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EMUG 2023



Courtyard Boston Downtown Hotel
June 14-15, 2023

Aries
systems.



EMUG 2023

The Road Ahead: Product Roadmap Overview 2023 and Beyond

Nathan Westgarth

Vice President of Product Management

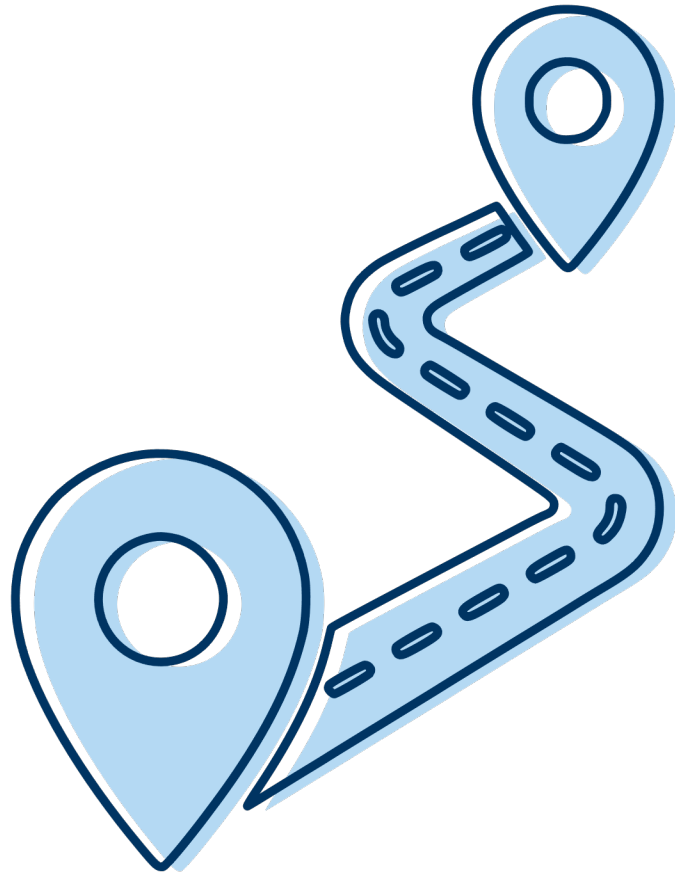
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Agenda

Welcome to
EMUG: Day 2

- Roadmap Themes
- Deep Dives
 - Aries' Cloud Migration Initiative
 - Outcome-led Product Development
 - Mentorship in Peer Review
- Questions





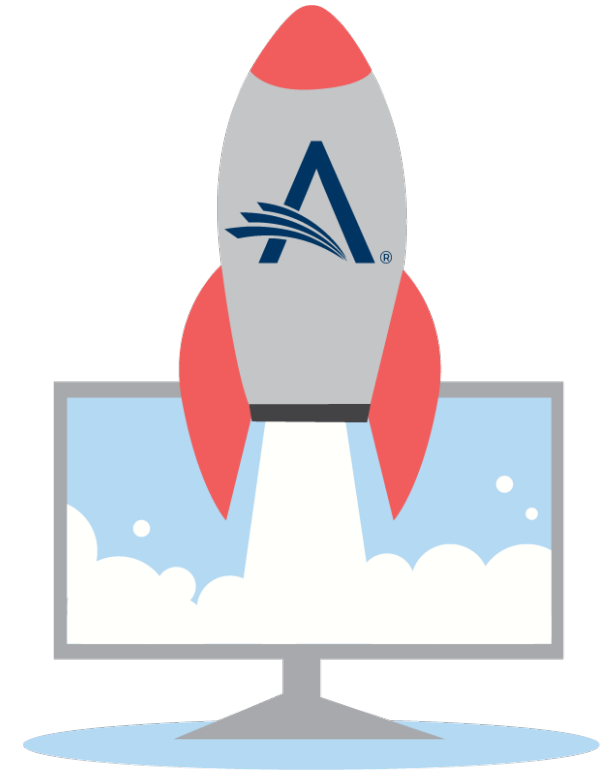
Roadmap Themes

*Our Initiatives:
2023 and Beyond*

2023 and Beyond

2023 Roadmap Themes:

- Performance enhancements and cloud migration
- User interface and user experience (UI-UX)
- API Services and third-party integrations
- Author experience improvements
- Editorial Manager® workflow enhancements
- ProduXion Manager® workflow enhancements



