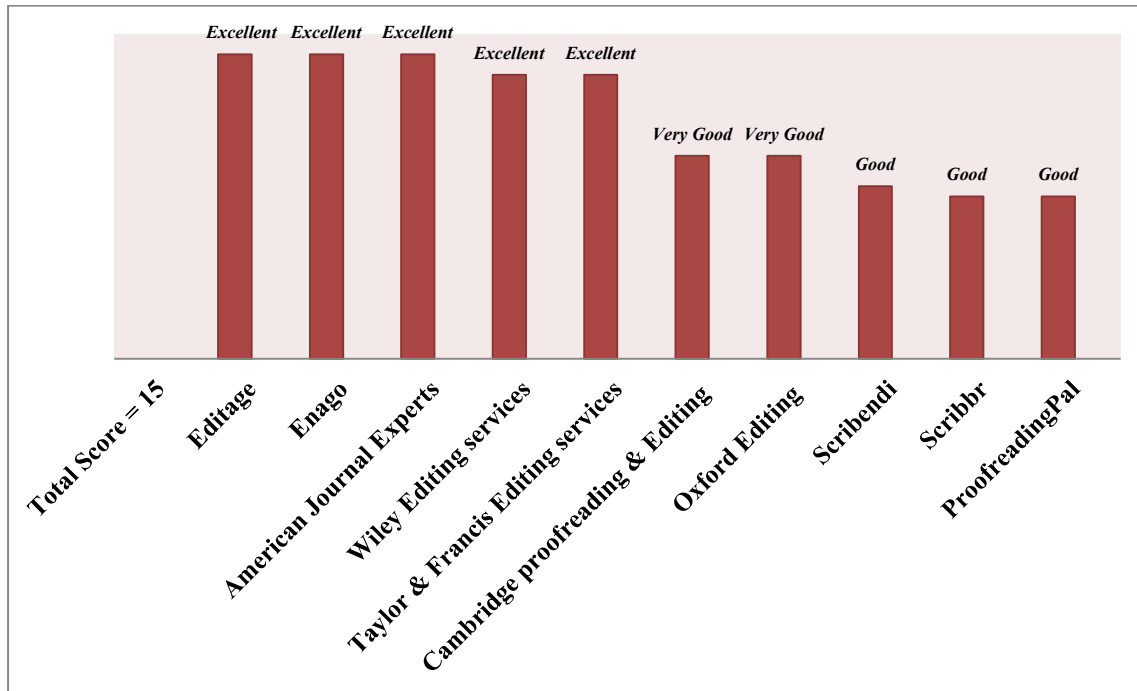


Figure 2.1.1: Score-based graph of editorial support in peer review and the establishment of scientific validity.

Criteria No: 3

(Guidance in selecting suitable journals)

The key sub-indicators selected at this level are:

- Journal recommendation accuracy.
- Journal matching & indexing.
- Submission strategy & publication consultation.

3.1. Comparative data score table

S.N	List of ASEPs	Journal recommendation accuracy	Journal matching & indexing	Submission strategy & publication consultation	Obtained Score
1	Editage	Excellent	Excellent	Excellent	Excellent
2	Enago	Excellent	Excellent	Excellent	Excellent
3	American Journal Experts	Excellent	Excellent	Excellent	Excellent
4	Wiley Editing services	Excellent	Very Good	Very Good	Excellent
5	Taylor & Francis Editing services	Excellent	Very Good	Very Good	Excellent
6	Cambridge proofreading &	Good	Good	Good	Good

	Editing				
7	Oxford Editing	<i>Very Good</i>	<i>Good</i>	<i>Good</i>	<i>Good</i>
8	Scribendi	<i>Fair</i>	<i>Fair</i>	<i>Fair</i>	<i>Average</i>
9	Scribbr	<i>Fair</i>	<i>Fair</i>	<i>Fair</i>	<i>Average</i>
10	ProofreadingPal	<i>Fair</i>	<i>Fair</i>	<i>Below average</i>	<i>Below average</i>

