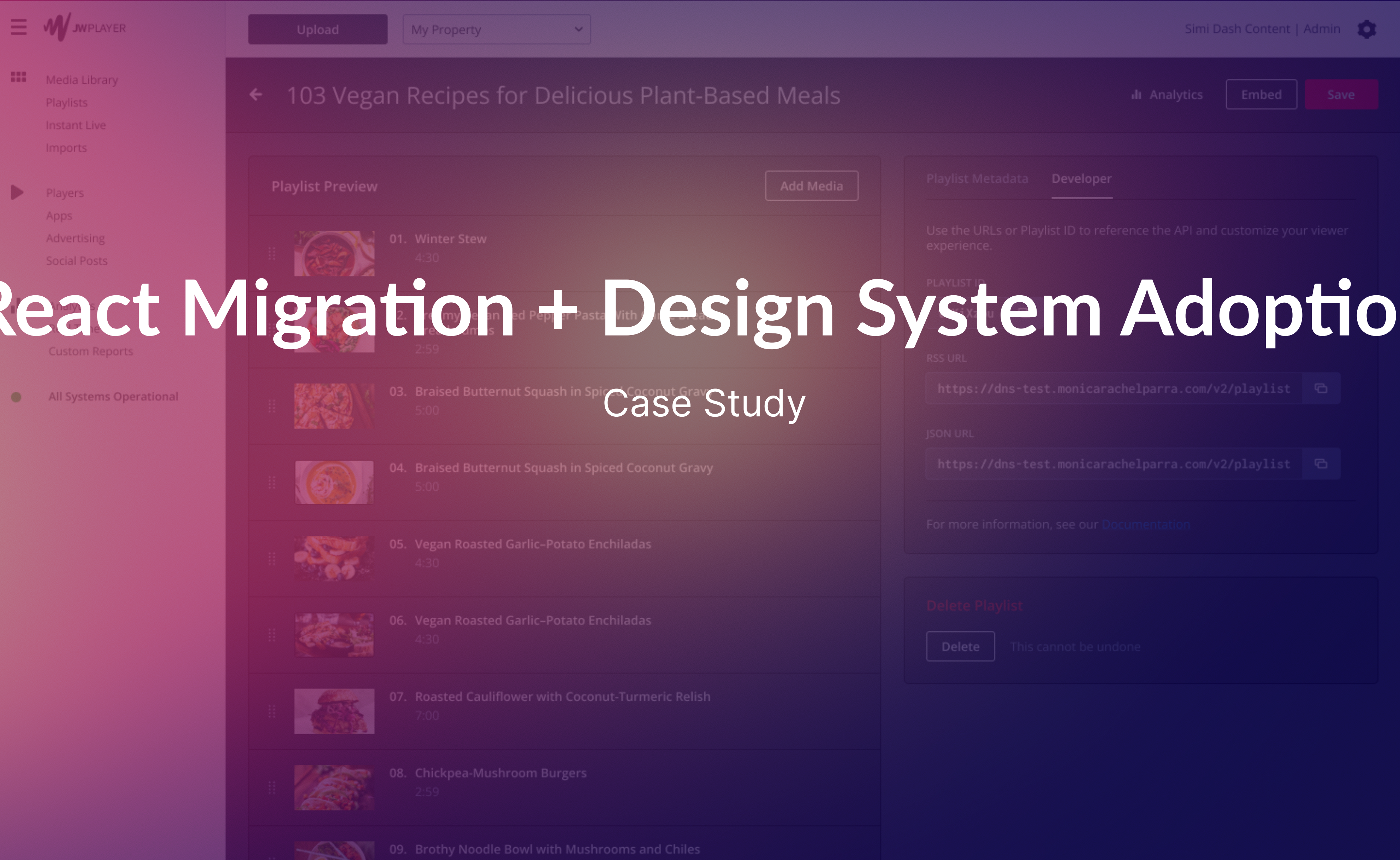


# React Migration + Design System Adoption

Case Study





# Objective

Migrate the dashboard to a modern tech stack that would allow for easy adoption of our design system, enable teams to deliver elegant features faster and solve existing customer pain points.

