

## January 2026 Highlights

### TL;DR

- 🚀 **Order Portal v1 Pilot:** Launched with 11.5% weekly order adoption.
- ⚡ **Performance:** Reduced DB connection load by ~80% via smart caching.
- 🌐 **Connectivity:** Established **NL-CN Network Bridge** for secure cross-border access.
- 🏗️ **New BE Design:** Kicked off architecture for the scalable Next-Gen User Service.

### Releases

- Order Portal v1 Pilot:** Successfully launched the Order Portal pilot on Jan 7th to an initial group of 10 installers.

#### Pilot Performance:

The pilot has seen steady adoption, with the portal's share of weekly orders growing from **2.2% to 11.5%** in just three weeks.

```
<div style="display: flex; gap: 10px;">
<div style="flex: 1;">

<p><em>Figure 1: Portal adoption trend showing an increase to 11.5% of total weekly orders.</em></p>
</div>
<div style="flex: 1;">

<p><em>Figure 2: The new streamlined ordering interface for installers.</em></p>
</div>
</div>
```

### Backend Stability Improvements

- Performance Optimization:** Enhanced backend stability by reducing connection load from BE to DB by ~80%.
  - Smart Caching:** Implemented advanced caching for high-traffic data models (`HeatpumpStatus` and `Heatpump`).
  - Query Optimization:** Eliminated redundant and repetitive read operations in the `Heatpump Log` service.

Cache Improvement
- Centralized Observability:** Deployed a comprehensive central dashboard for real-time system observability on PostgresDB, BE Application, and Integration services.

Future Roadmap: Integration of AI-based anomaly detection for backend application logs.

```
<div style="display: flex; gap: 10px; flex-wrap: wrap;">



</div>
```
- Proactive Alerting:** Rolled out new alert mechanisms to detect service bottlenecks and provide early warnings. Alert coverage will be continuously expanded.

Alert System
- Scheduled Releases:** Established a regular release cadence to ensure sufficient stability testing ("bake time") and provide clear, transparent changelogs.

View Release Notes (<https://teams.microsoft.com/l/message/19:731b6bdc22924e228954485bbf940ce3@thread.lacv2/1767788213154?tenantId=aafb4032-65a3-4bf5-894e-db5aeefe6471&groupId=5f7d0283-3586-4b63-8972-dfa30fcdaa12&parentMessageId=1767788213154&teamName=Weheat&channelName=Software%20Updates&createdTime=1767788213154>)

### Infrastructure & Connectivity

- Global Network Bridge (NL-CN):** Established an SD-WAN bi-directional connection between Netherlands and China regions. This enables secure cross-border access to private internal tools, such as the [China Purchase Order Management System \(https://poms.wf02.wefabricate.cn/\)](#) for the NL purchasing team.

### Support & Hotfixes

- Cross-Version Firmware Support:** Deployed critical hotfixes to enable seamless firmware updates across mixed version environments, significantly aiding Support operations.

### New Initiatives

- Non-blocking Firmware Update:** Development kicked off in both Firmware and BE teams, with a defined delivery timeline.  
<br>
- Next-Gen User Service:** Initiated the architectural design phase for the new, scalable Backend User Service.  
<br>