In the ‘Journal Recommendation Accuracy’ category, author-support publishing platforms offering excellent service quality include ‘Editage (Cactus Communications)’, ‘Enago’, ‘American Journal Experts (AJE)’, ‘Wiley Editing Services’, and ‘Taylor & Francis Editing Services’. Platforms such as Cambridge Proofreading & Editing and Oxford Editing provide high-quality support services. Scribendi and Scribbr offer average-quality publishing support, while ProofreadingPal provides author support services that fall below the average standard. A score graph is provided below –

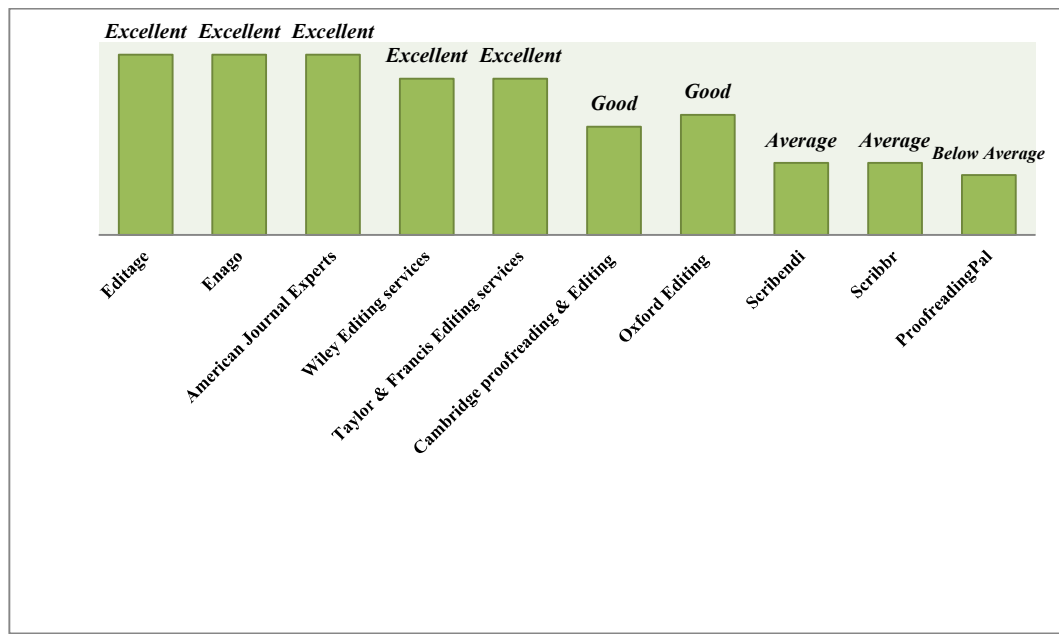


Figure 3.1.1: Score-based graph of Guidance in selecting suitable journals

Criteria: 4

Application and integration of Artificial Intelligence (AI)

The key sub-indicators selected at this level are:

- Assisted language & writing support.
- AI-powered manuscript evaluation & journal recommendation.
- AI – Driven Research productivity tools.

4.1.Comparative data score table					
S.N	List of ASEPs	Assisted language & writing support	AI-powered manuscript evaluation & journal recommendation	AI – Driven Research productivity tools	Obtained Score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Very Good</i>	<i>Very Good</i>	<i>Good</i>	<i>Very Good</i>
5	Taylor & Francis Editing services	<i>Very Good</i>	<i>Very Good</i>	<i>Good</i>	<i>Very Good</i>
6	Cambridge proofreading & Editing	<i>Very Good</i>	<i>Good</i>	<i>Very Good</i>	<i>Very Good</i>
7	Oxford Editing	<i>Good</i>	<i>Good</i>	<i>Fair</i>	<i>Good</i>
8	Scribendi	<i>Good</i>	<i>Good</i>	<i>Fair</i>	<i>Good</i>
9	Scribbr	<i>Good</i>	<i>Fair</i>	<i>Fair</i>	<i>Below Average</i>
10	ProofreadingPal	<i>Fair</i>	<i>Fair</i>	<i>Below Average</i>	<i>Below Average</i>