## Goal

Strategically migrate pages to React while maintaining alignment with our current Product roadmap to avoid any disruptions to feature delivery.

# Risks

- Not enough time to conduct much user research.
- We could worsen the experience if it became too much of a Frankenstein of old and new UI.
- Recreating pages on a completely new tech stack introduces a lot of unknowns that could risk disrupting the delivery of key product features.

# How we mitigated the risks

- Not enough time to conduct much user research.
  - We did a thorough analysis of open support issues related to the usability of the dashboard and longstanding UX requests from customers.
- We could worsen the experience if it became too much of a Frankenstein of old and new UI.
  - We decided NOT to redesign any global elements such as any main navigational elements
- Recreating pages on a completely new tech stack introduces a lot of unknowns that could risk disrupting the delivery of key product features.
  - Our Core Experience engineers began joining design critiques so they could assess any unknowns early and plan for any new UI components required.



# The Design Process

(Typical product development process for a new feature)



(Forking off from the traditional product development process)

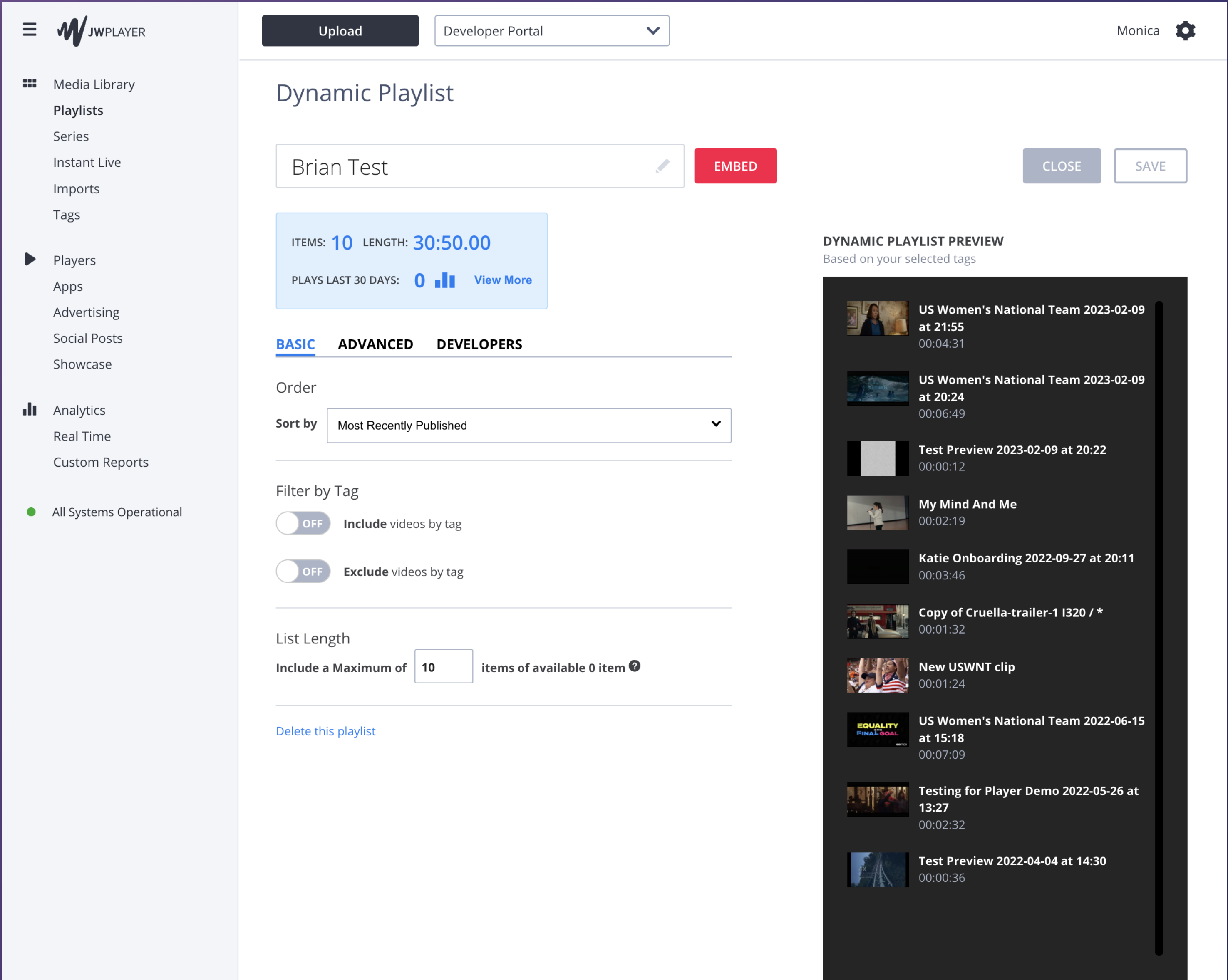




