



Publish Faster. Publish Smarter.

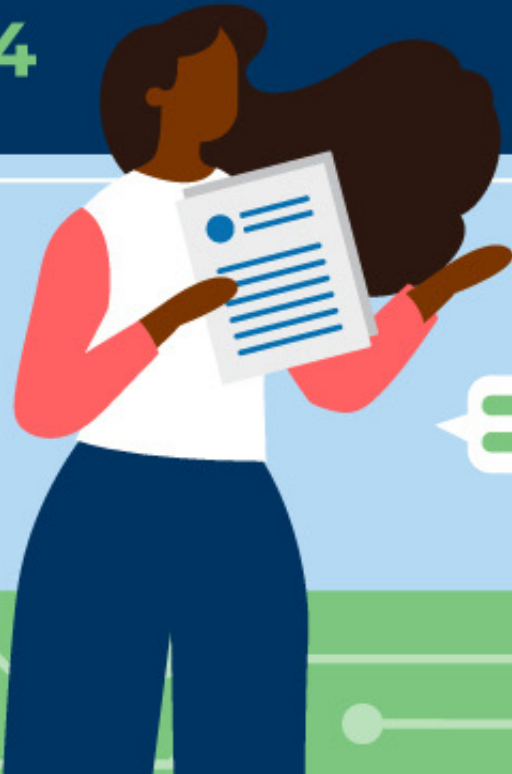
[www.ariessys.com](http://www.ariessys.com)

*This material contains information that is proprietary and confidential to Aries Systems. It cannot be shared with third parties without Aries Systems' consent. ARIES SYSTEMS PROPRIETARY & CONFIDENTIAL. DO NOT COPY. DO NOT DISTRIBUTE.*

# EMUG 2024

Revere Hotel Boston Common

June 12-13, 2024



# EMUG 2024

## The Road Ahead

---

Nathan Westgarth

Vice President of Product Management

[nwestgarth@ariessys.com](mailto:nwestgarth@ariessys.com)

# Agenda

---

Welcome to  
EMUG: Day 2

- 2024 and Beyond
  - Editorial Manager Identity
  - UI/UX Initiative
  - Author Experience Improvements
  - General Workflow Enhancements & Features
  - API Services and Third-Party Integrations
  - Performance and Reliability Improvements
- Future roadmap themes
  - Reporting Solutions
  - AI and LLMs in scholarly publishing workflows

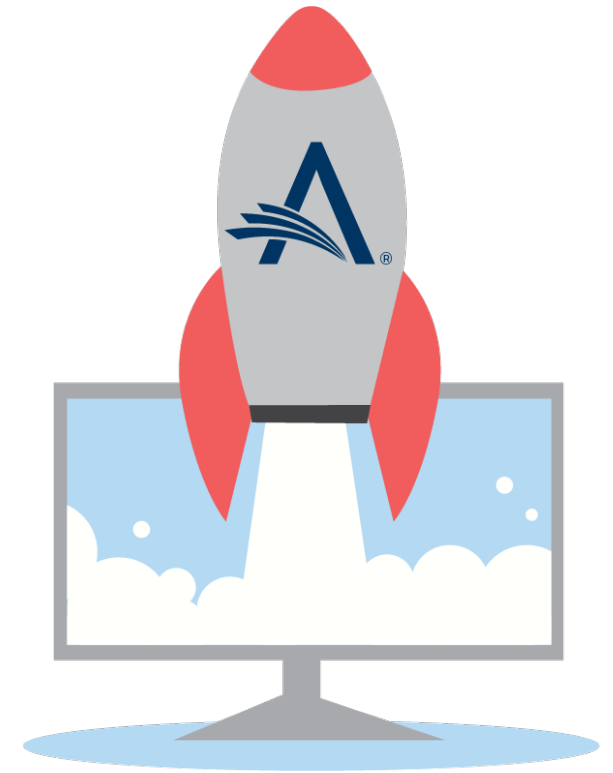
*This material contains information that is proprietary and confidential to Aries Systems. It cannot be shared with third parties without Aries Systems' consent. ARIES SYSTEMS PROPRIETARY & CONFIDENTIAL. DO NOT COPY. DO NOT DISTRIBUTE.*



