

## 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.



### 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.*
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- **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/_/message/19:731b6bd22924e228954485bf940ce3@thread.tacv2/1767788213154?tenantId=afcb4032-65a3-4bf5-894e-db5aee6471&groupId=5f7d0283-3586-4b63-8972-dfa30fdca12&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/) (<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.
- **Next-Gen User Service:** Initiated the architectural design phase for the new, scalable Backend User Service.