Performance Enhancements & Cloud Migration

- Enabling faster deployment and scaling through cloud migration and build/deployment automation
- Reducing our bug resolution time and maintaining a low application bug backlog count
- Improving our incident management and incident response processes



User Interface and User Experience

- Building and continually expanding our foundational design system
- Improving site accessibility of the Author submission workflow
- Improving user interface design of the Editor main menus
- Improving user interface design and usability of initial workflow touchpoints for all users
 - e.g. main page, login, registration



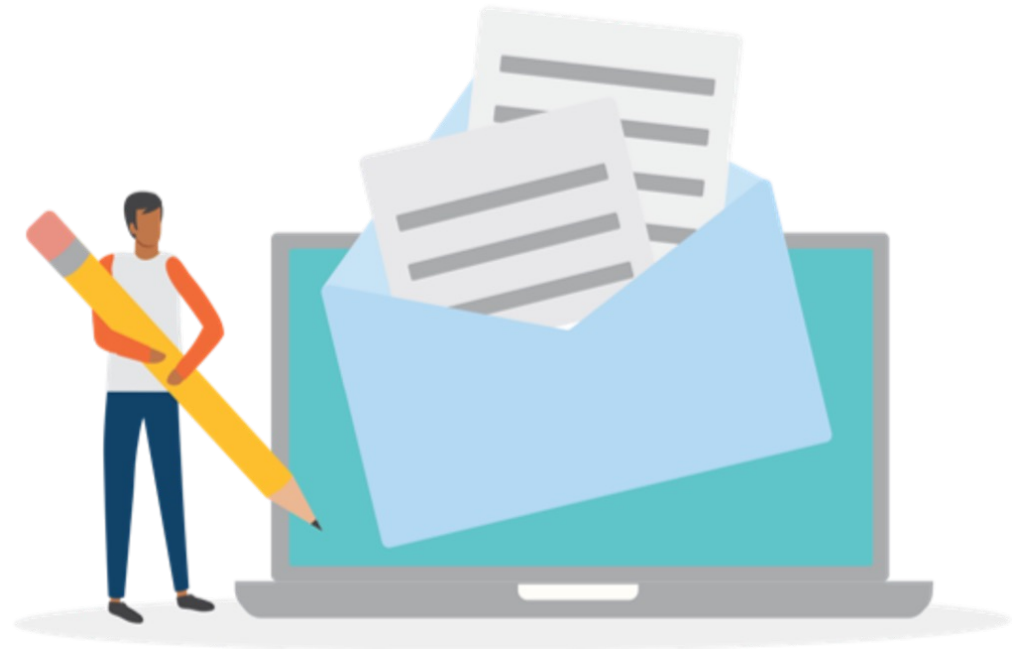
API Services and Third-Party Integrations

- Expanding our offering of external Reviewer finding tools
- Improving support for institutional agreements with APC payment providers
- Expanding our research integrity offerings through integration and piloting of the STM Integrity Hub



Author Experience Improvements

- Improving accuracy of research funders captured in submission for attribution and APC calculations
- Evaluating the Author submission experience with new Author interfaces and submission workflows