# 2024 and Beyond

## 2024 Roadmap Themes:

- Editorial Manager® Identity
- User interface and user experience (UI-UX)
- Author experience improvements
- EM workflow enhancements
- API services and third-party integrations
- Performance and reliability improvements



# Editorial Manager Identity

- Goal: to provide a seamless identity and access experience for all our users on EM
- Users have trouble signing in to EM
  - Different user credentials on each journal
  - Switching roles between Author, Reviewer, Editor
  - Account creation during ORCID sign-in flows
- Moving towards a single EM identity across all publishers/sites
  - Improving account security and integrity
  - Better support for seamless ORCID single sign-on
  - Continued support for publisher single sign-on systems



# User Account Consolidation

- Simple user workflows for migrating to a new identity
- Account management workflows for publishers helping users with access
- Future opportunities to surface insights and actions across EM

**Thank you for registering your Editorial Manager account**


Your single, unified account to access any Editorial Manager site.

Successfully merged EM accounts

Username	Journal
JDoe	The Journal of Modern Medical Examples and Advancements
John_Doe	The Journal of Modern Medical Examples and Advancements
johnDoe	The Journal of Secondary Examples

Merge other accounts by logging in below, or any time later from the *Update My Information* page.


Choose Publication

Journal of Third Example 

Text

J-Doe12

Password

..... 

[Forgot password?](#)

Login and Merge account



# User Interface/User Experience Refresh

- User interface and user experience (UI-UX) update:
  - New **Editor Main Menu** designs deployed in April
  - **Login frame** design and accessibility improvements coming in July/August
  - **Reviewer accept/decline email deep links** workflow optimization under way
  - **Registration form** design and accessibility improvements scheduled for Q3
  - **Journal Home page** redesign in discovery in our user engagement program
- Customer and user feedback program
  - 250+ interviews and surveys from EM users in 2023
  - 80 users actively involved in our user experience feedback program, and growing
  - In-product survey tool being rolled out to display satisfaction surveys to a small percentage of users before and after changes





# 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



# Workflow Enhancements & Features

- Enabling publishers to report on inclusionary data per joint commitment recommendations
- Discussion forum enhancements
- EM workflow improvements most requested by clients
- Research and identity integrity tools
- Support for Research Organization Registry (ROR) identifiers
- In-product messaging and help tooltips



# Inclusionary Data Reporting

## Delivery phases:

- Inclusionary Data Collection
- Single Journal Reporting
  - Aggregated inclusionary data
  - Customizable inclusionary data reporting with submission metadata
- Cross-publication Reporting

**Inclusionary Data Collection Report**  
This report was run Apr 29 2024 06:01PM.

Contents: Displaying All

[Download the report results](#)  
[Save Search Criteria](#)

Question Type	Response	Author Count	Reviewer Count	Editor Count	Publisher Count
Gender	Woman	33559	17153	18	45
Gender	Man	37234	18103	200	155
Gender	Non-binary or gender diverse	61	36	< 10	< 10
Gender	Prefer not to disclose	140	63	< 10	25
Ethnicity	Western Europe	37234	18103	200	155
Ethnicity	Eastern Europe	15100	44	33	21
Ethnicity	North Africa	7000	765	121	15
Ethnicity	Sub-Saharan Africa	3145	600	200	< 10
Ethnicity	West Asia/Middle East	1400	567	234	< 10
Ethnicity	Self describe	100	78	20	17
Ethnicity	Prefer not to disclose	2500	1500	13	12
Race	Asian or Pacific Islander	500	210	45	37
Race	Black	2789	1397	114	65
Race	Hispanic or Latino/a/x	6000	1876	210	75
Race	Self describe	3100	1532	25	< 10
Race	Prefer not to disclose	1221	1456	< 10	< 10

