"Keeping the lights on"
## How RS Components tackled the challenge of legacy tech

RS Components is the world's leading high-service distributor of electronics, automation and control components, tools and consumables, serving over 1 million customers
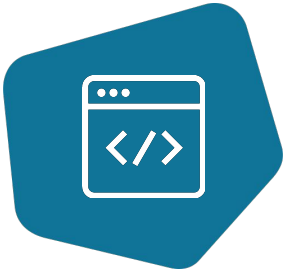
About DesignSpark

- RS Components' online community of engineers
- Over 605,000 members worldwide
- Providing valuable, industry-leading information and tools
- Plan to expand offering and grow community to over 1 million members
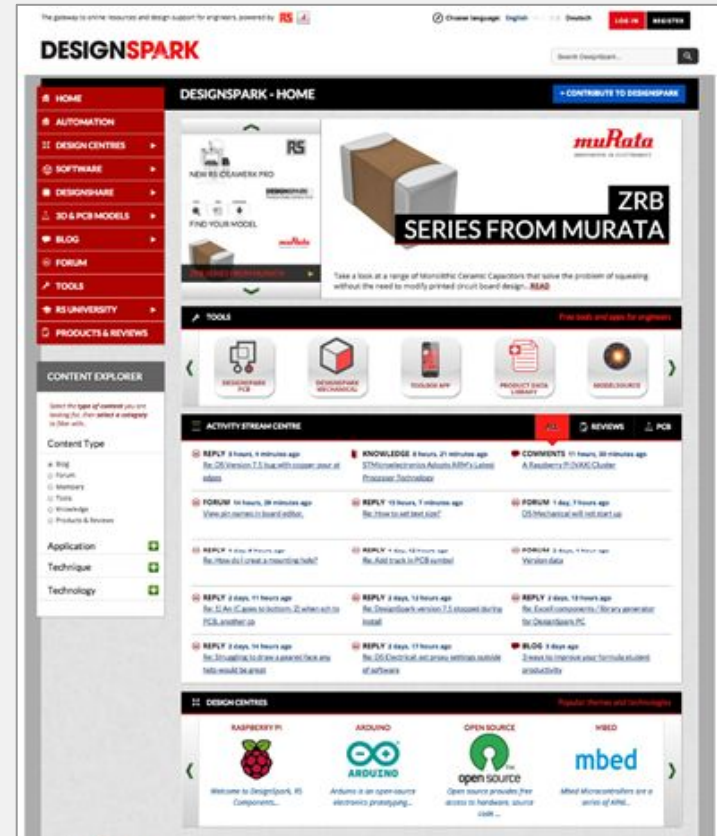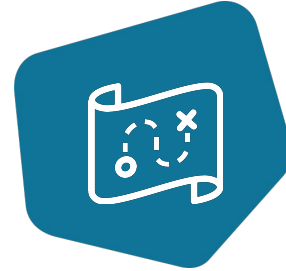

Previous DesignSpark home page

Challenges

Technical Foundation

High levels of instability within existing sites, threatening reliability

User Experience & Design

A lack of internal UX&D expertise, presenting a potential barrier to the delivery of an exceptional customer experience

Future Roadmap

Uncertainty around whether to keep the two sites separate or combine them into a single platform
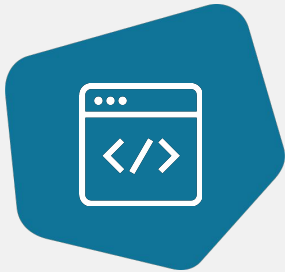
DS Electronics ⟷ DS Automation

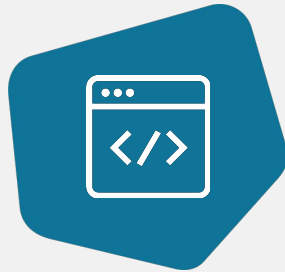DesignSpark's legacy platform, aimed at electronic engineers

Secondary site (built internally), aimed specifically at design and panel builders