# Before (Angular)

ie. PM requests a feature be added to the playlist section

\*This page is still on the old Angular tech stack and is not using our Design System





# New Design (React)

Media Library

Playlists

Instant Live

Imports

Players

Apps

Advertising

Social Posts

Analytics

Real Time

Custom Reports

All Systems Operational

Upload

My Property

Simi Dash Content | Admin

←

103 Vegan Recipes for Delicious Plant-Based Meals

Analytics

Embed

Save

Playlist Preview

Add Media

		01. Winter Stew 4:30
		02. Creamy Vegan Red Pepper Pasta With Garlic Bread Breadcrumbs 2:59
		03. Braised Butternut Squash in Spiced Coconut Gravy 5:00
		04. Braised Butternut Squash in Spiced Coconut Gravy 5:00
		05. Vegan Roasted Garlic-Potato Enchiladas 4:30
		06. Vegan Roasted Garlic-Potato Enchiladas 4:30
		07. Roasted Cauliflower with Coconut-Turmeric Relish 7:00
		08. Chickpea-Mushroom Burgers 2:59
		09. Brothy Noodle Bowl with Mushrooms and Chiles 4:30
		10. Creamy Squash Risotto With Toasted Pepitas 5:30

Meida: 27 | Duration: 1:29:30

Playlist Metadata

Developer

Use the URLs or Playlist ID to reference the API and customize your viewer experience.

PLAYLIST ID

tCKixZou

RSS URL

https://dns-test.monicarachelparra.com/v2/playlist

JSON URL

https://dns-test.monicarachelparra.com/v2/playlist

For more information, see our [Documentation](#)

