

ScholarOne

More than just manuscripts management platform

April 2026



Intro

- Who am I
- Partnership with Enformation
- Session goals

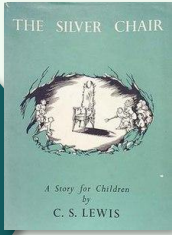


The road to now

1993

Founded in Charlottesville, VA producing medical textbooks.

FUN FACT:
We were named after the 4th book in The Chronicles of Narnia series



2000s

Partnered with publishers to create highly customized online products.

1997

First digital product, *Neurology in Clinical Practice*, published.

FUN FACT:
The rock band Silverchair wasn't founded until 1994.



FUN FACT:
Today, we have 11M articles and 77k books on the Silverchair Platform



2010

The Silverchair Platform launched, delivering better value to publishers.

FUN FACT:
We now have team members in 6 countries!



2020

Transitioned to a remote-first culture, growing our team globally.

2022

Major growth investment accelerated product development.



2024

Acquired ScholarOne, to serve publishers across more of the publishing lifecycle



TODAY
we lead the industry in innovation & partnership





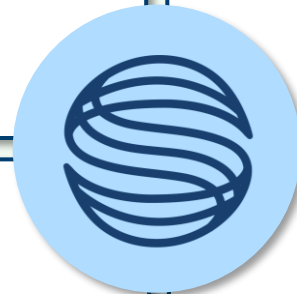
Silverchair & ScholarOne: combined strengths

TRUE PARTNERSHIP IN ACTION

Partnership that goes beyond day-to-day support to provide strategic expertise for our customer's needs from a business and industry perspective.

COMMUNITY BEYOND BUZZWORDS

Our client-led approach means direct engagement on product roadmaps, topical working groups, and advisory groups to share knowledge and advice.



INDUSTRY LEADERSHIP

Our people are active in the industry, with active leadership and committee roles at ISMTE, SSP, CHORUS, NISO, ALPSP, COUNTER, GetFTR, and more.

