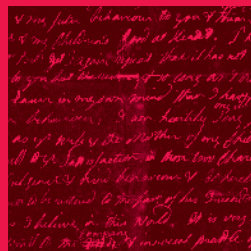# HighWire

Connecting the best minds to the most people

With technology and expertise always advancing in perfect poise, HighWire is the principal digital partner for the global publishing community.

Our expertise, rooted in our long-established industry knowledge, gives us thought-leading credibility. Our technology, at the forefront of digital knowledge management, gives our customers market-leading capabilities.

www.highwirepress.com

Who is HighWire?

Founded by Stanford University, HighWire was established during the inception of the internet as we partnered with the very first scientific journals to publish online.

Today we are a vibrant global technology company headquartered in Silicon Valley, we are backed by a major private equity investment firm, Accel–KKR and Stanford University. This support enables us to continuously develop and improve our products and services to better serve our customers. We blend digital solutions with superior customer service to help publishers advance scientific discovery, improve engagement with researchers, improve their impact and revenue.

Our expertise is in the digital dissemination of knowledge. We provide the nexus where it is collected, certified, stored and shared.

Our technology is in the service of knowledge and was created to support the goals of societies, associations, universities, and publishers.

By simplifying the publishing process, we widen the reach, deepen the impact and accelerate the exchange of ideas. Sitting at the heart of the scholarly publishing landscape, we are afforded unique perspective on the challenges faced by publishers, and are attuned to developments within the sector.

"Information about open peer review, hacking, using AI to generate advertising opportunities, and Pre-Prints were of great interest."

2018 London publisher conference participant

"Each of the breakout sessions presented real-life applications for tech/products currently on the market, which allowed me to better think about how we currently operate."

2018 Washington, D.C. publisher conference participant

The wisdom that sparks the publishing community

Our relationships with customers, and the quality of the experience we deliver is what drives us as a business, and has long been the hallmark of HighWire's success. We continue to put customer experience at the center of everything we do.

Our annual publisher meetings, held in Washington, D.C. and London bring together our customers in a collaborative forum created to exchange best practices, explore innovative concepts and connect with forward-thinking publishers on all aspects of scholarly publishing.

The strength of the HighWire community was recently demonstrated by the support for the Plan S initiative we organized with our publishers. Following detailed phone interviews and a face-to-face workshop, we later published a white paper that summarizes the findings and details the preferred implementation options.

Furthermore, over 440 people took part in our webinar broadcast with our founding director John Sack, to hear HighWire's insights on this controversial proposal first-hand.

Key facts

250k	**800k**	**140+**	**3.5k**	**7m**
Articles processed per year	Institutional accounts	Publishers	Transactions per minute	Citations analyzed via Impact Vizor
3k	**150m**	**17m**	**80m**	**15.5m**
Books hosted	Total requests per month	Registered users per month	Unique visitors per month	Abstracts viewed per month
7m	**6.3m**	**15m**	**26m**	**4k**
Search requests per month	Full-text HTML articles viewed per month	New content alerts per month	Article PDF downloads per month	eCommerce transactions per month

HighWire

Products and services

Whether you choose from our suite of modular applications or our entire intelligent platform, we help all publishers to create the best digital experiences and reach the most people.

HighWire Submissions: Revolutionizing manuscript and submission tracking

Whether your products are highly complex, with a high volume submission program or straight-forward, with lower volume submissions, we offer both a fully customizable solution for larger publishers or streamlined deployment model, designed for smaller publishers.

Features and benefits

- Simple, intuitive design
- Easy navigation
- Simple submission process
- Best-in-class workflow tools for busy journal staff
- Comprehensive data collection and reporting

HighWire Identity: Simple, flexible access control and identity management

Allows publishers to provide users with a single sign-on to access scholarly content across multiple websites. It enables you to identify each user and provides a simple, flexible way to license content and control access.

Features and benefits

- Profiles for organizations and individuals
- Self-service admin for publishers and their clients
- Messaging notices, emails, and notifications
- APIs to link all identity data platforms
- Analytics and reports

HighWire Consulting: Helping you to connect the best minds to the most people

Using advanced analytics, design and user experience (UX) expertise and best practice project management and implementation, HighWire Consulting helps publishers meet and exceed end-user expectations.