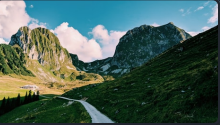
Delete Playlist

Delete This cannot be undone



# Identified UI Components

Draggable Media Item



06. Broad Peak

40 min

Media Group Header

S1: Climbing the Northwest

The team at Dunder Mifflin adjusts to life in the public eye

8

Media Group Action Bar

↕ Episode Ordering

+ Add Media

Media Group Divider

★ Bonus Content

Media Group Footer

Episodes: 10

Duration: 6 hr 40 min

Playlists Use Case

↕ Episode Ordering

+ Add Media

06. Broad Peak

40 min

02. Nepal Himalayas

40 min

03. Yosemite

40 min

04. Mount Everest

40 min

05. Makalu

40 min

06. Patagonia

40 min

07. El Capitan

40 min

08. Mount Tai

40 min

09. Peru

40 min

10. Mount Rainier

40 min

Episodes: 10

Duration: 6 hr 40 min

Series Management Use Case

S1: Climbing the Northwest

Experience big mountaineering in the Great Pacific Northwest

8

S1: Climbing Nepal

Follow big climbers in the most challenging peaks in the world

8

↕ Episode Ordering

+ Add Media

01. Nepal Himalayas

40 min

02. Mount Everest

40 min

03. Makalu

40 min

04. Lhotse

40 min

05. Northern Kanchenjunga

40 min

06. Khumbu Mahalangur

40 min

07. Manaslu

40 min

★ Bonus Content

101. Behind The Scenes

20 min

S3: Climbing South America

Chase winter and big mountain climbs in South America