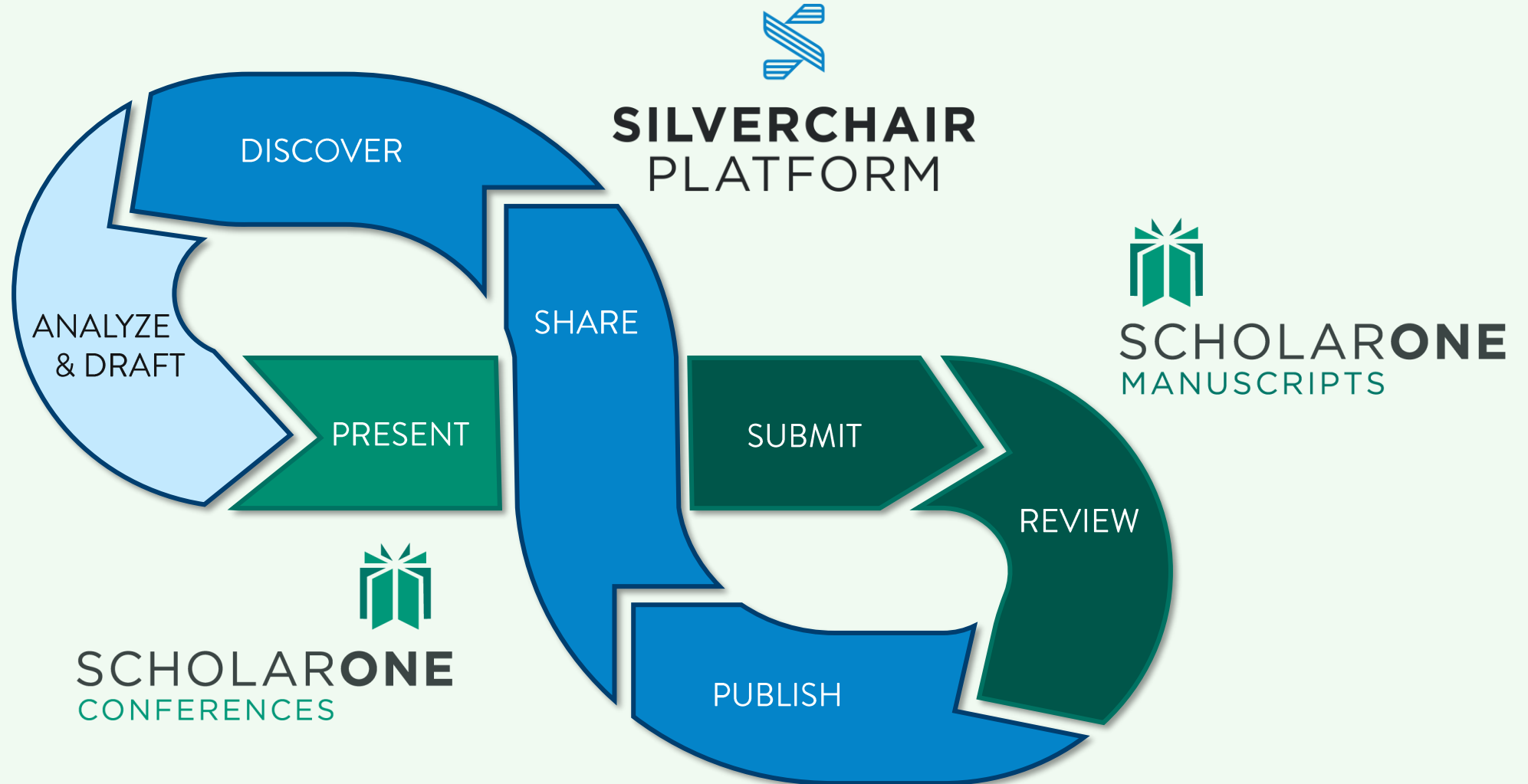
FLEXIBLE, SCALABLE TECHNOLOGY

With decades of experience, we're in an exciting time of modernisation and development to create reliable infrastructure for the research community.



Silverchair across the research lifecycle

Your partner from idea to impact



WoSAC Service

**Exclusive Re-seller
of the Web of Science
Author Connect Service**

Customized Marketing Lists from Web of Science

- Over 26,000 journals, 5 million researchers

Multichannel marketing

- Email, social (LinkedIn, Facebook)

Most popular use cases

- Access/View Papers, Call for Papers, General Announcements

• 2025 highlights

- 3,649 campaigns deployed across customer base
- 38,924,087 researchers from Web of Science reached

ScholarOne Manuscripts



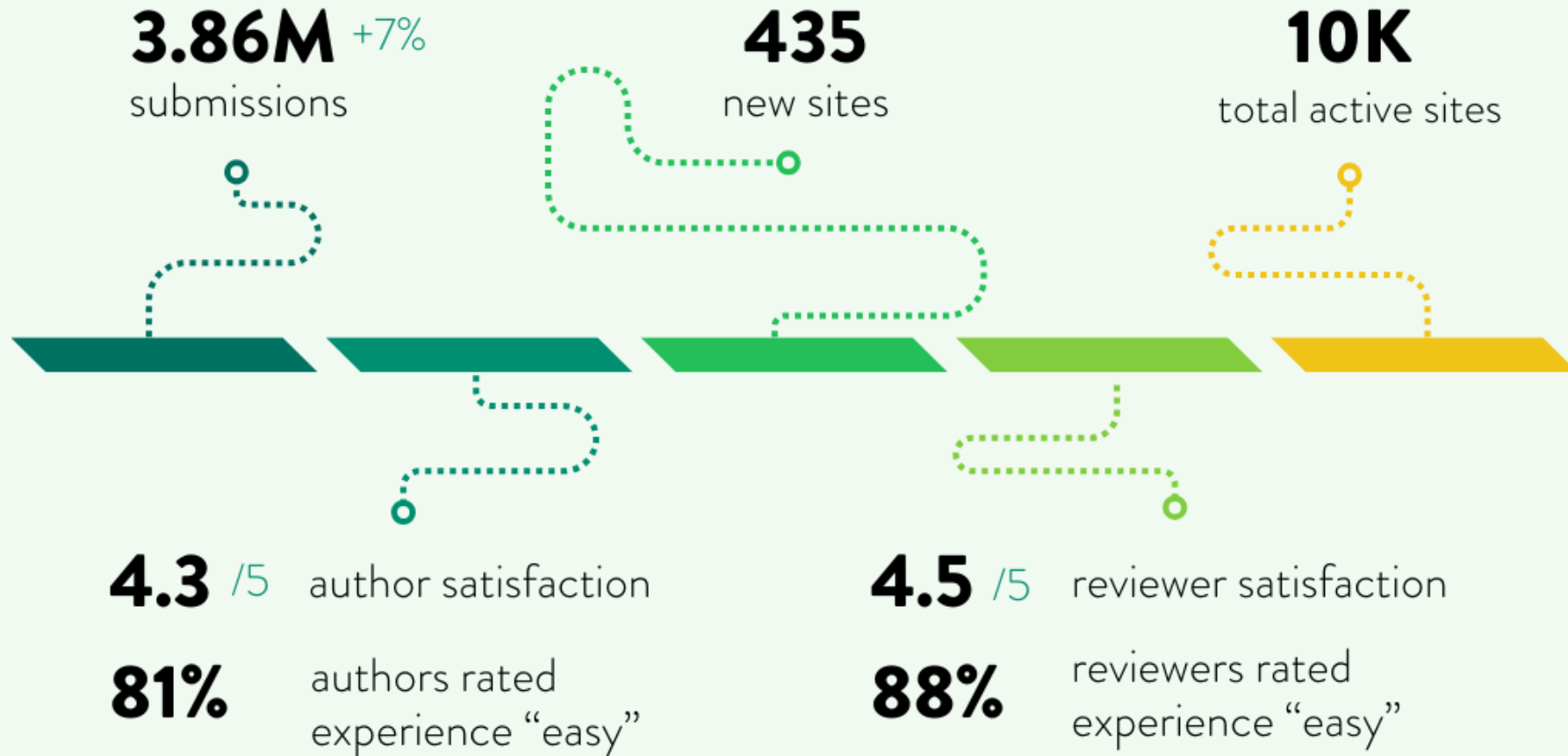
Case Study - Universiti Sultan Zainal Abidin (UniSZA)