Leading platforms that assist authors through the application and integration of Artificial Intelligence (AI) include Editage (Cactus Communications), Enago, and American Journal Experts (AJE). Additionally, organizations such as Wiley Editing Services, Taylor & Francis Editing Services, and Cambridge Proofreading and Editing provide high-quality services. Firms like Oxford Editing and Scribendi also offer quality support services. However, the service quality of platforms like ‘ProofreadingPal’ is somewhat inferior compared to the others. A score graph is provided below –

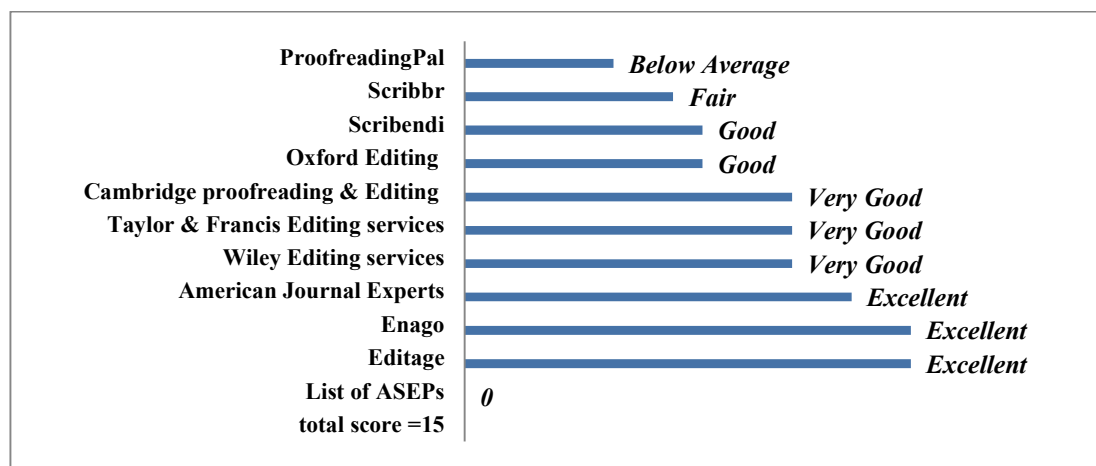


Figure: 4.1.1. Score-based graph of Application and integration of Artificial Intelligence
Criteria: 5
(Provision of assistance from subject-matter experts)

The key sub-indicators selected at this level are:

- Subject expertise & Academic qualification.
- Quality of review & editorial Feedback.
- Discipline-specific Editorial Expert support.

5.1.Comparative data score table					
S.N	List of ASEPs	Subject expertise & Academic qualification	Quality of review & editorial Feedback	Discipline-specific Editorial Expert support	Obtained Score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Excellent</i>	<i>Excellent</i>	<i>Very Good</i>	<i>Very Good</i>
5	Taylor & Francis Editing services	<i>Excellent</i>	<i>Excellent</i>	<i>Very Good</i>	<i>Very Good</i>
6	Cambridge proofreading & Editing	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>
7	Oxford Editing	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>
8	Scribendi	Good	Good	Good	Good
9	Scribbr	Good	Good	Fair	Good
10	ProofreadingPal	Good	Fair	Fair	Below average

Among the platforms providing high-quality author support and publishing services—particularly regarding subject-matter expertise and institutional credentials—are Editage (Cactus Communications), Enago, American Journal Experts (AJE), Wiley Editing Services, Taylor & Francis Editing Services, Cambridge Proofreading and Editing, and Oxford Editing; these offer excellent services. The Scribbr and Scribendi platforms have achieved good scores. On the other hand, the ‘Proofreading’ platform received a below-average score. A score graph or chart illustrating this is provided below—