[Download the report results](#)  
[Inclusionary Data Collection Report](#)  
[Editorial Menu](#)

SFTP | Report List | Print | Results All | Design

Pivot: Final Decision Date | Group(Year)

Hide Filters | Add Field | Delete Field | Update Results

Filter Field	Operator	Value(s)	Blank
Final Decision Date	Is Greater Than	2020	<input type="checkbox"/>
...	...		<input type="checkbox"/>

Provides a breakdown of submissions with Accepted final decisions in specified time period, by Corresponding Author's race (at submission) and year of Final Decision.

Corresponding Author Race	2020	2021	2022	2023	2024
Asian or Pacific Islander	82	88	78	90	105
Black	202	225	259	291	303
Hispanic or Latino/a/x	35	51	50	61	63
Self Describe	6	8	5	9	8
Prefer not to disclose	51	58	61	68	67
	<b>376</b>	<b>430</b>	<b>453</b>	<b>519</b>	<b>546</b>



# Discussion Forum Enhancements

- Anonymizing Reviewer names for Reviewer consultations
- New merge fields for *all discussion posts* and *participants* in discussion forum letters
- Option to exclude certain users/roles from discussions
- Conclude discussions automatically
- Options to initiate discussions automatically at Assign Editor

**Discussion for Manuscript Number: DEMOHWBeta-D-18-00013**  
**"Being a matinee idol: it's not as glamorous as it seems"**

[Close](#)

Reviewer instructions go here

[View Reviewer Comments](#)

**Comments:**  
I disagree with you, Olivia. I found the analysis lacking and the conclusions, well, inconclusive. The paper needs a significant rewrite

[Post](#)

Participant	Comments	Date
<a href="#">Olivia Spinnon</a> (Reviewer 1)	Greetings, fellow reviewers. I think this manuscript is well-written and needs only minor revision to make it publishable. (less...)	Dec 1
mary mary	Please review the manuscript and discuss here.	Dec 1



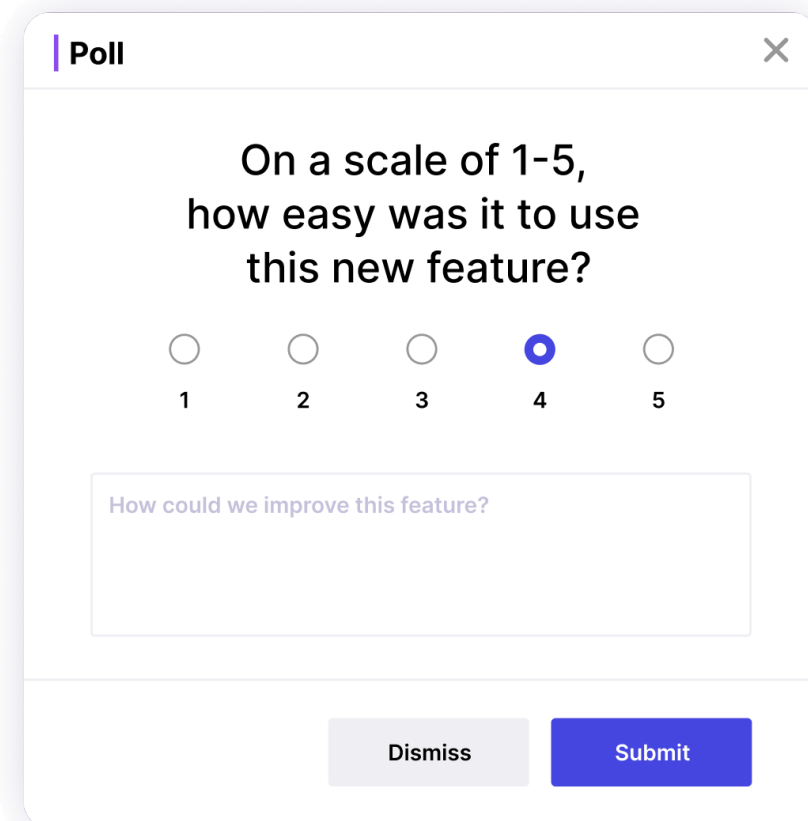
# Research Organization Registry (ROR)

