



## STIEBEL ELTRON

Stiebel Eltron's MyStiebel app lets users manage heating, cooling, and hot water with confidence – anytime, anywhere. Validated for privacy and usability by Stiftung Warentest.

### Client

**Stiebel Eltron** is a leading global supplier of high-efficiency products and services for heating, cooling, ventilation, and hot water. Headquartered in Holzminden, Germany, the family-owned company employs more than 5,000 people and serves customers in over 120 countries. With nearly 100 years of expertise, Stiebel Eltron drives the energy transition by powering all products with renewable electricity and a commitment to innovation and comfort.

### Technologies

Native Mobile apps: Swift for iOS and Kotlin for Android. REST APIs, Websocket, JSON-RPC 2.0 protocol, SSDP and mDNS protocol



### CASE STUDY

## Easy remote control for home heat pumps

### Modernizing home heating: Stiebel Eltron's move to digital remote control

Stiebel Eltron faced growing demand from homeowners for digital, remote control and monitoring of their heat pumps – far beyond basic hardware buttons.

Their strategic goal: launch a user-friendly, secure mobile app that gives homeowners deeper insight and control over their heat pumps – offering seamless remote management and advanced functionality beyond what physical hardware allows.

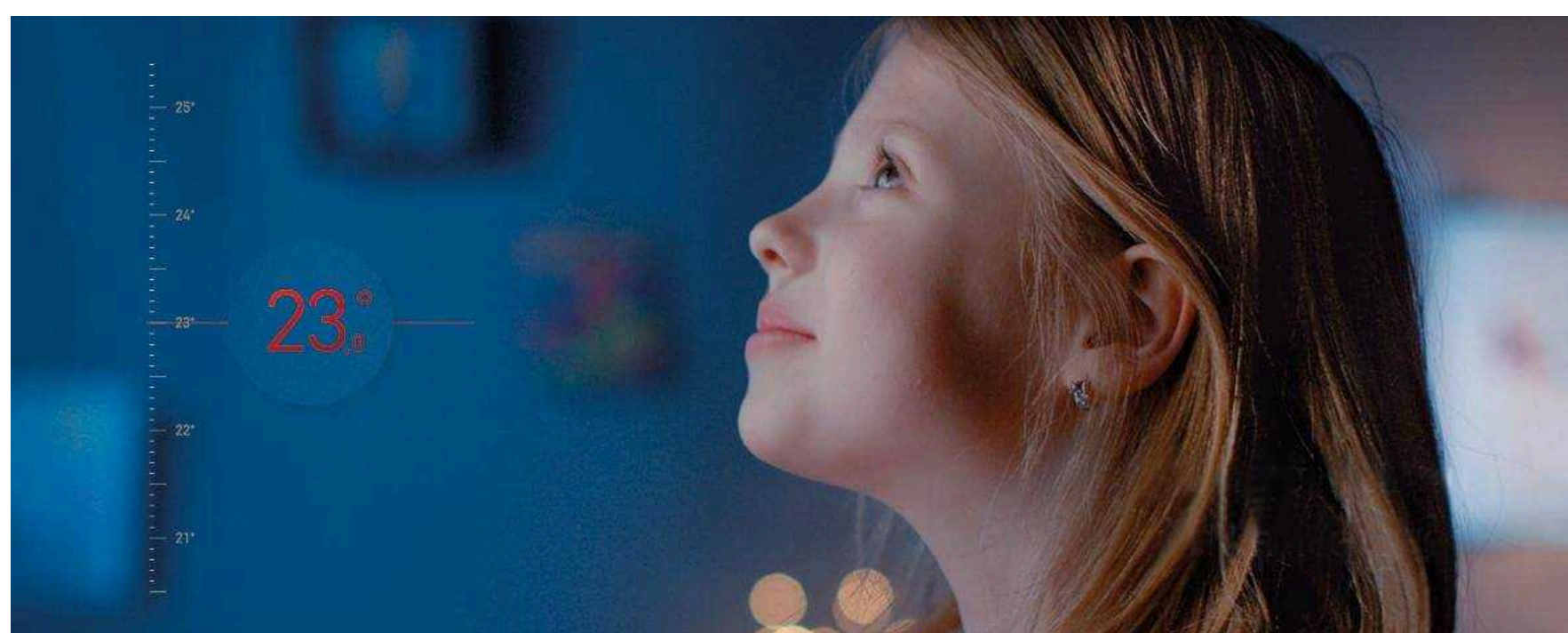


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### From concept to product: How Proekspert built the MyStiebel app

Proekspert is Stiebel Eltron Group's established digital engineering partner, trusted over many years to deliver and maintain their device software, cloud, and connected solutions. Among a number of ongoing joint initiatives, we were chosen to design and build the MyStiebel mobile app – integrating seamlessly with Stiebel Eltron heat pumps and expanding capabilities for modern homeowners.

We delivered:

- Native iOS and Android apps for real-time remote device management
- Seamless onboarding using SSDP and mDNS protocols
- Immediate updates and command sync via websocket connectivity
- User-friendly interfaces for temperature, scheduling, and adaptive configuration
- A scalable, reusable codebase ready for future device and feature integration
- End-to-end privacy and security architecture for reliable operation
- Direct integration and management for heating, cooling, and domestic hot water from a single app.
- Features like ECO mode, absence settings, and individual time programs – putting homeowners in full control of energy consumption and comfort.
- Clear, direct presentation of device information for easy monitoring and configuration.