EM Workflow Enhancements & Features

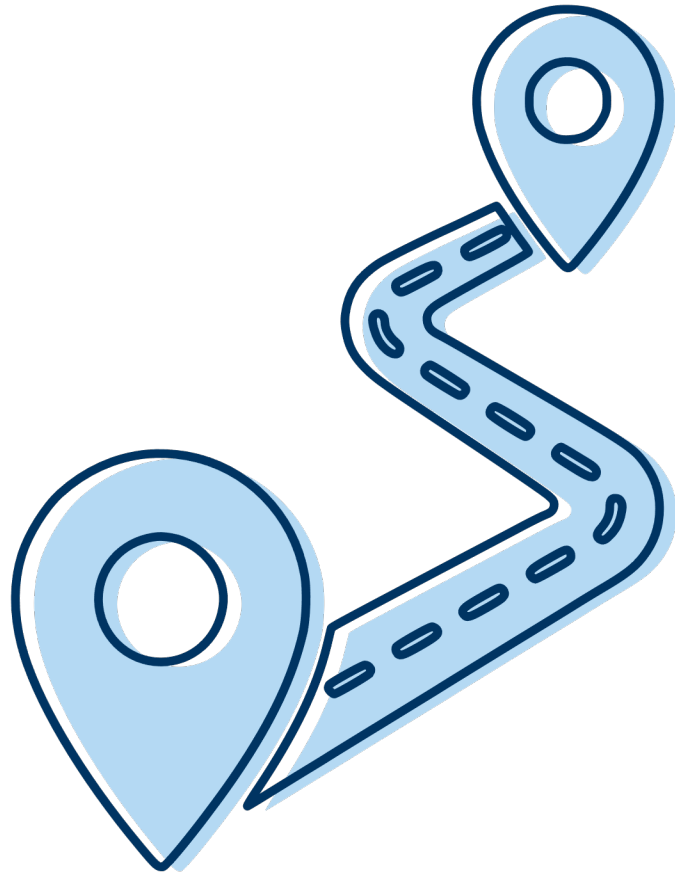
- Enabling publishers to support the collection of inclusionary data per joint commitment recommendations
- Enhancing capabilities for reviewer rating questions in support of reviewer mentorship
- Research and identity integrity tools
- In-product messaging and help tooltips



PM Workflow Enhancements & Features

- Evaluating and improving functionality, quality, and scalability of LiXuid Manuscript XML-first production workflows with pilot customers





Aries' Cloud Migration

Why it matters, what to expect, and what comes next?

Why Moving to the Cloud Matters

We are in the business of **producing world class software**, not data center services



Why Moving to the Cloud Matters

- Stability through automation
 - Immutable vs mutable infrastructure
 - Providing immediately scalable solutions
 - Enhanced focus on automated feature testing
 - Continuous Integration / Continuous Deployment (CI/CD)
- Adopting best practices in security and patching models
- On-demand infrastructure and load optimization
- Leveraging a 24x7x365 Operation Command Center
- Investing infrastructure and effort into the future of Aries and EM/PM