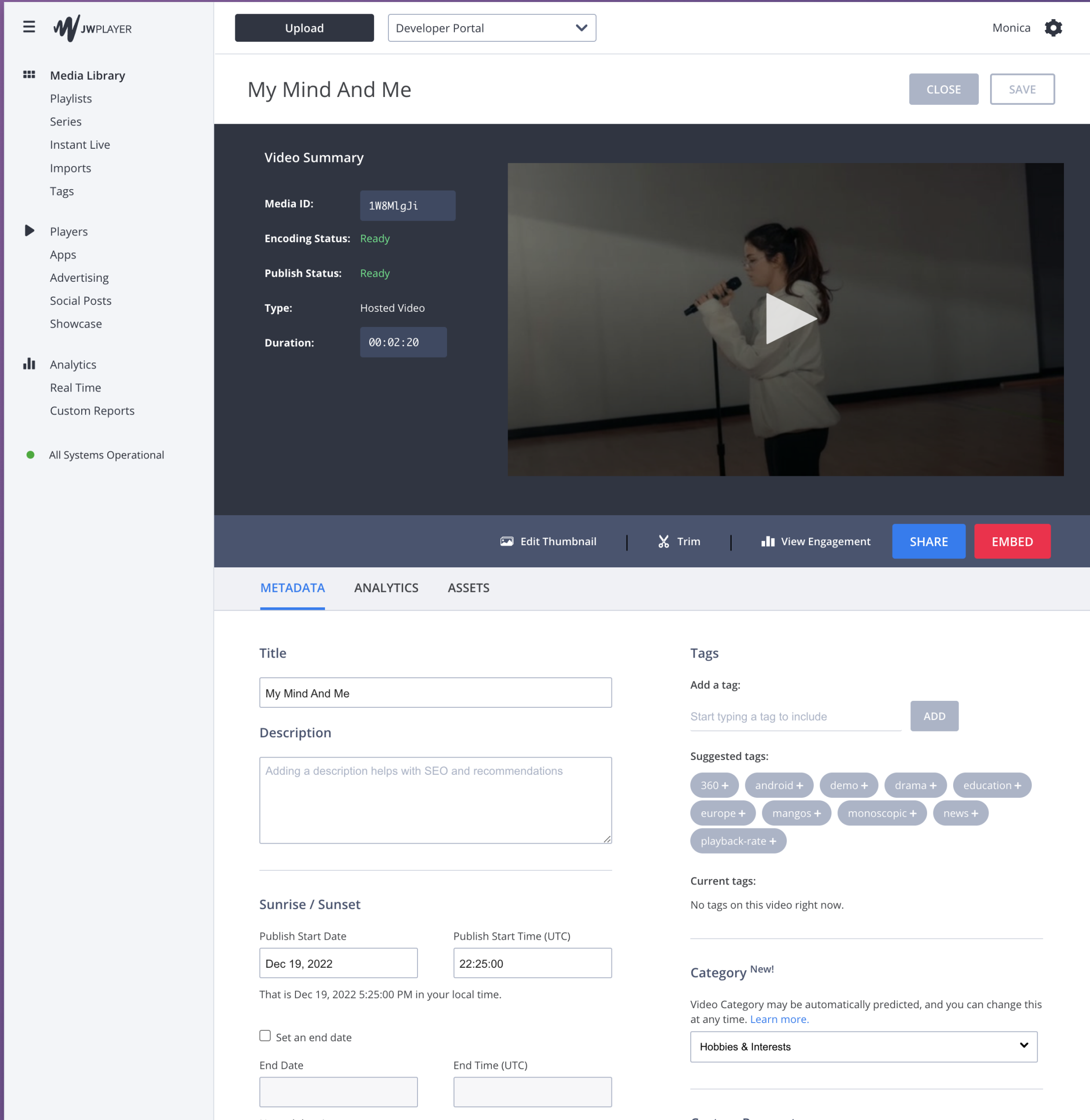
8

Seasons: 4

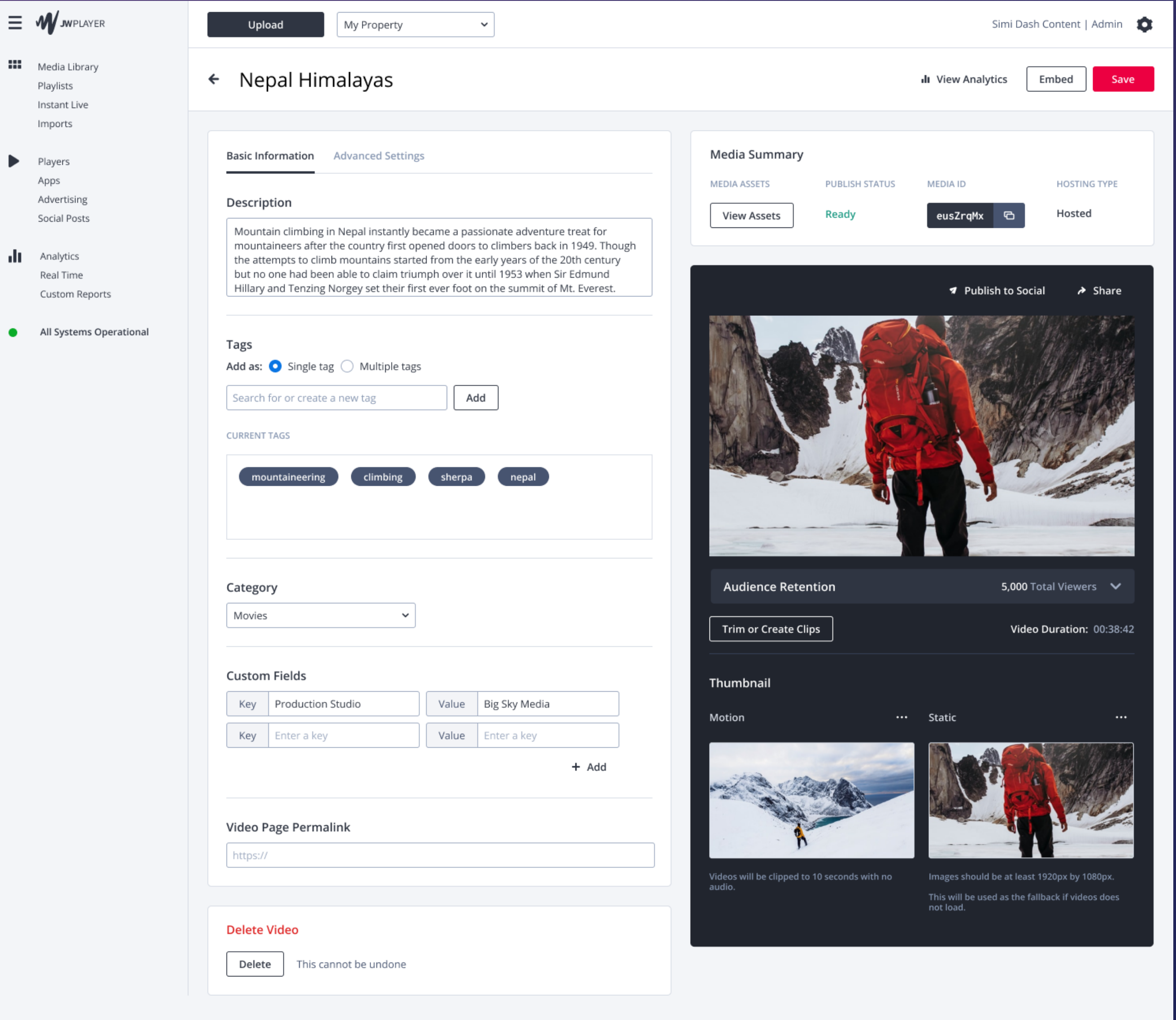
Duration: 20 hrs



# Before (Angular)



# After (React)





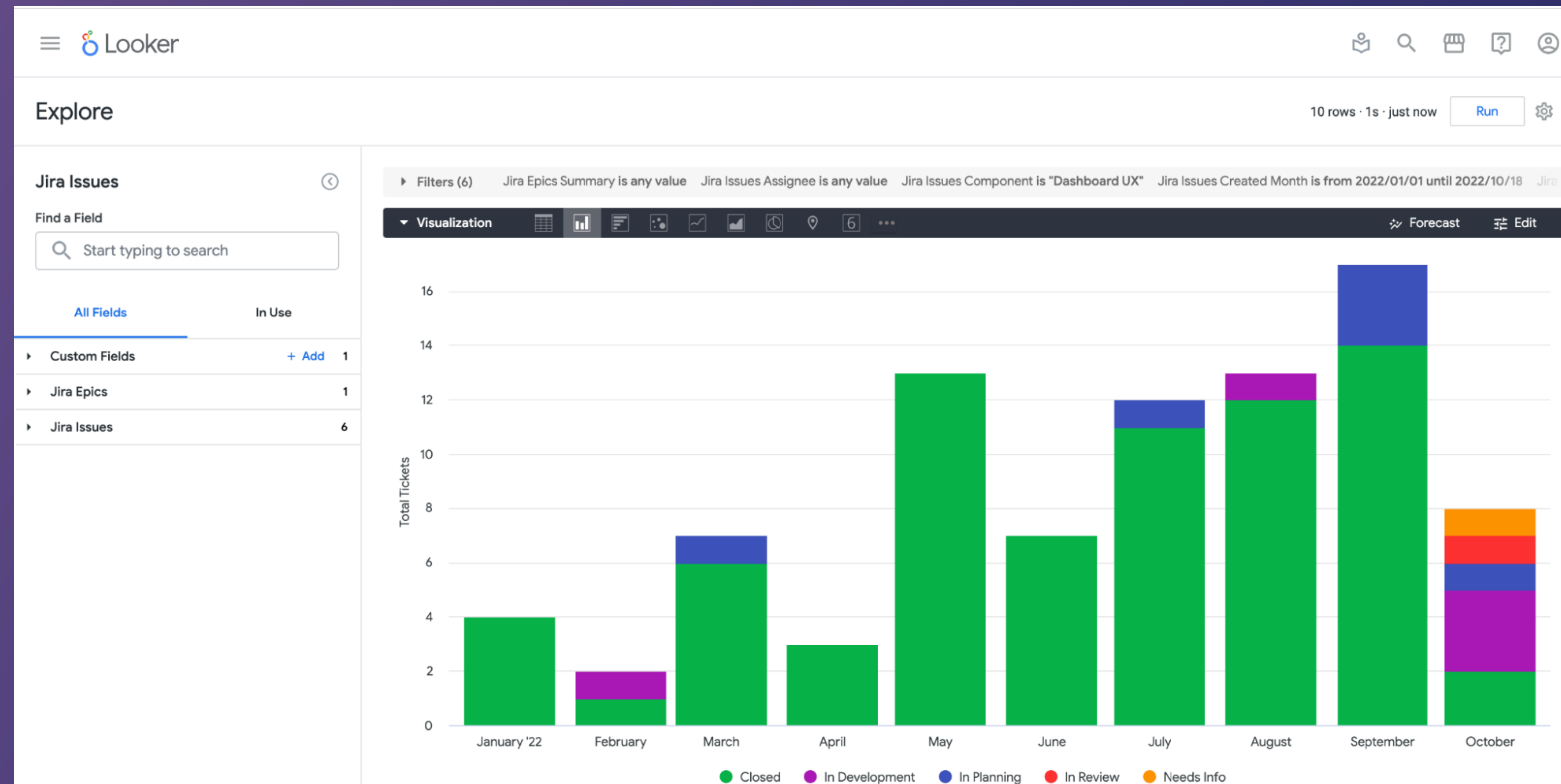
# Tracking the React Migration Progress

React Dashboard - Roadmap / X								
docs.google.com/spreadsheets/d/1dTh135GA9eTqFb4DiVx7XRD1rkELcK94QrU_4xsDe-U/edit#gid=718408419								
Search the menus (Option+)								
	A	B	C	D	E	F	G	H
1			Legacy Ng Route	New React Route	Description	Epic		
2	Est.Target Date	In Development						
3		Shovel Ready						
4	Q4	Playlists	/playlists/recommended/detail		Recommendations			Publisher
5	Q4	Playlists	/playlists/list		List with all playlists			Publisher
6		Designing & Refining						
7	Q4	Analytics	/analytics/overview		An overview of your current analytics			Core Experiences
8		To Do						
9	Q1	Playlists	/playlists/recommendations		Search Playlist			Publisher
10	Q1	Playlists	/playlists/recommendations		Article Matching			Publisher
11		Completed & Released						
12	8/22/2022	Players	/players/basic_setup_jw8	/players/{player_id}	Player builder	CX-71	Build	Enroute / Core Experiences
13	8/22/2022	Players	/players/list	/players/	List of all players per property	CX-71	Testing	Enroute
14		Players	/players/downloads	/players/downloads	Player Downloads & Keys		Won't Do	Enroute