- EM already offers accurate selection of institutions and funding bodies
- ROR identifiers are becoming increasingly valuable in scholarly publishing, particularly for:
  - Author affiliations in CrossRef deposits
  - Integration with some APC payment systems



# In-product Surveys

- Capturing feedback from users directly in Editorial Manager
- Two-part questionnaire (UMUX-Lite) to ask if a feature/workflow “met their requirements” and was “easy to use”
- Optionally asking for written suggestions or feedback



Poll

On a scale of 1-5,  
how easy was it to use  
this new feature?

1  2  3  4  5

How could we improve this feature?

Dismiss Submit

# API Services and Third-Party Integrations

- Strong partner ecosystem supporting a variety of use-cases
- Growing community of integrity vendors:
  - Manuscript content checks
  - Image integrity
  - Duplicate submissions
  - Author confidence
- Elsevier submissions tools being integrated into EM, or offered to the market:
  - Find Reviewers using Scopus
  - New Submission Experience



# New Submission Experience

- Early stages of developing a new submission experience
- Design principles which helpfully guide authors through the submission process
- Simplifying the process where possible, while asking for data from authors at the right time

Journal of Example

This is a new submission service. Your [feedback](#) will help us improve it.

---

### Check or add your title, abstract and keywords

We were unable to extract these details automatically. Please fill them in.

**Your title**

**Your abstract**

**Your keywords**

Separate up to 6 keywords with a semicolon (e.g. science; technology; innovation)

[Save and continue >](#)

### Submit your manuscript

- 1 Choose your article type [Done](#)
- 2 Upload your submission files [Done](#)
- 3 **Check or add your title, abstract and keywords**
- 4 Check or add your author details
- 5 Suggest reviewers for your manuscript
- 6 Provide additional information
- 7 Review and submit





# Performance and Reliability Improvements

- Post cloud migration we will continue our efforts to improve performance, reliability, and release cadence with
  - Automated cloud scaling capabilities
  - Asynchronous workflows
  - System architecture improvements
- Improvements to email services post-migration to AWS Simple Email Service (SES)
  - Improve bounce emails
  - Mechanisms to address blocked users/email addresses



# EM/PM System Status Web Page

*Design subject to change*

**ANNOUNCEMENTS**

⚠ Incidents reported across China servers 3:00 PM EST

[Current outage](#)

⚠ Incidents reported across China servers

🔧 Scheduled maintenance across Central European servers Incident

CURRENT STATUS BY SERVICE		
PDF Build Times	✅	<a href="#">Page Load Times</a> Update available ⚠ 🔧
<a href="#">FTP</a> ⓘ	✅ 📄	<a href="#">Enterprise Analytics Reporting</a> ⓘ Slowness reported 4/22/2024 3:00 EST ⚠

**INCIDENTS**

**Past 30 Days**

[availability-logins successfully completed \(desktop\)-<50%](#)  
Resolved Incident  
Dec 10, 00:50 - Dec 11, 18:35 UTC

[availability-logins successfully completed \(desktop\)-<50%](#)  
Resolved Incident  
Dec 10, 00:50 - Dec 11, 18:35 UTC

[availability-logins successfully completed \(desktop\)-<50%](#)  
Resolved Incident  
Dec 10, 00:50 - Dec 11, 18:35 UTC