Cloud Migration Timeline

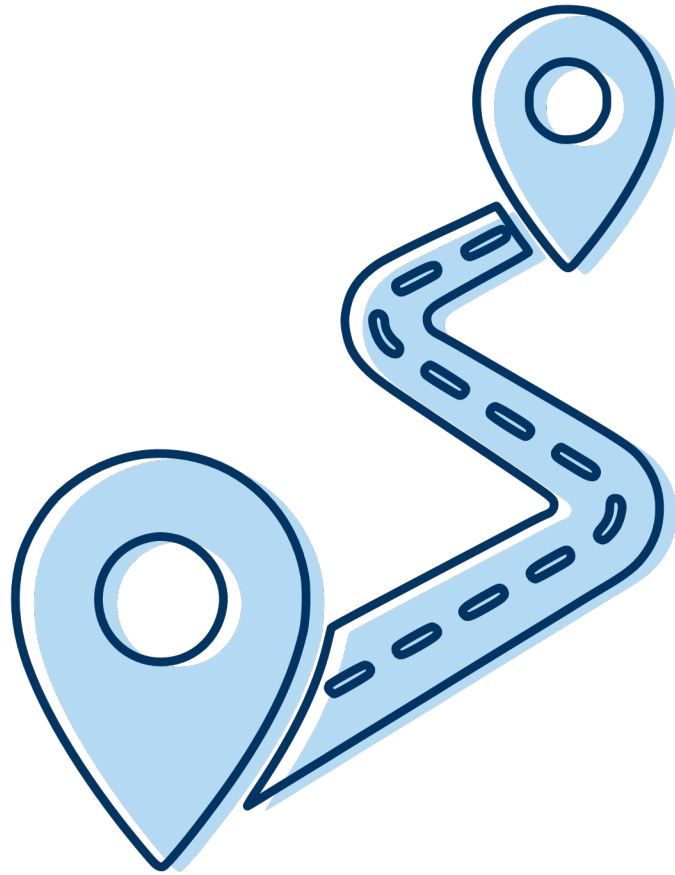
Component One: Completed August 2022

- Asynchronous tools and services migrated:
 - Similarity Check
 - Duplicate Submission Check
 - Identity Confidence Check
 - ORCID Peer Review Deposit
 - checkCIF

Component Two: Estimated to start July 2023

- EM/PM customer sites and services migrations





Outcome-led Product Development

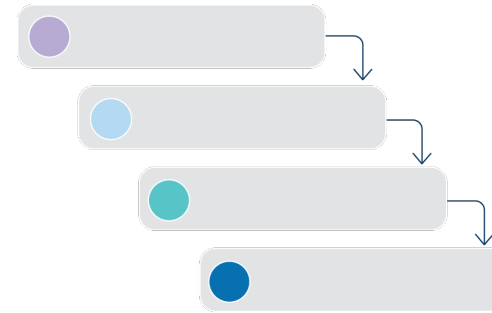
*Shifting how our teams engage with users
and customers during development*

Aries Feature Development Shift

- Client Services getting insights from customers
- Official feature requests (FRA) for paid development
- Development done up front with lots of effort



- Squads responsible for specific user persona, set of use-cases, or needs, and delivering successful outcomes for those users
- Iterative development towards a solution that meets user and customer needs, based on feedback and product analytics/data
- Directly engaging with representative customers for the problem they are trying to solve, and outcome they're trying to achieve
- More focus on strategic initiatives and defined product vision