Defining the 'as-is' situation

DS Automation Code Review

Review of DS Automation codebase with detailed findings and recommendations

DS Electronics Code Review

Review of DS Electronics codebase with detailed findings and recommendations

Architecture Review

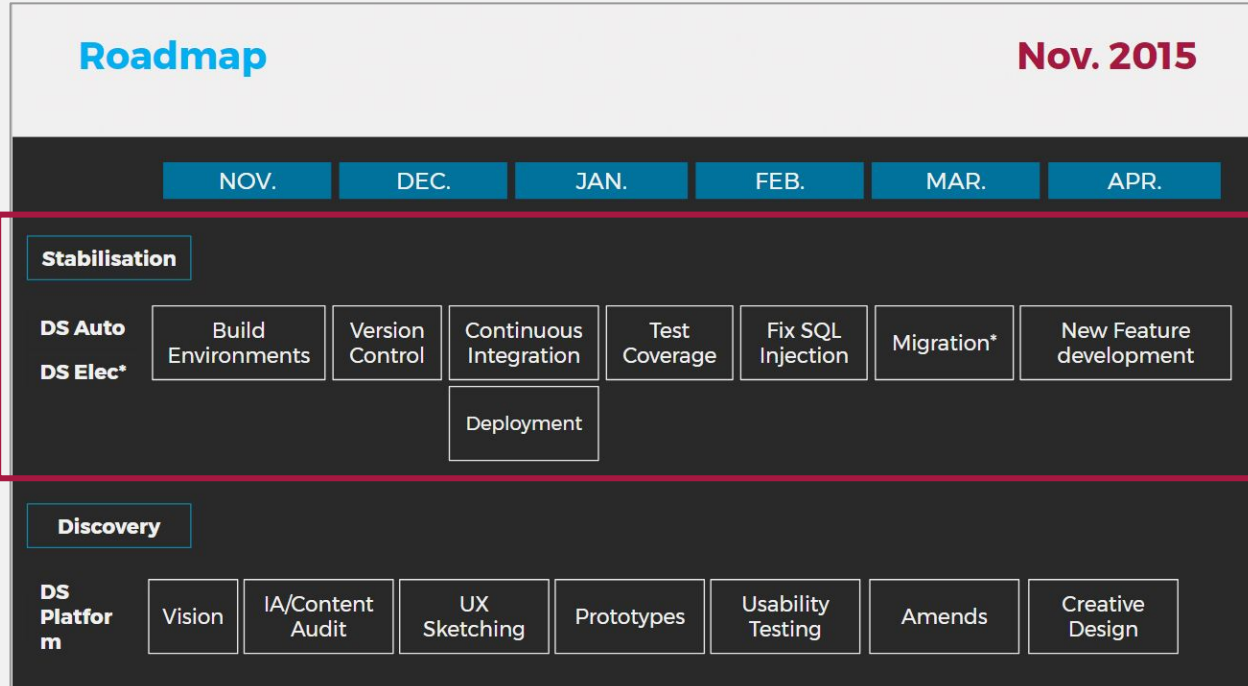Review of DS Auto and DS Elec server architecture with findings and recommendations

UX Review

UX review of DesignSpark covering layout, navigation, interaction, content and visual design with findings and recommendations
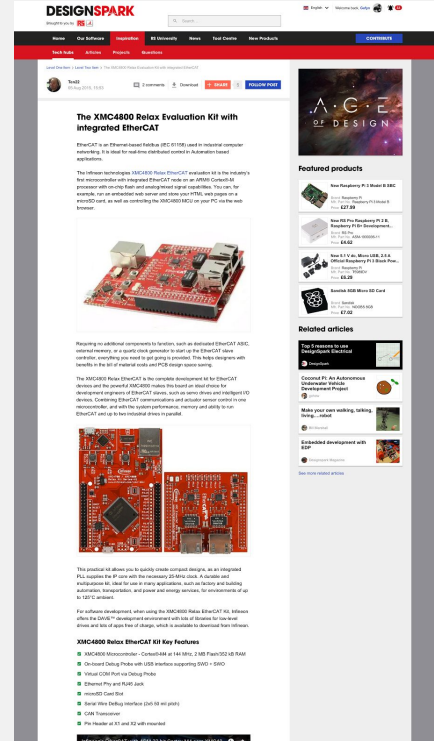
Choosing the right approach

Image credit: Mike Pennington

Stabilising what's there...

Roadmap					Nov. 2015

	NOV.	DEC.	JAN.	FEB.	MAR.	APR.