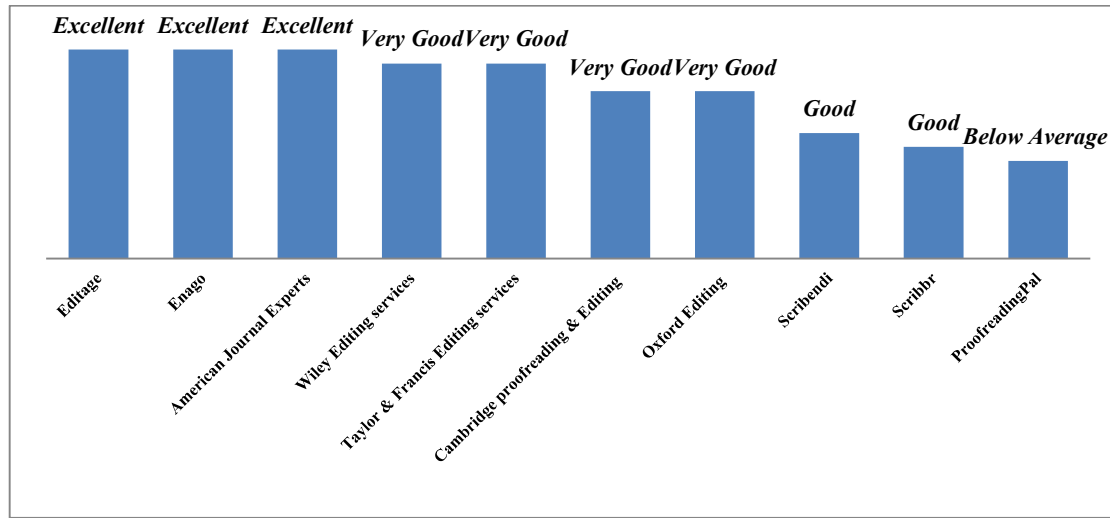


Figure: 5.1.1. Score graph of Provision of assistance from subject-matter experts

Criteria: 6

Support with manuscript or content submission

The key sub-indicators selected at this level are:

- Manuscript formatting & submission Readiness.
- Online submission Assistance.
- Submission Documentation & Author communication support.

6.1.Comparative data score table					
S.N	List of ASEPs	Manuscript formatting & submission Readiness	Online submission Assistance	Submission Documentation & Author communication support	Obtained Score
1	Editage	Excellent	Excellent	Excellent	Excellent
2	Enago	Excellent	Excellent	Excellent	Excellent
3	American Journal Experts	Excellent	Excellent	Excellent	Excellent
4	Wiley Editing services	Excellent	Very Good	Excellent	Excellent
5	Taylor & Francis Editing services	Excellent	Very Good	Excellent	Excellent
6	Cambridge proofreading & Editing	Very Good	Good	Very Good	Very Good
7	Oxford Editing	Very Good	Good	Very Good	Very

					<i>Good</i>
8	Scribendi	<i>Very Good</i>	<i>Good</i>	<i>Good</i>	<i>Good</i>
9	Scribbr	<i>Good</i>	<i>Good</i>	<i>Good</i>	<i>Good</i>
10	ProofreadingPal	<i>Good</i>	<i>Fair</i>	<i>Fair</i>	Below Average

Platforms that offer excellent support and publishing services to authors—particularly regarding manuscript or content submission—include Editage (Cactus Communications), Enago, American Journal Experts (AJE), Wiley Editing Services, and Taylor & Francis Editing Services. Platforms such as Cambridge Proofreading and Editing and Oxford Editing also provide high-quality services. While Scribendi and Scribbr offer good services, ProofreadingPal ranks below average when it comes to publication-related support for authors. A score graph or chart illustrating this is provided below—