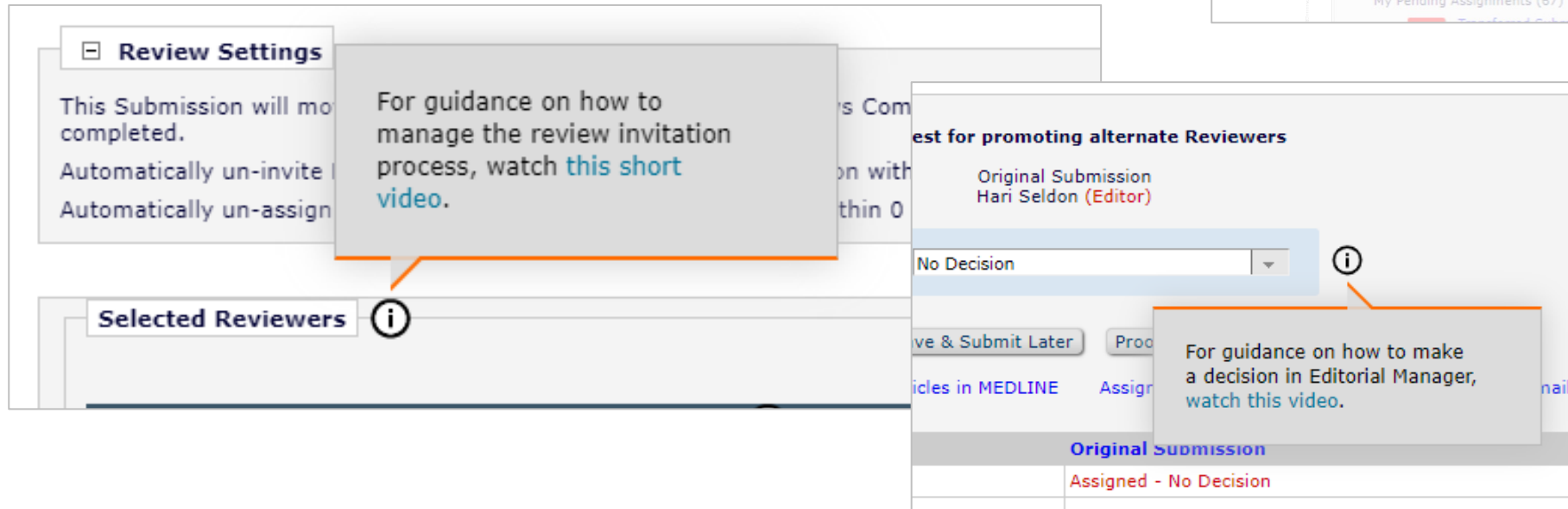
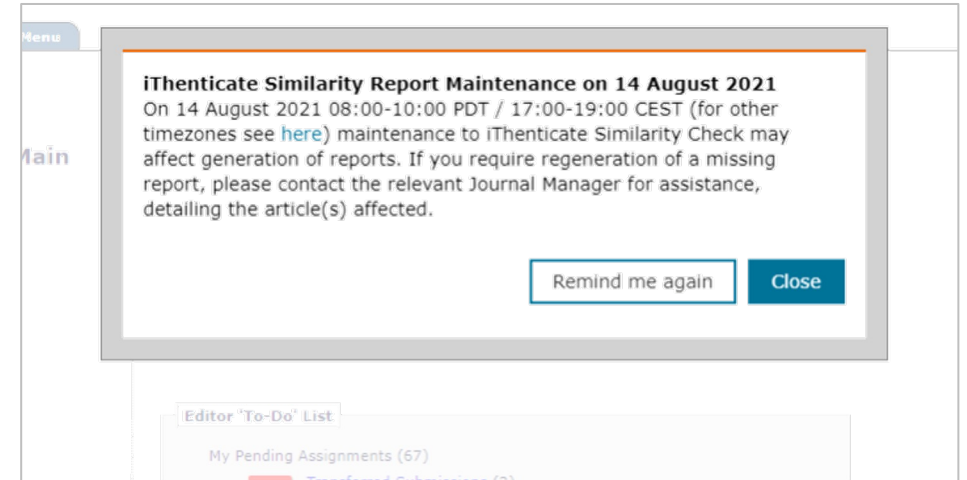
Product Principles

- Mindful configurability
- Self-service
- Available to all
- Submission data is the customer's data
- Quality products and service
- Respectful partnerships
- Solutions versus APIs
- Data-driven decisions



In-Product Feedback

- Surveys and ad-hoc feedback for product development purposes
- Notifications and announcements for new features, product changes, etc.

