

Helping create a seamless transition between Grundfos Remote and Grundfos GO, and creating a UX research plan

OUTCOME

Delivered a full analysis, research plan, and prioritised recommendations for the Grundfos GO App. The work focused on reducing friction for users moving from the older Grundfos Remote app, especially while some pumps were still only supported in Remote.

 Grundfos recommendation

RESEARCH BRIEF

WHO

Grundfos / Grundfos GO App (professional IoT/toolbox for installers to remotely control, commission, and troubleshoot pumps)”

WHAT

Grundfos GO app analysis and research planning

RESULT

Completed a research plan, analysis, and recommendations to support a smoother migration from Remote to GO. The findings were handed over to the cross functional team to guide the next phase of design and development.

#1



Project summary

This phase focused on analysing Grundfos GO and planning research for a smoother transition from the older Grundfos Remote app.

Grundfos GO is a professional mobile tool used by installers to set up, monitor, and troubleshoot smart pumps. At the time, some pumps were still only supported in Remote, making Remote still used.

I worked as a UX researcher with a Design Business Lead, Product Specialist, Platform Owner, and Senior Business Designer. Together we delivered an analysis of both apps, suggestions for reducing transition friction, and a research plan for testing those ideas with users.

#2



Problem statement

Users were struggling to move from Grundfos Remote to Grundfos GO. Some pumps were still only supported in the older app, so certain users had to stay on Remote until those products became available in GO.

Without a clear migration approach, this created a risk of extra friction later. The team needed to define how the transition could happen with as few roadblocks as possible before full product support was ready.





