em Editorial Manager®

Customer Service Checklist

If you have a requirement that you do not see on the list,
or if you have questions, please send an email to *marketing@edmgr.com*

Professionally managed customer support department comprised of 20+ experienced and knowledgeable staff located in the US, UK and Germany.	✓	
Real time support via of multiple international locations.	✓	
Customer support available by telephone, email and instant messaging.	✓	
Customer support cases tracked in a state-of-the-art, Web-based CRM system (NetSuite), providing complete customer history, status, performance statistics and management reporting.	✓	
Designated Account Coordinator for personalized and accountable support.	✓	
A selection of different support plans to meet your journal's needs (flat annual fee or per-incident fee).	✓	
Most customer support cases are resolved within 24 hours or less.	✓	
Consultation services to assist with workflow optimization, training and system implementation.	✓	
Comprehensive Web-based training process and professionally produced documentation enabling rapid deployment of Editorial Manager.	✓	
Data conversion, planning and migration services. Aries' customer service staff has experience migrating data and mapping workflows from numerous other commercial and in-house peer review systems.	✓	
Data conversion tools to facilitate the import of data from other peer review environments.	✓	
Assistance with graphics customization during site preparation.	✓	
Track record of successful XML-based integration with third party systems - either by FTP or Web Services.	✓	
Regular Web-based seminars ("Webinars").	✓	
Online help systems with frequently updated information and FAQ pages.	✓	
Independent Listserv for user discussions of Editorial Manager, ProduXion Manager and general publishing issues.	✓	
Annual User Group meetings in the US since 2002, and in Europe since 2003.	✓	
Privacy policy ensures that registered users (e.g. authors and reviewers) will never be contacted directly by Aries for marketing or any other purpose.	✓	
Regular software updates including new features that can be activated at the user's convenience, which ensures smooth upgrade to new releases.	✓	