Stabilisation

DS Auto DS Elec*	Build Environments	Version Control	Continuous Integration	Test Coverage	Fix SQL Injection	Migration*	New Feature development
			Deployment				

Discovery

DS Platform	Vision	IA/Content Audit	UX Sketching	Prototypes	Usability Testing	Amends	Creative Design

... and building for the future

Roadmap

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Collaborative, iterative user-centred design
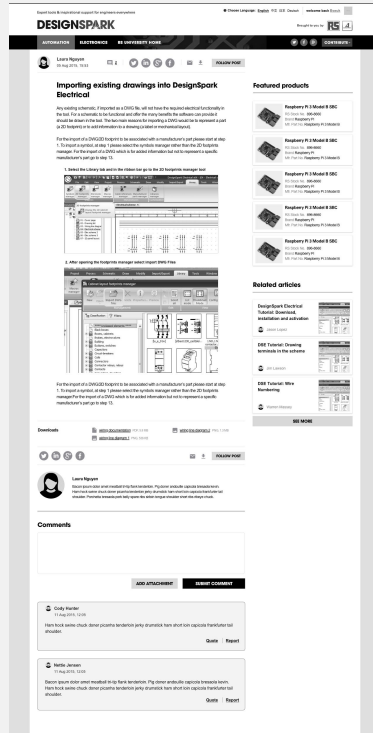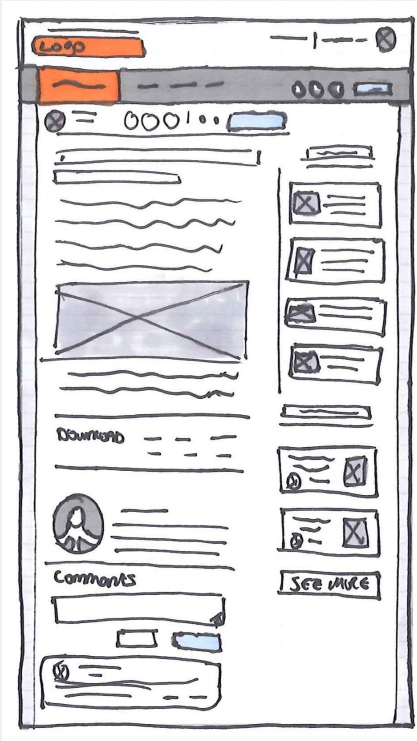
Results

- New DesignSpark platform **successfully launched** September 2016
- **Community benefits:** consistent, cohesive experience
- **Strategic benefits:** putting RS Components front-of-mind for subsequent purchases
- **Cultural benefits:** DesignSpark team seen as innovation leaders
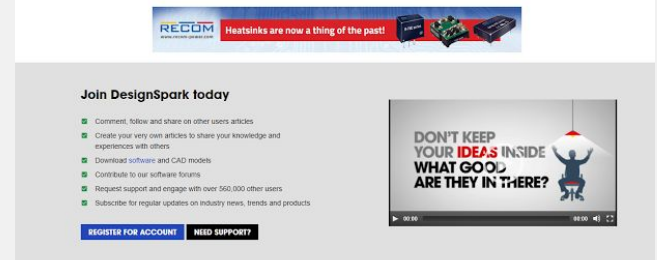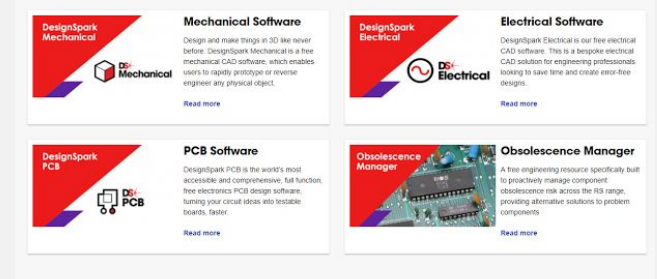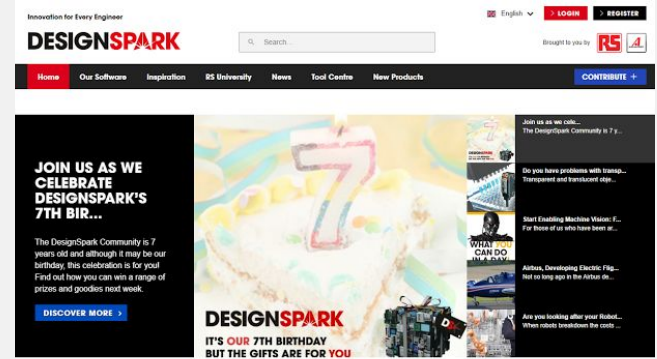
Sound familiar?

Thank you!

www.rs-online.com/designspark

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@DesignSparkRS