- UniSZA publishes the Journal of Nusantara Studies (JONUS)
- Key Challenges with an old system:
 - Very time-consuming and mostly manual process with lack of support and upgrades
 - Communication with authors and reviewers is a slow and complex process
 - Lack of clarity as to whether authors and reviewers received emails and frequent crashes
- Outcomes with ScholarOne:
 - Reduced 70% of the burden of managing the journal compared to their previous platform
 - Started to receive submissions from regions that were not so common before
 - Ease the reviewer management process and reach out to higher quality reviewers from around the world
 - Papers that are more thoroughly reviewed and edited elevated the quality of the journal as a whole
 - JONUS papers have been cited more than 120 times since the journal began using ScholarOne
- [Link](#)



SCHOLARONE
MANUSCRIPTS

KEY STATS





ScholarOne Makes It Easy To



Review manuscript statuses from **central dashboard**



Find reviewers and manage and track their progress



Customize review forms with comment fields



Run **intuitive reports** - standard or custom



Configure **manuscript checklists** for consistent evaluation



Configure workflows for submission, revision, and more



Customize emails for each decision type and easily track



Communicate quickly with trackable **email templates**



Benefits for all stakeholders



Authors

Streamlined submission process with manuscript prefill, and clear alerts throughout the process



Reviewers

Flexible models for transparent review and reviewer recognition, plus easy feedback for manuscripts



Editors

Powerful search, manuscript tracking, reviewer finder tools, and alerts decrease administrative burden



Administrators

Robust support for training, flexible configurations, and analytics help achieve organisational goals

