



Migration to Cloud: Component Two FAQs

As part of our ongoing system performance enhancements, Aries Systems will be moving our infrastructure from our existing co-located data centers to cloud technology. The second component of this initiative includes migrating customers' Editorial Manager® and ProduXion Manager® sites to the cloud.

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

Q: What does it mean to migrate to the cloud?

A: Cloud migration is a one-time process of moving operations from a local on-premises or legacy infrastructure to a virtual data center of a cloud provider. Aries has long maintained our own physical data centers in which we bought and maintained servers and systems to support Editorial Manager® (EM) and ProduXion Manager® (PM). In an effort to align with industry standards and allow for greater scalability, we have made the decision to migrate away from our existing data centers and to Amazon's Web Services (AWS) where we will rely on their cloud technology services for the support of our systems. Amazon has a world-class cloud computing service offering that many publishers use to support their own operations.

Q: What is the current timeline for migrating EM/PM customer sites and data to the cloud?

A: Aries' approach and roadmap helps ensure we deliver the best experience possible as part of our migration efforts. Customer site migrations (component two of our migration initiative) will begin in Q3 2023. Customers will be assigned to our migration schedule and be notified by their Account Coordinators. Sites may be migrated in batches over the coming months.

Q: Will customers be given advance notice prior to their site migration?

A: Customers will be informed of their scheduled migration by their Aries Account Coordinator prior to their site's scheduled migration, with reminders a week prior and the day before via email. Migration timelines are flexible, and customers will be notified if a shift occurs in their schedule.

Q: How long will it take to migrate a site to the cloud?

A: The length of time it will take to migrate a site is dependent on the size of the journal or portfolio.



Aries Systems Corporation • 50 High Street, Suite 21, North Andover, MA 01845 USA
P +1 978.975.7570 • F +1 978.975.3811 • marketing@ariessys.com • www.ariessys.com

Aries Systems Corporation. Editorial Manager, LiXuid Manuscript, and ProduXion Manager are trademarks and the property of Aries Systems Corporation. © 2023 Aries Systems Corporation.

Q: Will users experience disruption in service?

A: EM/PM sites will be unavailable during the time they are moved from Aries' data center to the cloud environment. The length of unavailability is dependent on the size of the journal or portfolio. We encourage customers and users to save their work in advance of their scheduled migration period.

Q: Once a site is migrated to the cloud will there be any action required by users?

A: No. All sites migrating to the cloud will continue to operate as intended with no action required on behalf of users.

Q: Will all customers' sites migrate at the same time?

A: No. Some customers may experience a phased approach to the migration of their sites.

Q: Is my data protected and secure in the cloud?

A: Yes, Cloud Platforms by nature have many compliance certificates such as SOC II and are fully capable of running the most data sensitive applications.



Q: Will users have access to any new tools after migrating to the cloud?

A: Yes. We are building a tool to help customers manage bounced e-mails from EM.

Q: Should customers expect any change in user experience after the migration is complete?

A: Customers can anticipate faster page loading times, less latency, ability to scale up during periods of high traffic, etc.

Q: How can users provide feedback during or after the migration?

A: A feedback survey will be sent to customers 2 weeks following their migration as well as in early 2024.