

UI/UX Redesign Initiative FAQs

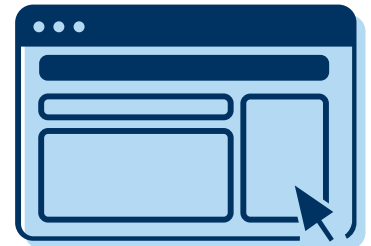


Aries Systems is embarking on a multi-year, multi-phase UX/UI redesign initiative of its workflow solutions, Editorial Manager® (EM) and ProduXion Manager® (PM).

Please consult your Aries Account Coordinator (AC) if you have additional questions.

Q: What is UX/UI?

A: User Experience (UX) is how the user interacts with an application, including underlying structure and framework of the system, the overall effectiveness and usability, and the journey a user takes to complete a certain function. User Interface (UI) is the appearance and cosmetic design of an application, including the colors, fonts, styles, spacing, font size, and other aesthetics. Together, UX/UI design aims to maximize user satisfaction through purposeful enhancements both on and beyond the surface.



Q: Why is Aries redesigning their software solutions?

A: In response to feedback from customers and as part of our commitment to deliver continuous product improvements and innovation, Aries is making design improvements to Editorial Manager® (EM) and ProduXion Manager® (PM). Aries is eager to provide EM/PM users with a simple, more modern, and efficient experience through user-friendly interface enhancements and purposeful UX-driven optimizations that our customers have voiced as a top priority. Updates will enhance the usability and accessibility of the system, increasing overall user satisfaction. Elements of Aries' recent brand refresh will be reflected in our products (including our enhanced design standards), creating a more consistent, polished user experience.

Q: How will Aries approach and execute this initiative?

A: This is a multi-year, multi-phase initiative. A newly redesigned navigation bar (“NavBar”) will be the first in a series of system enhancements and updates to come, quickly followed by an updated Author and Reviewer Main Menu interface. Aries will initially focus on prioritizing high-impact, high-traffic, and frequently noted areas for improvement. UX/UI optimizations will be released in phases over time, which means that as the project progresses, some areas of the system will have undergone UX/UI updates while other areas of the system remain unchanged. Aries is committed to ensuring full transparency and will communicate updates to the project roadmap and timeline as they become available.

Q: What processes does Aries follow when developing UX/UI updates?

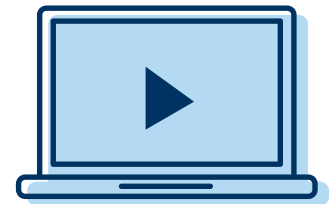
A: Aries follows standard UX/UI best practices, applying the following workflow phases: Understand, Analyze, Design, Develop, and Deliver. We identify our business goals, our audience, and the area/item to be redesigned. Our team conducts extensive research on the system and user workflows through system testing and direct user feedback. With the data obtained, our team explores different wireframe options and creates interactive prototypes for further review and testing. As user feedback is addressed and approvals are received, the designs are then finalized and developed. Once coded and tested, the new designs are released to production. UX/UI design is an iterative process, and we believe our Agile methodology works to ensure the delivery of the best designs possible.

Q: How will customers be notified of upcoming UX/UI changes?

A: All customers will be given 4-8 week notice prior to any interface changes going live on their EM/PM sites. Aries will communicate important details on all upcoming UX/UI updates, including supporting documentation and frequent reminders as the project progresses, via email, formal announcements, and other notices.

Q: What resources will be available to educate customers on interface changes?

A: Aries will provide resources in the form of detailed blog posts, Release Notes documentation, video tutorials, FAQ sheets, training webinars, user group meeting sessions, case studies, and more! Resources may vary for each release. Materials can be found on the [Resources page](#) of the Aries Systems website.



Q: Can publishers opt-out of upcoming UX/UI updates?

A: No, EM/PM customers cannot opt out of any future UX/UI improvements to our workflow systems. All interface enhancements will automatically be applied to all EM/PM sites upon release, unless otherwise specified. Customers will not be able to “toggle” between old and new interfaces.

Q: Will customers be charged for upcoming UX/UI updates administered by Aries?

A: No, customers will not be charged for any upcoming interface updates to their EM/PM sites that are introduced as part of the Aries UX/UI redesign initiative. UX/UI enhancements will apply universally to all EM/PM sites. We are thrilled to offer a more modern experience to our customers free of charge!

Q: Can customers volunteer to provide feedback on the system or on prototype designs?

A: Yes! We highly encourage users interested in this initiative to participate! Users can sign up to be a contact for the Aries team to solicit direct feedback on a specific workflow or upcoming design concept. User input is critical to assisting our team in the analysis, research, and design phases. To opt in as a volunteer, please notify your Aries Account Coordinator.

Q: Is Aries considering accessibility standards as part of the UX/UI redesign initiative?

A: Yes, Aries is committed to improving accessibility within our products. All new features and interfaces are being developed and tested to follow accessibility recommendations, and existing functionality will continue to be enhanced to comply with WCAG 2.1 AA accessibility standards. Some phases of the project will impact accessibility more than others, depending on the area affected and changes made.

Q: What should customers do if they have questions or concerns about new UX/UI updates?

A: All queries regarding UX/UI system updates should be directed towards your designated Aries Account Coordinator. If there are specific issues or concerns, please share your experience with us - your feedback is important to us!

New interface updates are designed with customers in mind, based on direct user feedback, and we are eager to prove how these changes will enhance system usability and simplify the user experience. We are confident that once customers get acclimated to the changes, they will become second nature.