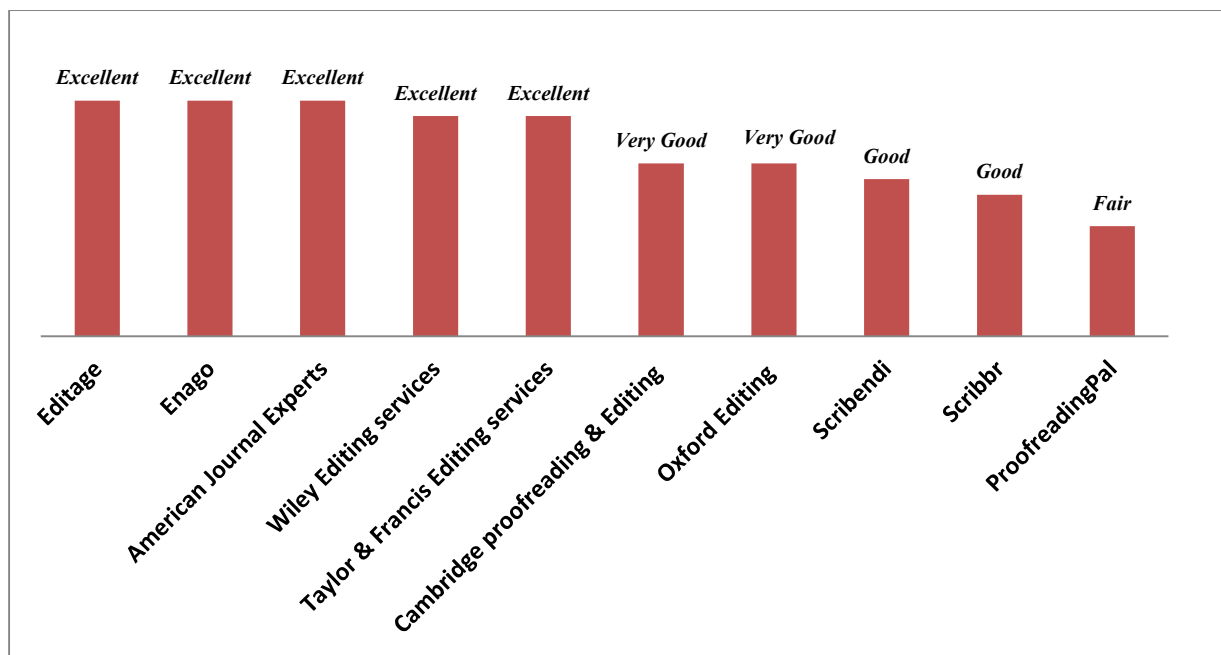


Figure.6.1. Score graph of Support with manuscript or content submission

Criteria: 7

(Plagiarism checking facilities)

The key sub-indicators selected at this level are:

- Accuracy detection support.
- Plagiarism analysis & correction support.
- Official similarity support and publication compliance.

7.1.Comparative data score table

S.N	List of ASEPs	Accuracy detection support	Plagiarism analysis & correction support	Official similarity support and publication compliance	Obtained Score
1	Editage	Excellent	Excellent	Excellent	Excellent
2	Enago	Excellent	Excellent	Excellent	Excellent
3	American Journal Experts	Excellent	Excellent	Excellent	Excellent
4	Wiley Editing services	Excellent	Very Good	Excellent	Excellent
5	Taylor & Francis Editing services	Excellent	Very Good	Excellent	Excellent
6	Cambridge proofreading & Editing	Very Good	Very Good	Fair	Good
7	Oxford Editing	Very Good	Very Good	Fair	Good
8	Scribendi	Very Good	Very Good	Fair	Good
9	Scribbr	Fair	Fair	Fair	Below Average
10	ProofreadingPal	Fair	Fair	Fair	Below Average

Platforms offering high-quality, AI-driven precision and detection capabilities include Editage (Cactus Communications), Enago, American Journal Experts (AJE), Wiley Editing Services, and Taylor & Francis Editing Services. Other providers offering quality services include Cambridge Proofreading and Editing, Oxford Editing, and Scribendi. On the other hand, platforms offering average or moderate-quality services include Scribbr and ProofreadingPal. A score graph or chart illustrating this is provided below—



Figure.7.1.1. Score graph of Plagiarism checking facilities

Criteria: 8**(Turnaround time)**

The key sub-indicators selected at this level are:

- Delivery speed
- On-time delivery & deadline compliance
- Expected service available

8.1.Comparative data score table					
S.N	List of ASEPs	Delivery speed	On-time delivery & deadline compliance	Expected service available	Obtained Score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Excellent</i>	<i>Excellent</i>	<i>Good</i>	<i>Very Good</i>
5	Taylor & Francis Editing services	<i>Excellent</i>	<i>Excellent</i>	<i>Good</i>	<i>Very Good</i>
6	Cambridge proofreading & Editing	<i>Very Good</i>	<i>Fair</i>	<i>Fair</i>	<i>Good</i>
7	Oxford Editing	<i>Very Good</i>	<i>Fair</i>	<i>Fair</i>	<i>Good</i>
8	Scribendi	<i>Very Good</i>	<i>Fair</i>	<i>Good</i>	<i>Good</i>
9	Scribbr	<i>Very Good</i>	<i>Fair</i>	<i>Good</i>	<i>Good</i>
10	ProofreadingPal	<i>Fair</i>	<i>Fair</i>	<i>Fair</i>	<i>Below Average</i>

