



# Cloud Migration FAQs

*As part of our ongoing system performance enhancements, Aries Systems will be moving our infrastructure from our existing co-located data centers to Amazon Web Services (AWS). Editorial Manager® (EM) and ProduXion Manager® (PM) sites will migrate as part of this initiative.*

*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-premise or legacy infrastructure to a virtual data center or cloud provider. Historically, Aries has hosted our own physical data centers in which we bought and maintained servers and systems to support Editorial Manager and ProduXion Manager. 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 move 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 of our publishers use to support their own operations.

**Q: Why is Aries moving to the cloud now?**

**A:** In shifting our focus away from the work of maintaining our own data centers we will be able to dedicate more time to bringing value to our customers in the form of new features and quicker, more stable deployments.

**Q: What is the current timeline for migrating EM/PM services to the cloud?**

**A:** Aries is committed to identifying an approach and roadmap that ensures we deliver the best experience possible as part of our migration efforts. Migration of the first component to the cloud will take place in Q3 2022. Customer sites and data migration efforts will begin in Q4 2022 and extend into H1 2023 based on current estimates.



***Q: When will my EM/PM site move to the cloud?***

**A:** While we are currently migrating certain utilities to the cloud that support EM/PM, the databases that form the foundation of EM/PM sites are tentatively scheduled to start migrating in Q3 2022. We plan to move forward with a subset of pilot customers who have agreed to partner with us in these efforts and slowly expand into general migration. Customers will receive a general notification informing them of the start of our broader migration efforts followed by a more targeted communication from their Aries Account Coordinator confirming the date of their site(s) migration. We will do our best to plan these migrations during off hours (weekends) to limit impact.

***Q: What will users see while a site migrates to the cloud?***

**A:** A notice banner will be placed on sites informing users of anticipated maintenance at least 24 hours prior to the start of migration. Each site will only be unavailable during the time it is moved from our data center to the cloud environment. The length of unavailability is dependent on the size of the site. For those that we anticipate will take longer than an hour, we will proactively reach out to those customers so they can inform those specific users of the extended unavailability. Sites may also experience slowness but may remain available as we perform the migration work. Again, we will do our best to schedule migration efforts to off hours (weekends) to limit impact on users.

***Q: Will there be any change to EM/PM after the migration to the cloud? What is the benefit?***

**A:** While there will be no visible changes to the EM/PM interface nor feature additions, we are taking this opportunity to make targeted changes to how the infrastructure on which EM/PM lives, setting our system up for success in the cloud environment. We will be able to leverage significantly more robust environments, connectivity, and hardware that will improve our performance. We will be able to scale our infrastructure in line with our customers' growth with the click of a button rather than ordering, configuring, and maintaining new hardware ourselves. This allows us to dedicate additional resource to improvement initiatives such as UX/UI enhancements and expediting the deployment of our code changes and features.

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

**A:** Yes, AWS by nature has many compliance certificates such as SOC II and is fully capable of running the most data sensitive applications.