Features and benefits

- Identity management and single customer view
- UX design and best practice
- Discovery and engagement
- Understanding your user personas
- Data and search analysis

HighWire Hosting: Create the best digital publications and reach the most people

From single journals to large-scale publishing programs books to multi-format, HighWire's multi-content type solution supports all publishers, with their varied and complex requirements.

Features and benefits

- Automatically ingest your content
- Improved user experience and powerful search capability
- Increase discoverability and the sale of digital content to users
- Publish associate news content and make meeting content discoverable
- Self-service CMS management

HighWire

HighWire Analytics:
Rapid insight for data-driven, evidence-based editorial and business decisions

Impact Vizor and Usage Vizor are powerful decision-support tools that bring together data from across a publishing program and other sources to provide unparalleled insight into the impact and value of content.

HighWire's visualized analytics product, Vizors, was named 'Best Business Intelligence Reporting & Analytics Solution' at the 2018 SIIA CODiE Awards.

//CODiE//
2018 SIIA CODiE WINNER

Features and benefits

• Built by publishers for publishers
• All your critical data in one place
• Early indicators
• Macro to Micro views
• Data and visualization export

Our customers

Over 140 organisations choose HighWire to support their publishing requirements.

AAAS · CSIRO · Wolters Kluwer Health · Cochrane · Ochsner

CAMBRIDGE UNIVERSITY PRESS · IEEE · BMJ · AMA

UNIVERSITY of CALIFORNIA PRESS · PNAS · BLOOMSBURY · JAMA Network

Recent launches

SPRINGER PUBLISHING COMPANY · JAMA Network · JABFM · RSF: THE RUSSELL SAGE FOUNDATION JOURNAL OF THE SOCIAL SCIENCES

Migrated to the new HighWire digital hosting platform, to offer improved access to its collection of professional and academic content.

Another customer using our analytics tool to gain a deeper understanding of their digital journal program, seeing the relationship between citations, readership and article downloads.

Extended their relationship with HighWire, choosing our hosting solution to underpin their open access content strategy.

Selected and moved its publishing platform to HighWire, for its hosting requirements going forward.

HighWire

Our partnerships

We work with many leading technology partners to anticipate trends and develop functionality to keep our customers' digital presence current and one step ahead of ever-changing digital expectations.

Recently added

Announced in January 2019, together we offer a one-stop workflow solution for academic publishers, spanning article submission to digital delivery.

By partnering with computational reproducibility platform, Code Ocean, we enable authors of academic articles to easily publish and share code associated with their research.
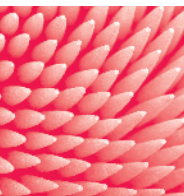
We agreed to provide HighWire customers the option of leveraging PubGrade's integrated advertising platform to help increase publisher revenues.

"Our partnership with HighWire provides significant benefits for all customers of the HighWire platform."