15		Playlists	/content/playlists/trending_detail		Trending playlist configuration	PUB-47	Won't Do	Publisher
16		Account	/account/api-credentials		Manage api credentials	FE-239	Done	
17		Account	/account/billing		Billing details	FE-240	Done	
18		Account	/account/profile		Profile & User settings	FE-241	Done	
19		Account	/account/properties		Properties overview	FE-242	Done	
20		Account	/account/property/detail		Properties detail	FE-243	Done	
21		Account	/account/usage		Account usage	FE-245	Done	
22		Account	/account/users		Manage users on account	FE-246	Done	
23		Ads	/ads/list		Ad schedule list	FE-434	Done	
24		Ads	/ads/detail		Ad schedule details	FE-449	Done	
25		Login & Home	/account/create		Confirm invite and create account	FE-320	Done	
26		Login & Home	/account/forgot		Forgot password form	FE-322	Done	
27		Login & Home	/account/reset		Reset Password	FE-321	Done	
28		Login & Home	/account/signup		Signup for a new account		Done	
29		Login & Home	/logout		Logout the user and end session		Done	
30		Login & Home	/welcome		Home page and overview		Done	
31		Misc	/content/caption-editor		Caption editor	WONT DO		
32		Videos	/trim-and-clip		Trimming & Clipping tool for VOD and Live	FE-931	Done	
33		Misc	/social		Publish	FE-1009	Done	
34		Videos	/content/list		List of all media	FE-600	Done	