Platforms offering author support and publishing services—characterized by high-quality service and fast turnaround times—include Editage (Cactus Communications), Enago, American Journal Experts (AJE), Wiley Editing Services, and Taylor & Francis Editing Services. Wiley Editing Services and Taylor & Francis Editing Services are particularly noteworthy for providing exceptional support in this category. Other providers of quality author and publishing support include Cambridge Proofreading and Editing, Oxford Editing, Scribendi, and Scribbr; conversely, ProofreadingPal is a platform that offers comparatively lower-quality service. A score graph or chart is provided below to illustrate this—

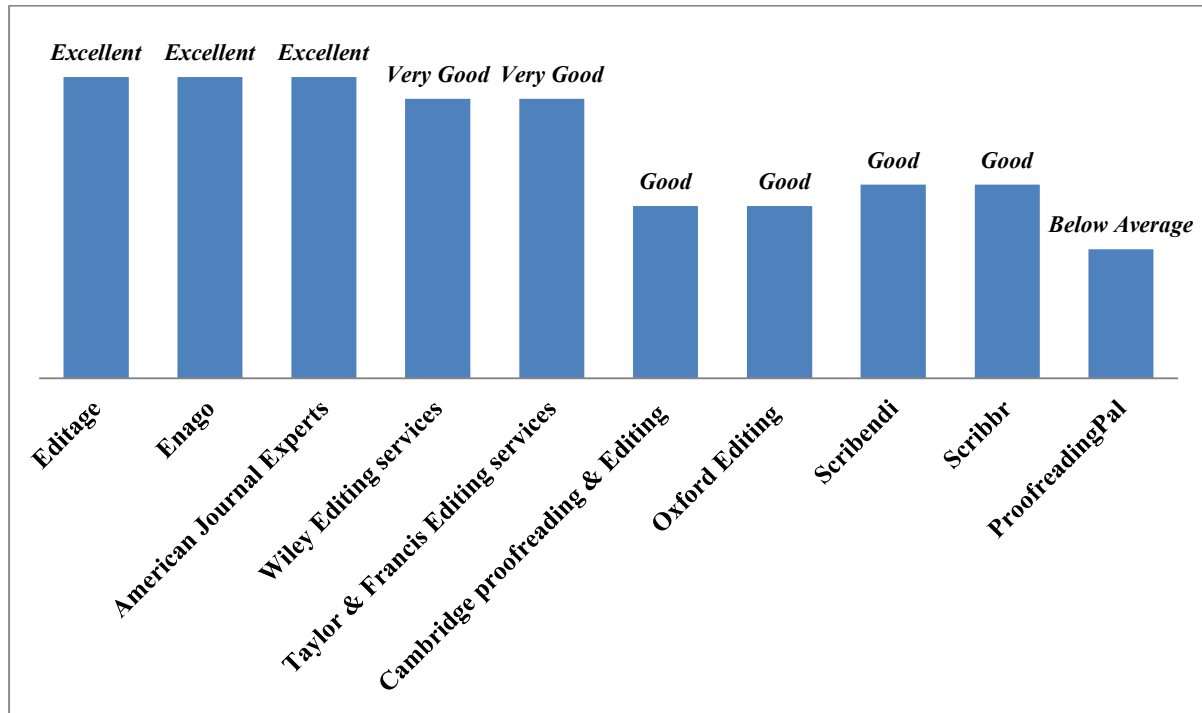


Figure.8.1.1. Score graph of Turnaround time

Criteria : 9

(Quality assurance and pricing structure)

The key sub-indicators selected at this level are:

- Quality assurance service reliability.
- Price transparency & affordability.