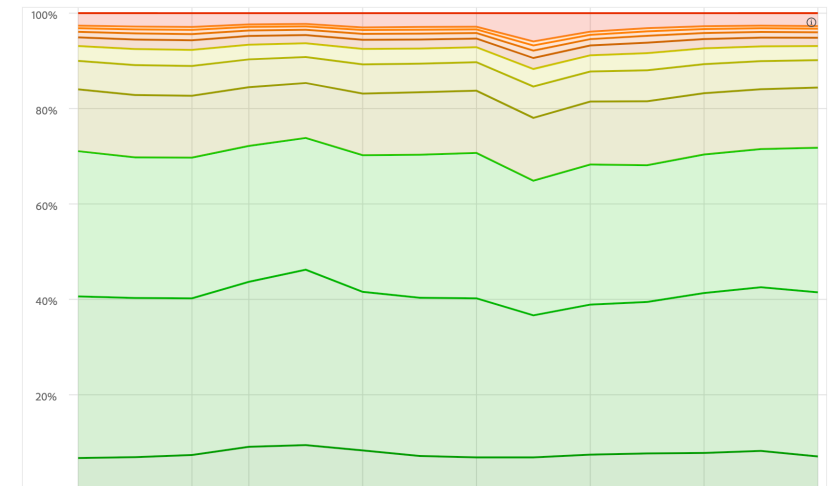
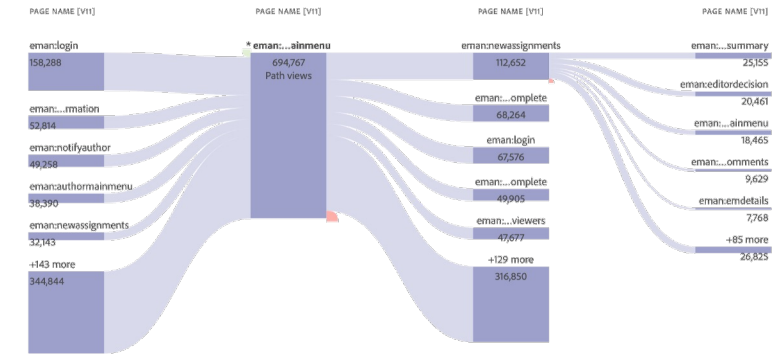


- Tutorials and tooltips to modernize our approach to product and system help



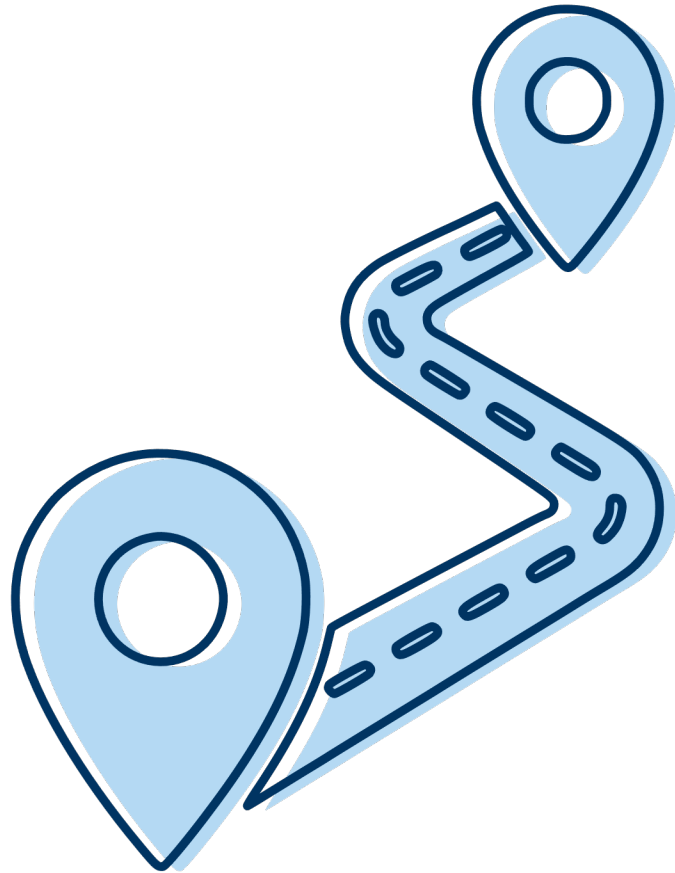
Product Analytics

- Insights for our product prioritization, e.g. determining priority workflows for our UX Redesign initiative
- Data analysis beyond vanity metrics such as user flows, task completion times, page views, drop-offs, etc, for improving user journeys and user experience
- Opportunity for Aries to offer reports and insights to all customers