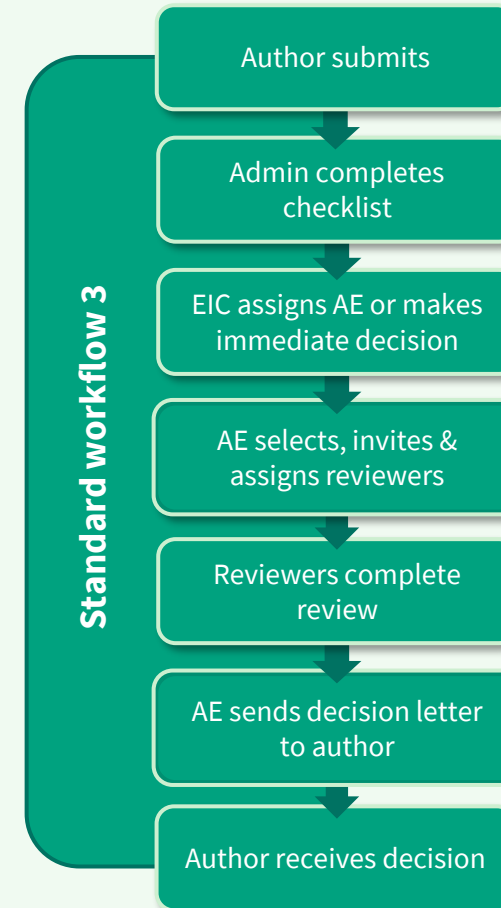
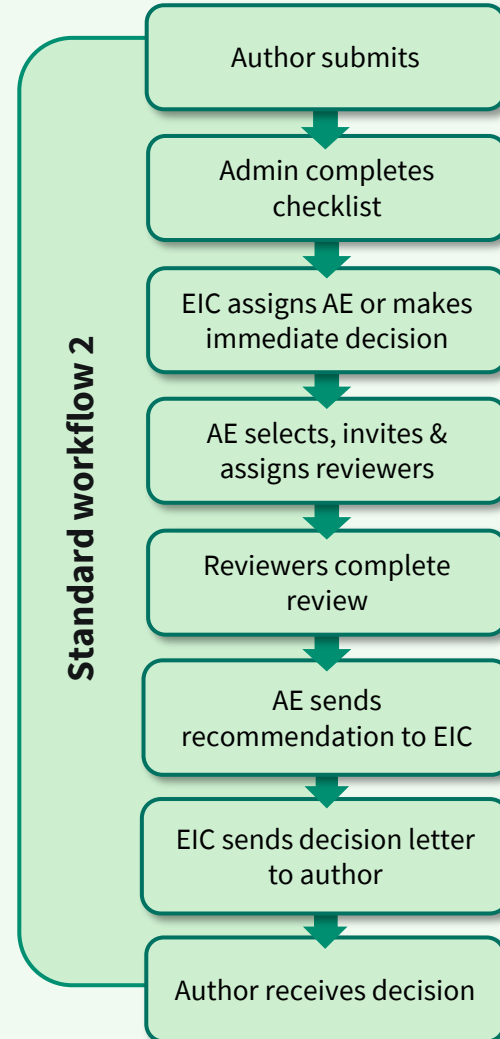
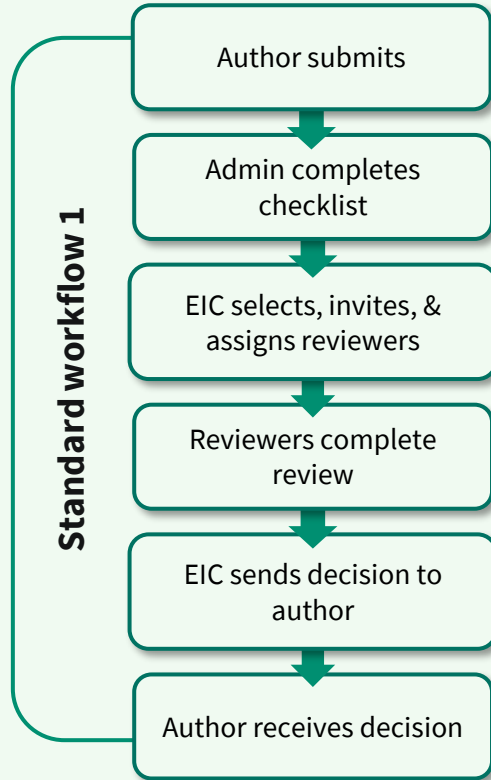


Publishers

Lead with innovations in AI, research integrity, and more to offer your community a superior experience



Standard, role-based workflows



Over **95%** of our journals use one of these out-of-the-box workflows



What sets ScholarOne apart



Native **research integrity** tools exclusive to ScholarOne



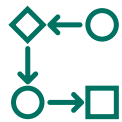
Support for complex review processes



Platform stability with 99.996% uptime in 2025



Modular + interoperable platform with key integrations and API capabilities



Comprehensive workflows for post-acceptance review, payment processing, and more



Customization at scale, with support for varied editorial processes and self-service configuration



Robust and proven custom development program



Pricing

- Tailored to each publisher / journal requirements
- Bundled together with Research Tag
- To be provided by Enformation directly

Migration & Ongoing Support



Migration made easy

With a proven track record of thousands of successful migrations, we believe the secret to success is through aligned expectations and goals, and a transparent process designed to empower our clients.