9.1.Comparative data score table				
S.N	List of ASEPs	Quality assurance service reliability	Price transparency & affordability	Obtained score
1	Editage	Excellent	Very Good	Excellent
2	Enago	Excellent	Very Good	Excellent
3	American Journal Experts	Excellent	Very Good	Excellent
4	Wiley Editing services	Very Good	Very Good	Very Good
5	Taylor & Francis Editing services	Very Good	Very Good	Very Good
6	Cambridge proofreading &	Very Good	Very Good	Very Good

	Editing			
7	Oxford Editing	<i>Very Good</i>	<i>Very Good</i>	<i>Very Good</i>
8	Scribendi	<i>Very Good</i>	<i>Excellent</i>	<i>Excellent</i>
9	Scribbr	<i>Very Good</i>	<i>Excellent</i>	<i>Excellent</i>
10	ProofreadingPal	<i>Very Good</i>	<i>Excellent</i>	<i>Excellent</i>

In this section, high-quality services are provided to authors through all platforms that support publishing.

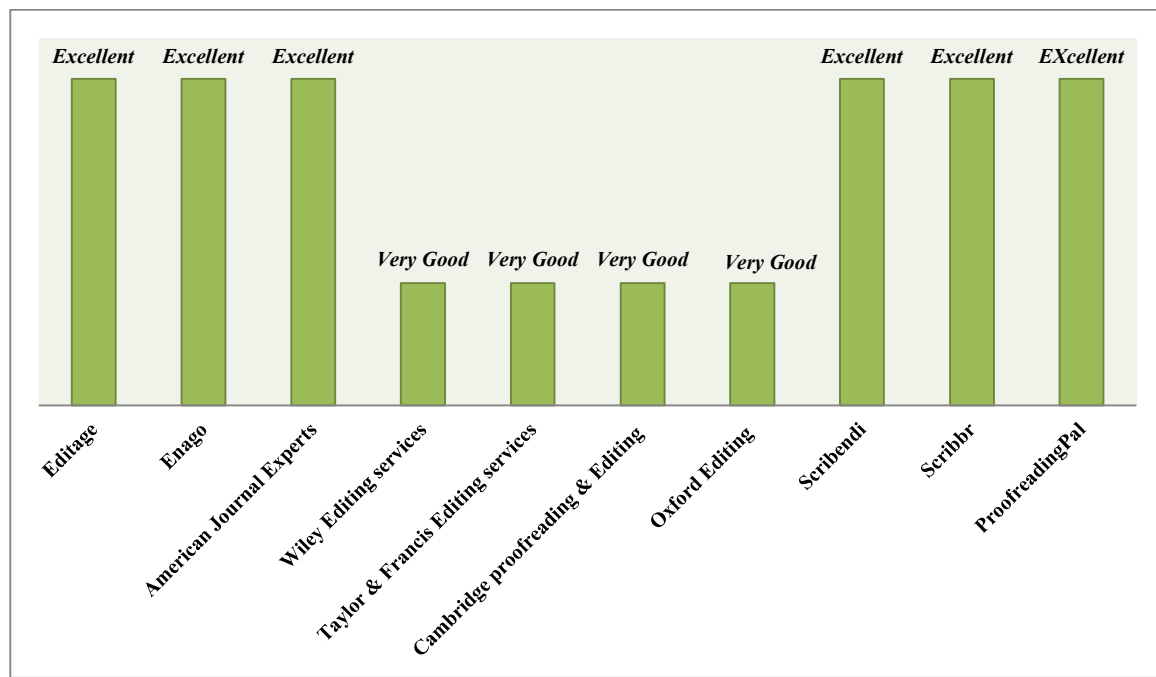


Figure.7.10.1. Score graph (Criteria (WASI): 9)

Criteria: 10

(Post-publication support & customer satisfaction)

The key sub-indicators selected at this level are:

- Post –publication support services.
- Customer satisfaction & service responsiveness

7.11.Comparative data score table				
S.N	List of ASEPs	Post – publication support services	Customer satisfaction & service responsiveness	Obtained score
1	Editage	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>