1. China	1.1%	21.3%	35.7%	16.8%	8.3%	4.7%	2.9%	1.9%	1.3%	0.9%	5.0%
2. United States	27.3%	40.2%	16.4%	6.9%	3.2%	1.7%	1.0%	0.6%	0.4%	0.3%	2.1%
3. India	1.6%	19.7%	35.8%	18.8%	9.0%	4.8%	2.8%	1.8%	1.2%	0.8%	3.9%
4. Germany	6.2%	34.1%	28.4%	13.6%	6.4%	3.4%	2.0%	1.3%	0.8%	0.6%	3.2%
5. United Kingdom	14.1%	50.4%	18.7%	7.2%	3.3%	1.7%	1.0%	0.6%	0.4%	0.4%	2.2%
6. Japan	3.4%	44.3%	28.2%	11.9%	4.9%	2.4%	1.3%	0.8%	0.5%	0.3%	2.0%
7. South Korea	2.4%	43.7%	34.8%	10.6%	3.8%	1.7%	0.9%	0.5%	0.3%	0.2%	1.2%
8. Hong Kong SAR of China	1.2%	26.6%	35.4%	16.9%	7.6%	3.8%	2.2%	1.4%	0.9%	0.6%	3.4%
9. Italy	11.8%	49.9%	21.1%	7.6%	3.4%	1.7%	1.0%	0.6%	0.4%	0.3%	2.2%
10. Spain	11.9%	52.1%	20.1%	7.0%	3.2%	1.6%	0.9%	0.6%	0.4%	0.3%	2.0%





Mentorship in Peer Review

*Supporting junior
researchers*

Mentorship in Peer Review

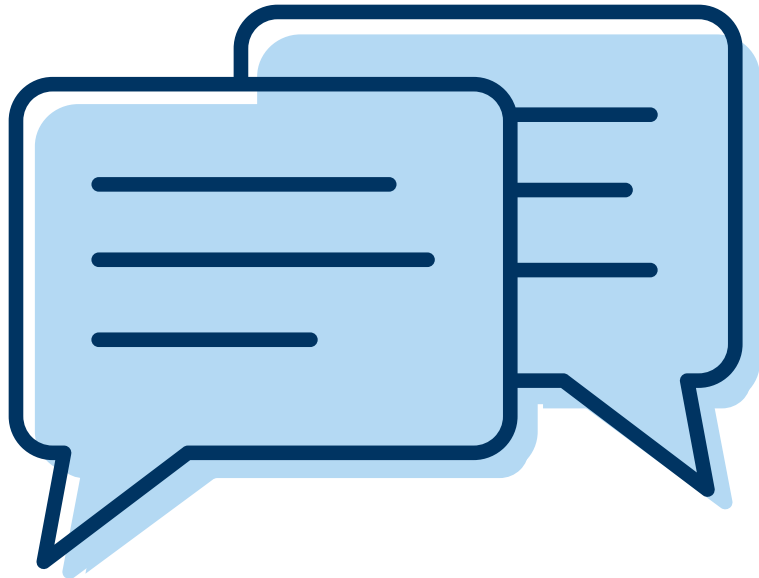
- Enabling junior researchers to engage in peer review with support and oversight from senior researchers
- Editorial Manager opportunities:
 - Support an invitation process for junior peer Reviewers
 - Recognizing junior Reviewers' peer review efforts that they often already doing



Reviewer Ratings

- Enhancing Reviewer Ratings to provide more granular information about each Reviewer
- Enhancing EM to support a series of custom Reviewer questions with new formats such as using a Likert scale
- Enabling questions to ensure Reviewers provide a valuable review, understanding the content, and give clear feedback and rationale
- Leveraging capabilities already available for Author questionnaires





Questions?

Thank You for Attending EMUG 2023!



THANK YOU!

Thank you for attending Aries Systems' 2023 Editorial Manager User Group (EMUG) meeting!

Please provide feedback on your experience to help us improve future meetings





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