6-10 weeks in total

End-to-end migration journey overseen by Implementation Project Manager

Copy multiple journals from a template site for added efficiency

Configuration requirements gathering

Site implementation & initial site build

Training

Site verification, client testing & feedback

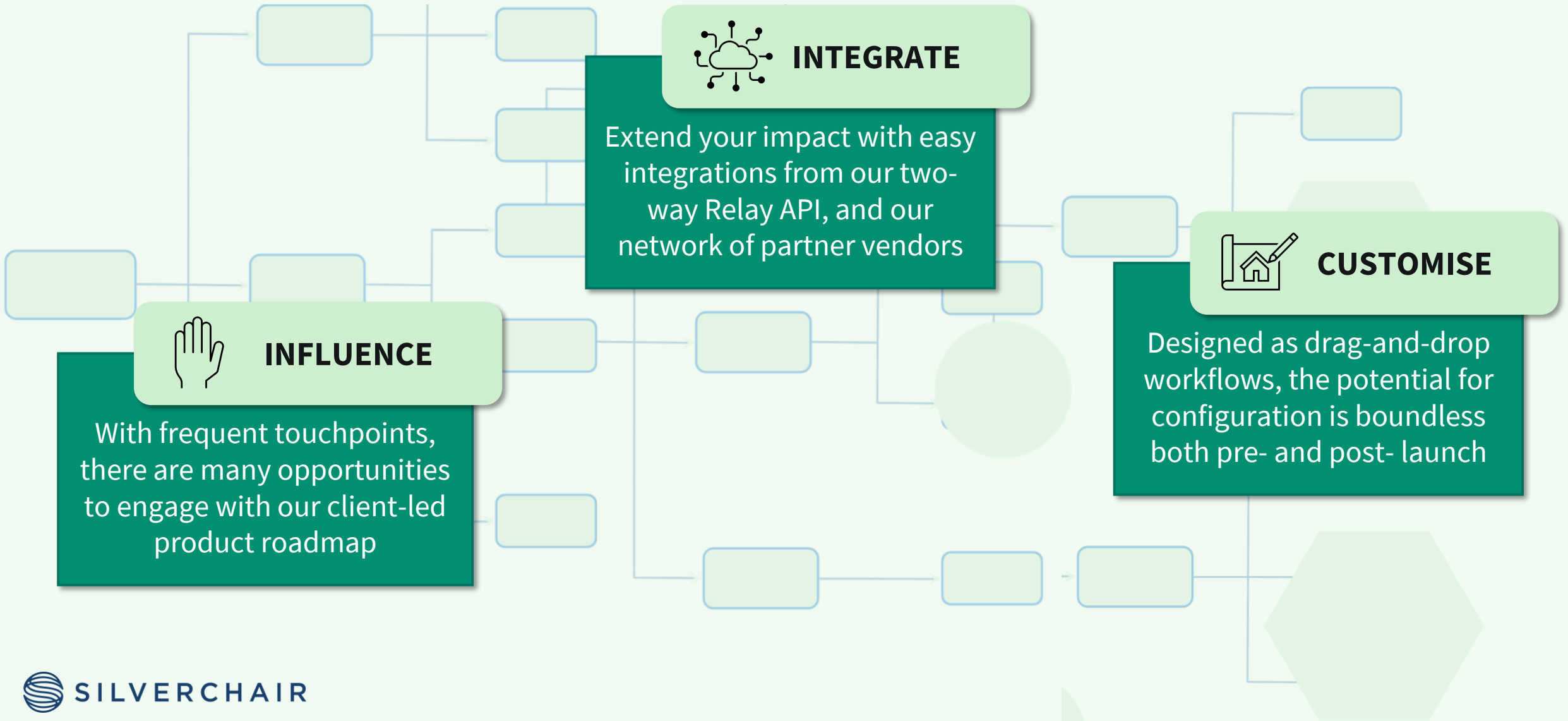
Final checks, upload users, final documents