Simon Adar, CEO at Code Ocean
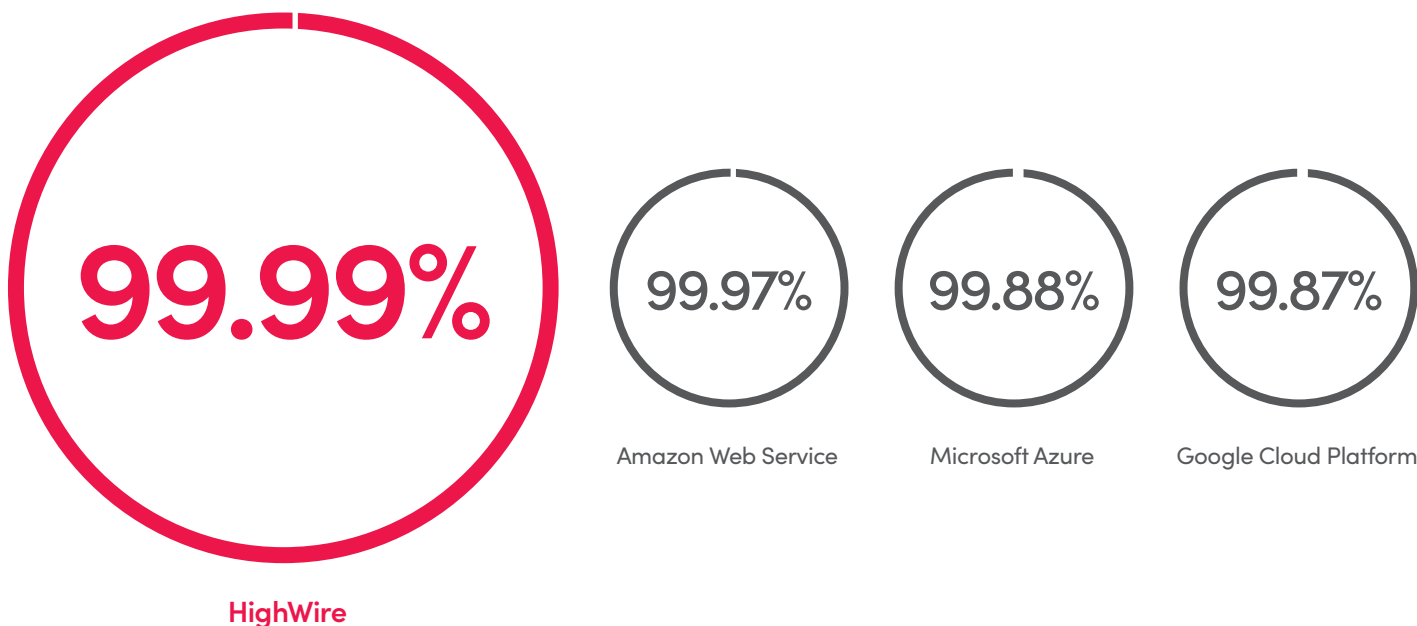
Technical performance

Ultra-reliable infrastructure

There is a correlation between uptime, speed of systems and retention of users. HighWire has invested heavily to build industry-leading infrastructure which provides unparalleled discoverability, page speed and reliability; a recent Gartner survey showed that our uptime was better than the world's leading hosting platforms.

Global support

With technical support teams in the US and Europe, we provide local support to our customers. System support with remote diagnostics, a dedicated content production team and the option to provide an end-user support desk provides comprehensive back up from the moment a customer joins us.

Better than the worlds leading hosting platforms with respect to uptime

99.99%

HighWire

99.97%

Amazon Web Service

99.88%

Microsoft Azure

99.87%

Google Cloud Platform

Industry leading load speed

average **0.588** seconds

5x faster than industry best practice

HighWire

Our journey

From industry pioneer to supporting publishers for the future.

2018 — Significant platform investment milestone achieved. Competitively positioned for new logo. growth, with powerful & unique end-to-end platform solution.

2017
- Moved headquarters to Los Gatos, CA.
- Launched new sales team to leverage industry expertise and growth opportunities.
- Launched Origins.
- Launched SAMS Sigma.
- Launched intelligent commerce functionality.

2016
- Acquired Semantico; increasing HighWire's overall technology innovation capabilities and creating powerful platform offering, with best-of-breed products.
- Opened office in Belfast, UK and expanded network overseas; extending operations capacity and operational hours.
- Launched Usage Vizor.
- Launched "Direct publishing" capability.

2015
- Appointment of CEO, Dan Filby.
- Executive team in place focused on strategy to create best-in-class end to end tech platform to support the evolving lifecycle of publishing.
- Launched Impact Vizor.
- Launched Custom collection toolkit.

2014
- AKKR enacted a multi-year investment plan to assert HighWire's position as the scholarly publishing market leader.
- AKKR (ACCEL-KKR)

2013 — bioRxiv — THE PREPRINT SERVER FOR BIOLOGY — Bolstered product offering with launch of bioRxiv, the pre-print server for life sciences.

2004 — Google scholar — First to integrate with Google Scholar.

1999 — Began offering inter-journal linking across platforms - 2000.

1995 — JBC JOURNAL OF BIOLOGICAL CHEMISTRY — Launched first "at-scale" online journal, publishing 100+ articles weekly - 1995.

Find out how we help get Knowledge Amplified
www.highwirepress.com

HighWire