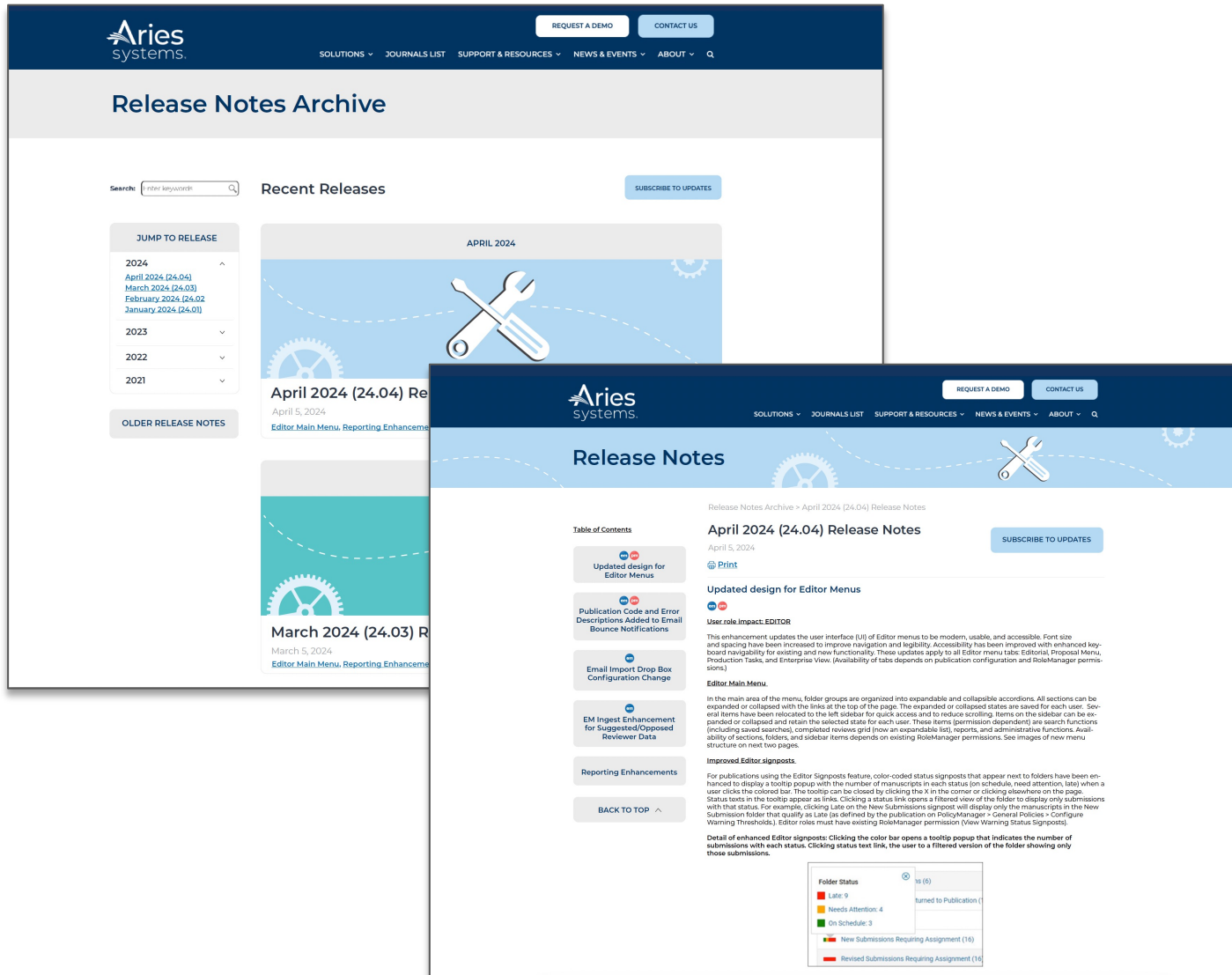
[Load More](#)

- Accessible only to customers
- Self-serv view showing near real-time "health" of EM/PM
- Archive of relevant incidents
- Scheduled for early 2025



# Updated Release Notes Web Page

*Design subject to change*



- Self-subscribe to page
- Updates automatically sent via email
- Added feature tagging and search functions
- Coming later this year!