35		Videos	/content/detail		Detail for media	FE-646	Done	
36		Accounts	/account/upgrade		Account upgrades	FE-1046	Done	
37		Misc	/social		List Social Posts		Done	Publisher
38		Misc	/players/showcase		Manage your Showcase		WONT DO	
39		MRSS Import	/content/import		MRSS import list		Done	Publisher
40		MRSS Import	/content/import/detail		MRSS import details		Done	Publisher
41		MRSS Import	/content/import/media		MRSS log of imported media		Done	Publisher
42	2/7/2022	Live Channels	/content/live/channels	/instant-live	Live Channels List	CX-21	Testing	Enroute
43	2/7/2022	Live Channels	/content/live/channels/detail	/instant-live/{channel_id}	Live Channels detail view	CX-21	Testing	Enroute
44	May/2022	Analytics	/analytics/realtime	/analytics/real-time	Real time analytics	CX-80	Testing	OTT
45	7/12/2022	Custom Reports	/analytics/reports/list	/custom-reports	List of analytics reports	CX-22	Testing	Core Experiences
46	7/12/2022	Custom Reports	/analytics/reports/detail	/custom-reports/{report_id}	Manage an analytics report	CX-22	Testing	Core Experiences



# Measuring the impact of the migration and our design system

- We can now react quicker to customer pain points and bugs.
- This means we can prevent tickets from sitting in Review for too long.
- The # of tickets closed per month has been trending up month over month.