Notably, all digital execution – from backend to mobile UX – was designed and delivered by Proekspert, with Stiebel Eltron as sponsor.

We're proud to have delivered a solution that elevates the homeowner experience, supports future product innovation, and meets demanding technical standards.



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### From hardware to standout app: Stiebel Eltron's transformation recognized by independent experts

Proekspert's delivery transformed Stiebel Eltron's offering from basic, hardware-only controls to a truly smart solution. Homeowners now access advanced features – remote temperature adjustment, device scheduling, and multi-property management – all through a single intuitive app.

Homeowners benefit from clear device overviews, customized schedules, and features like ECO mode and absence settings – enabling personalized, energy-efficient operation.

Updates, configuration, and maintenance are easier than ever; new devices and features can be added with minimal effort, ensuring the solution evolves as the client's portfolio grows.

Crucially, in [Stiftung Warentest's](#) independent evaluation of Stiebel Eltron's heat pump system (issue 10/2025), the [MyStiebel app](#) and backend achieved the maximum score in the dedicated digital services category for privacy, usability, and security – setting a new market benchmark for digital heating solutions.

The app's modern architecture and proven usability set a new benchmark for Stiebel Eltron, delivering greater customer satisfaction and market differentiation.

### Impact for the client's organization

This proof-of-concept strengthened Danfoss Climate Solutions' understanding of how to approach scalable data integration in their RD&E labs. The project validated technical concepts for streaming tesThe MyStiebel app delivers immediate and lasting advantages for Stiebel Eltron, strengthening product competitiveness and supporting scalable growth:

- Expanded heat pump functionality with secure, remote climate control – driving higher homeowner satisfaction and differentiation.
- Unified management of all devices and locations through one intuitive app, with rapid roll-out of new features and appliance support – positioning MyStiebel as an evolving central platform for climate management.

MyStiebel's digital services (app and backend) earned the highest possible score for privacy and usability in Stiftung Warentest's national heat pump test – cementing market trust and clear competitive advantage.

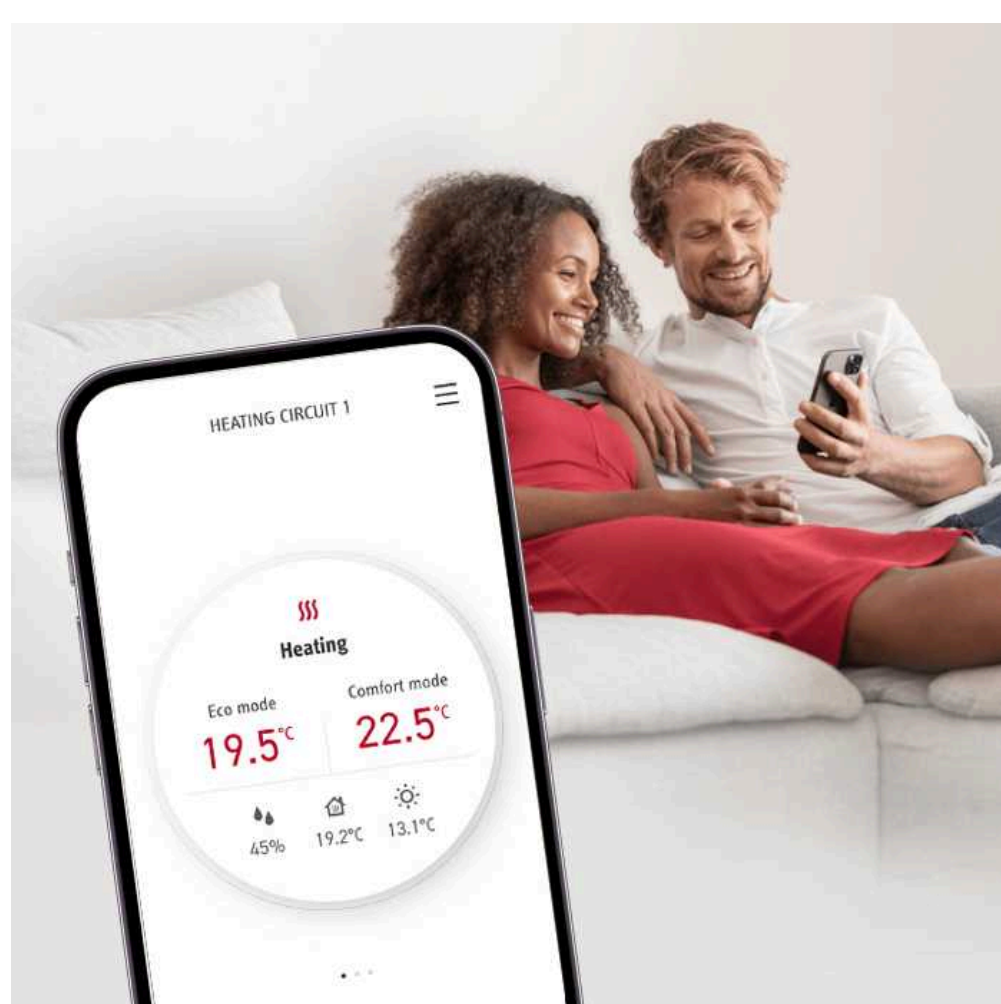


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