2	Enago	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
3	American Journal Experts	<i>Excellent</i>	<i>Excellent</i>	<i>Excellent</i>
4	Wiley Editing services	<i>Very Good</i>	<i>Excellent</i>	<i>Very Good</i>
5	Taylor & Francis Editing services	<i>Very Good</i>	<i>Excellent</i>	<i>Very Good</i>
6	Cambridge proofreading & Editing	<i>Very Good</i>	<i>Good</i>	<i>Good</i>
7	Oxford Editing	<i>Good</i>	<i>Good</i>	<i>Good</i>
8	Scribendi	<i>Good</i>	<i>Good</i>	<i>Good</i>
9	Scribbr	<i>Good</i>	<i>Fair</i>	<i>Fair</i>
10	ProofreadingPal	<i>Fair</i>	<i>Fair</i>	<i>Fair</i>

In this regard, apart from Scribbr and Proofreading Pal, high-quality post-publication support and customer satisfaction have been observed for authors across all other publishing platforms. A score-based graph or chart is provided below to illustrate this—

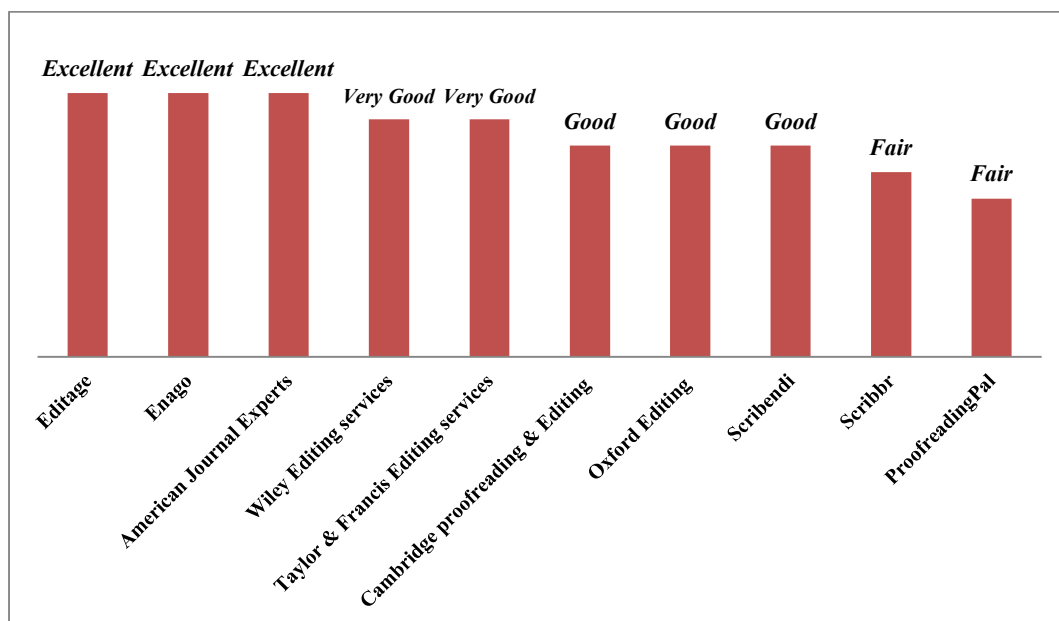


Figure.10.1.1. Score graph of Post-publication support & customer satisfaction

8. Conclusion:

A comparative analysis of ten publication-support platforms for authors reveals that Editage, Enago, and American Journal Experts (AJE) provide comprehensive services to researchers—spanning the entire process from the initial stages of a research paper to the post-publication

phase. Other platforms fail to fully meet the ten established criteria. Ultimately, the service quality of platforms such as Scribendi, Scribbr, and Proofreading Pal needs improvement; prioritizing all the standards required to gain international acceptance is essential when providing support in a critical field like research.

9. Suggestion:

1. Subsequently, comparative research could be conducted involving these platforms and other significant international, national, and regional ‘author publication support systems.’
2. It is possible to conduct research based on practical experience by gathering data directly from researchers, academics, and journal editors through field surveys.
3. To present scientific evidence regarding the effectiveness of AI-based services in enhancing the quality of research papers and saving researchers' time.
4. To conduct observational research aimed at assessing researchers' satisfaction levels regarding the long-term use of ‘author publication support platforms.’

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