LAUNCH
Post-launch ongoing support and adding sites

Train the trainer model makes onboarding teams easy



How to make ScholarOne your own





Support every step of the way

Role-based guides,
on-demand videos, and
searchable FAQs available

Experienced,
dedicated
Customer Care
available 24/5



**Customised training
sessions** can be
tailored to meet the
specific needs of your
journals



Service & Support

Your partners for end-to-end support



Close collaboration throughout implementation for a successful transition to submission and review



Best practices ensure success for authors, reviewers, and editorial management



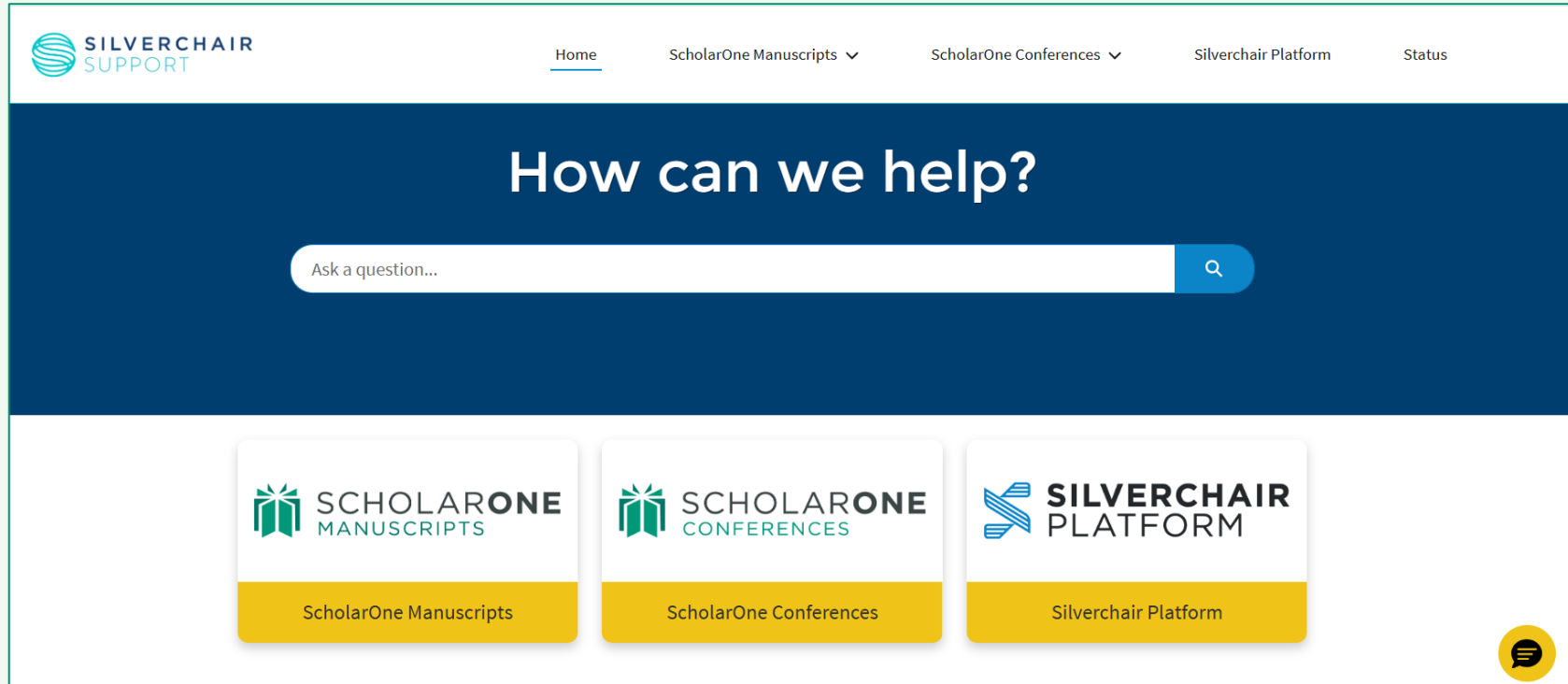
Video tutorials, online guides and FAQs by role provide comprehensive assistance for end users



Post-live support provides extended hours, dedicated contacts, and a self-serve support portal



Introduced New Support Site



An upgraded search experience

Integration with our Salesforce's knowledge articles

An AI-powered chatbot

Thank you !!!

Let's keep in touch

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