

Release Notes

Axiom Strategy Management
Version 2020.4

The logo for AXIOM, featuring the word "AXIOM" in a bold, white, sans-serif font. The text is enclosed within a thin, light blue rectangular border. The background of the logo area is a dark blue gradient with a pattern of overlapping circles in various shades of blue.

AXIOM

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About the Release Notes

Syntellis is pleased to announce the 2020.4 release of Axiom Strategy Management. Each product release provides new features, enhancements, and configuration options to meet your needs. Many of these features and enhancements are a direct result of your feedback and suggestions.

The purpose of these release notes is to provide you with the following:

- High-level descriptions of new features
- Information to know before upgrading
- Steps for preparing for and scheduling your upgrade
- List of fixed issues

TIP: Periodically, the release notes are updated when new information is available, including patch release fixes. To view the latest release notes, we encourage you to view them in the Axiom Strategy Management online help. On the help home page, simply click the Release Notes link at the top of the page.

New features in 2020.4

While no new functionality has been added or enhanced in Axiom Strategy Management, it does deliver enhancement from Axiom Version 2020.4. For more information, see [Axiom 2020.4 Release Notes](#).

What to know before upgrading

IMPORTANT: You must apply the Axiom 2020.4 upgrade before applying any 2020.4 Axiom product upgrades. Axiom upgrades are backwards compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2020.4 before the first product upgrade. Refer to the **Axiom 2020.4 Release Notes** and **Axiom Healthcare Suite 2020.4 Release Notes** for considerations before upgrading.

When upgrading to the 2020.4 version of Axiom Strategy Management, keep in mind the following:

- Syntellis delivered reports may be replaced. Any report that you saved under a different name or created new will remain untouched. Replaced reports are available in Document History, if needed.
- Any Syntellis delivered report that was moved to a new location will automatically move back to its original location.
- Syntellis product templates and calculation method libraries will be replaced.
- Product task panes will be replaced.
- Process definitions will not be replaced.
- Driver files will be replaced.
- Security roles and sub-systems will be reset to their configured settings. All user security exceptions you may have made will remain intact.
- Specific items configured as part of your company or organization's implementation such as imports, exports, driver files, and process management files, will remain as is. Any required modifications to these areas are covered in the release notes, if required.

Preparing and scheduling upgrades

Summary of the upgrade process:

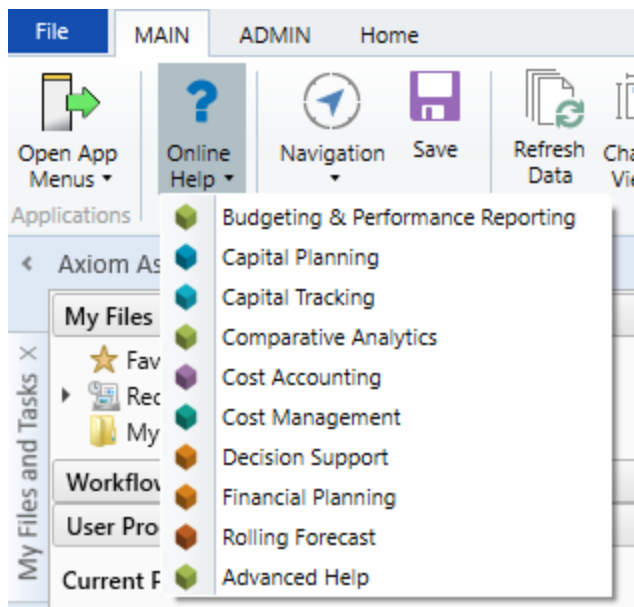
1. **Review product release notes** – Review this document to familiarize yourself with the new features and functionality.
2. **Schedule an installation date** – Submit a request to your organization's Axiom Master System User (MSU) to contact support by creating a [support ticket](#) to schedule an installation date and time with at least three days of advance notice. The request should include the following information:
 - Desired Axiom platform version.
 - Desired Axiom for Healthcare product and version.
 - Indicate whether to first refresh the Axiom test sandbox with a copy of the production instance of Axiom and apply update(s) to it. If so, provide the soonest that Syntellis can do this.
 - Propose an approximate two-hour downtime window when Syntellis can apply update(s) to the production instance of Axiom during regular business hours, Monday through Friday 7 AM to 7 PM Central (except holidays recognized by Syntellis).
3. **Complete manual configuration updates** – After installing the upgrade, review any manual setup steps needed to enable features for this version.

Getting help and training

Syntellis provides world-class resources at your fingertips directly within the Axiom Software system. Axiom Help provides topics, knowledge base articles, documents, webinar/training announcements, and videos to guide you through managing your system. To access these resources, do any of the following:

- **Windows and Excel Clients** – From the Main or Admin ribbon tab, click **Online Help**, and then select the product. Axiom Help opens in a new browser window.

NOTE: The online help will only open for products you are licensed to use.



- **Form/Web pages** – Form/web-enabled features and products include contextual help directly within the user interface. This information provides a quick summary and/or instructions specifically related to the screen you are using. You can access this information by clicking the question mark in the upper right corner of the screen. To access the full Axiom Help system, click **Open Help** at the top of the contextual help dialog.



► Escalating to Axiom Support

[Syntellis Central](#) provides centralized self-service content and resources for the Axiom Strategy Management platform and suite of products. Using Syntellis Central, you can: Search help across all Axiom products Access tips, tricks, and best practices in our knowledge base Find training & certification

content including on-demand, video, webinars, labs, and instructor-led courses Submit a support issue, find suggested content, and manage any outstanding issues directly with us Review open Software Service project status and details

Issues fixed in 2020.4.1

No client-facing issues were addressed in 2020.4.1, released on January 11, 2021.