

GalacticHub Product Update

December, 2023

Galacticans, we're about to release version 2.0 of GalacticHub! Thanks to all the hard work from the Product, Engineering, and Operations teams, we're adding data visualizations to the dashboard, improving the site navigation and search, and complying with SOC2 data encryption standards!

New Items

Dynamic Data Widgets

Ticket: [GH-256](#)

Change:

We've developed a new widget that enables clients to customize and view their data in various data visualization formats on their dashboards. The data is interactive and presented in real-time. This provides an option for users to view their data in addition to the existing MS Excel worksheet download.

Business Logic:

Based on feedback from clients, account reps, and sales, it was determined that the Excel download process was too cumbersome. This process also required clients to set up the data visualization themselves. Adding this capability to the platform is a great value add for our users and will be provided with no additional fees or license requirements.

Notes:

- The widget does not allow for unique timeframes, it will only display data from the last 30, 60, and 90 days.
- Only six widgets can be installed on a dashboard at one time.
- More Information:
- Please see our documentation for more details on the Dynamic Data widget.
- To set up a demo, contact [Brad H.](#) in Engineering or [Amy V.](#) in Product.
- Product Marketing will have collateral material available by May 23.

Enhancements

Improved Project Navigation

Ticket: [GH-261](#)

Change:

We've revised the platform UI to make site navigation more intuitive for our users. The platform can now be more easily navigated by project and task hierarchies.

Business Logic:

The previous design did not provide an intuitive user interface experience. The UI/UX team conducted a study and noted a correlation between user journey drop-offs and the submission of support tickets for navigation assistance from those users. The expected result of this change is a reduction in navigation support tickets, a lift in brand reputation, and improved customer retention.

More Information:

Please contact [Peter K.](#) and the UI/UX team to see the study results or to be included in the follow-up testing.

Search Feature Upgrade

Ticket: [DS-132](#)

Change:

The Data Science and Platform Engineering teams have collaborated to improve two items of the search feature:

- GalacticHub's search capabilities will become more powerful by integrating an AI component within the search functionality. The AI will utilize the users' search requests and results to provide additional search query suggestions.
- Search results can now be filtered.

Business Logic:

These changes were developed based on feedback from our clients, sales reps, and client account reps. Multiple high-value clients expressed a need to see projects or tasks related to the search results. Clients across the board wanted the capability to filter their search results. These updates will add value for our users and will be provided with no additional fees or license requirements. They should also improve our brand reputation and customer retention.

More Information:

- Please see our platform documentation for more details on the UI changes related to this update.

- Please contact [Andy O.](#) from Data Science to learn more about our AI capabilities and the other AI pilot projects his team is developing.

Backend Infrastructure Updates

Ticket: [GH-235](#), [GH-237](#)

Change:

The Engineering team has improved our backend code, specifically in retrieving platform data through queries to our data storage in Snowflake, that significantly reduce site latency.

Business Logic:

DevOps has received a high volume of incident reports related to the site's latency. The site's slow response was impacting brand reputation, customer retention, and customer acquisition. The code reformatting should have a net positive impact on all these issues and reduce the incident reports coming into DevOps.

More Information:

Please reach out to [Jeremy P.](#) in Engineering or [Mike S.](#) in DevOps for more information on these changes.

Data Encryption Protocol Upgrade

Ticket: [GH-240](#)

Change:

The Engineering team has upgraded our security protocols to align with SOC-2.

Business Logic:

We were losing potential customers, particularly in EMEA, due to our not being compliant with SOC-2. Our aligning with the SOC-2 protocols should improve our client acquisition capabilities.

More Information:

Please contact [Mohammed S.](#) from the Data Security and Privacy Governance Committee for more information on this change or any data security and privacy regulation issues.

Look Ahead

Integrating External Calendars

Ticket: [GH-260](#), [GH-263](#), [GH-264](#)

Background:

The Engineering team is investigating how to integrate the platform's calendar and timeline system with external calendars. The current proposed process would be:

1. Users log into GalacticHub.

2. In their account settings, they can select to integrate their GalacticHub calendar with an external calendar. We are currently looking to integrate with:
 - a. Calendar (Apple) and iCal (Apple mobile)
 - b. Google Calendar
 - c. Microsoft Outlook
4. The user can then select specific projects, tasks, milestones, etc., to sync with the external calendar.
5. When date or timeline changes are made to synced items in GalacticHub those changes will be reflected in the external calendars.

Getting Involved:

To receive notifications on this project, please go to any of the linked tickets above and add yourself as a watcher.

To make requests or add information for this project, please go to [GH-260](#) and leave a comment. Please @ [Puneet S.](#) so she is notified about your comment.