*This material contains information that is proprietary and confidential to Aries Systems. It cannot be shared with third parties without Aries Systems' consent. ARIES SYSTEMS PROPRIETARY & CONFIDENTIAL. DO NOT COPY. DO NOT DISTRIBUTE.*



# Future Discovery

## Future Roadmap Themes:

- Reporting solutions
- AI and LLMs in scholarly publishing workflows



# Reporting solutions

- EM robust reporting solutions
  - Enterprise Analytics Reporting (EAR) and Cross-Publication EAR, and canned reports are a valuable part of the EM offering
  - Powerful tools to create and schedule standard or customized reports, but difficult to learn
- Next generation reporting solutions
  - Discovery and ideation underway, with our teams collecting feedback and insights for EAR/XEAR through 2024
  - Aim to improve and/or replace our reporting offering from 2025

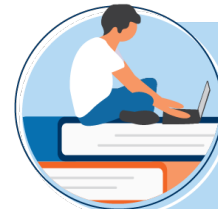


# AI & LLMs in Scholarly Publishing



Author

- Language editing and translations
- Journal compliance and scope checks
- Image alternative text for accessibility



Editor

- Validating fit to journal scope
- Content highlights and summaries
- Content and identity integrity checks
- Accuracy of institution and funding body identifiers
- Reference checking and restructuring



Reviewer

- Recommend suitable reviewers
- Content translations for preferred language in peer reviewer
- Assisted peer review
- Peer review by AI



Production Editor

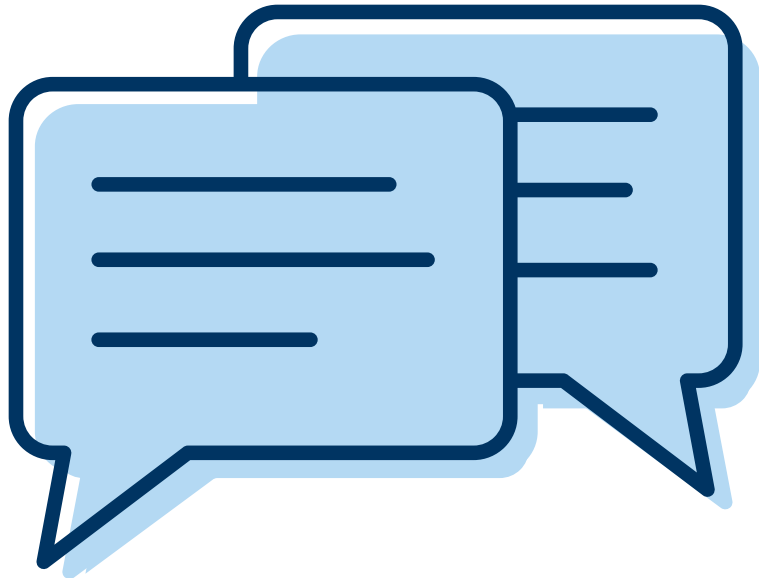
- Content conversion to XML, PDF, other
- Automatic content formatting in journal style
- Copyediting by AI
- Content entity linking



# Discovery Roundtables

- Collecting insights at EMUG to inform our road ahead
- Roundtable topics:
  - Defining and Refining Engagement
  - In-Product User Support
  - Inclusionary Data Reporting
  - Signals for Integrity Investigations
- Next steps...





# Questions?



# Thank You for Attending EMUG 2024!



**THANK YOU!**

**Submit feedback on your  
experience to help us  
improve future meetings!**





50 High Street, Suite 21  
North Andover, MA 01845 USA

*[www.ariessys.com](http://www.ariessys.com)*

*This material contains information that is proprietary and confidential to Aries Systems. It cannot be shared with third parties without Aries Systems' consent. ARIES SYSTEMS PROPRIETARY & CONFIDENTIAL. DO NOT COPY. DO NOT DISTRIBUTE.*