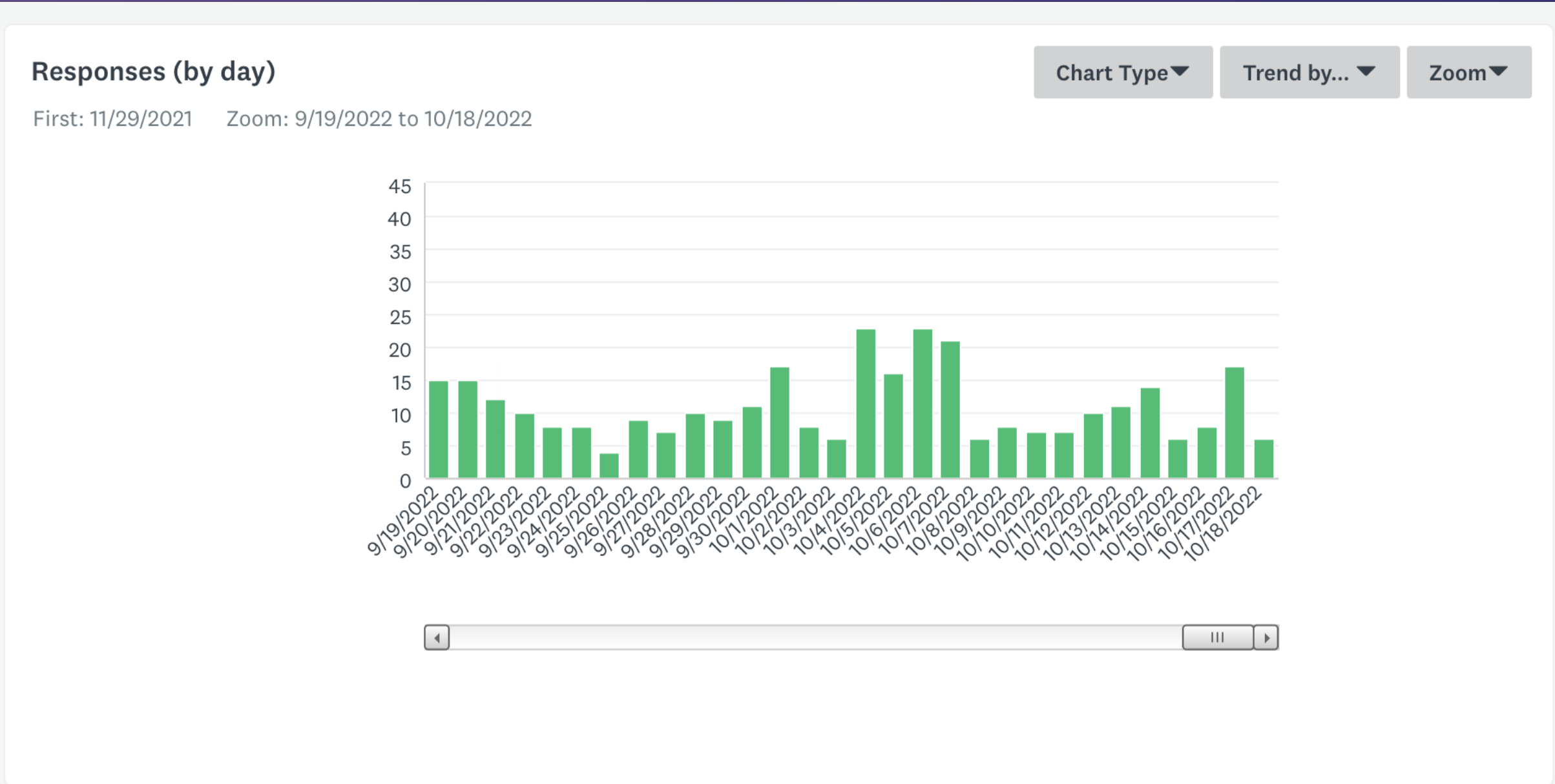




# Monitoring Customer Retention

Through integrated SurveyMonkey forms, we're also able to capture customer data such Net Promoter Scores.

Our current NPS score is 64.



Page 1