Select connection



☒ Mobile interface disconnected



Bluetooth

List

Connect



Radio

List

Connect

 Requires MI 301

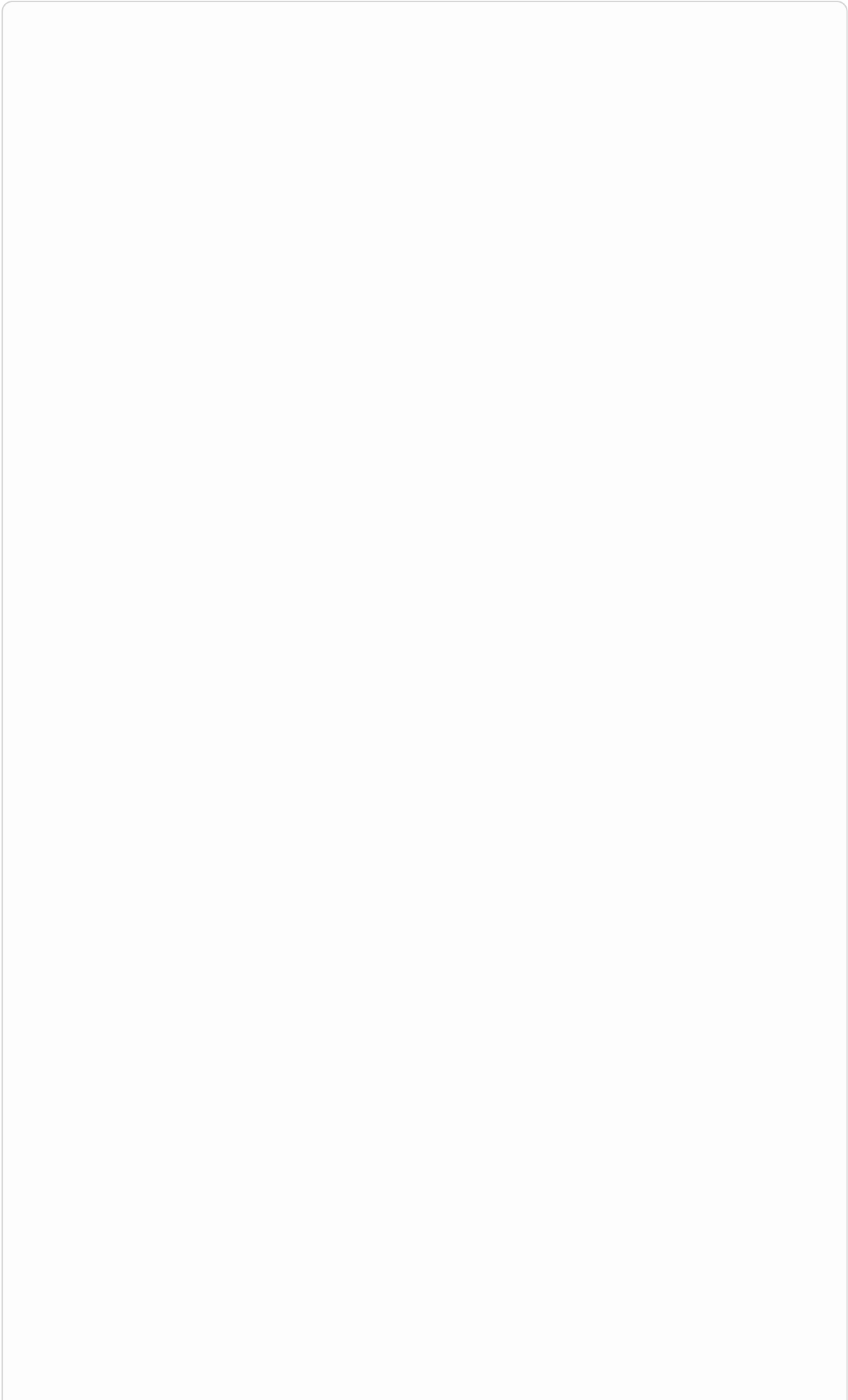


IR

Connect

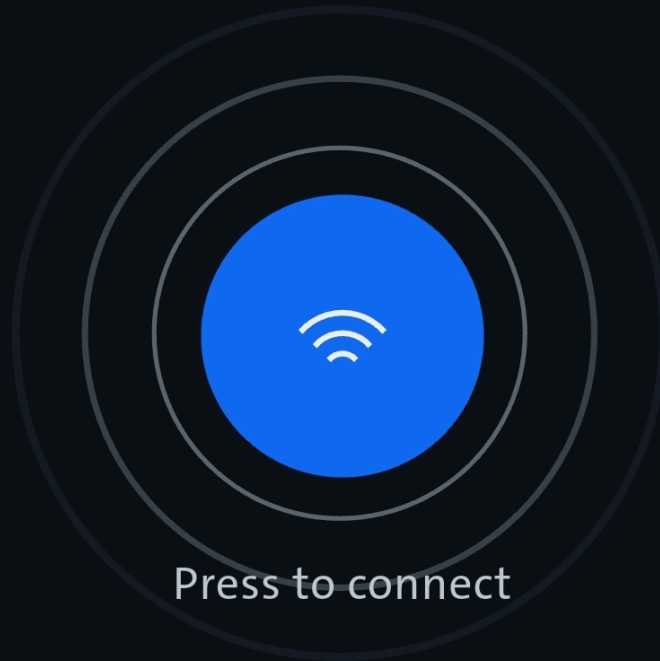
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Grundfos Remote

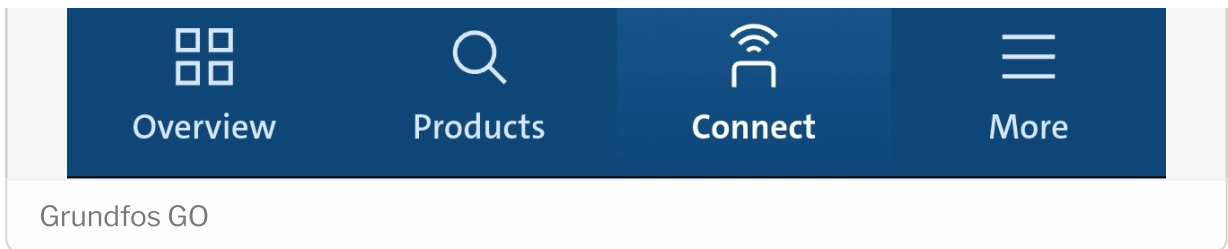


Demo mode

Connect to Grundfos product



Scan QR code



#3



User and needs

The primary users of Grundfos GO are professional installers and service technicians working with pumps in the field.

Their main needs include:

- Quickly connecting to and controlling pumps, including in hard to reach locations
- Guided setup and commissioning with fewer errors on site
- Clear troubleshooting, including alarms and next steps
- Easy documentation and reporting during or after a job

Homeowners benefit indirectly from a well configured system. The app itself is built first for installers and technicians.

#4



My role in the project

I worked as a UX researcher on this phase.

I collaborated with a Design Business Lead, Product Specialist, Platform Owner, Senior Business Designer, and Global Solutions Manager. My work included analysing both apps, helping shape the research plan, and developing recommendations for a smoother transition from Remote to GO.

A key part of my role was identifying friction in the connection flow and proposing alternatives that would keep all connection types accessible without breaking the desired interface direction.

#5



The mandate

Create a research plan and recommendations for Grundfos GO, with a focus on easing the transition from Grundfos Remote.

Because some pumps were still only supported in Remote, the work needed to define a low friction migration path before full support was available in the new app.

 Starting the research

Before any research sessions, it was important to understand the product context. Grundfos GO was still a relatively new concept, so I worked with stakeholders, especially the Global Solutions Manager, to understand the current landscape.

The project sat in a transitional phase. A newer version of the app already existed, but Remote was still necessary because it supported products that GO could not support yet. That dual app situation shaped the research focus.

It was also important to understand restrictions early. One of the main constraints was participant recruitment, which is covered later.

To keep the work moving, I created a UX research delivery process and shared it with stakeholders.

The process mapped four phases:

- 1. Understanding
- 2. Product analysis
- 3. Research planning
- 4. Testing the research approach

For each phase, it showed where the Design Business Lead, Product Specialist, Platform Owner, Senior Business Designer, and Global Solutions Manager needed to take part. This made it easier to check availability in advance and find a replacement if someone could not join, so the project would not stall.

Understanding phase	
Role	Activity
Design business lead	Q/A Session
Product specialist	Q/A Session

Role	Activity
Platform owner	Not involved
Senior business designer	Q/A Session
Global solutions manager	Q/A Session

OUTCOMES

- An understanding of Grundfos Remote and Grundfos GO
- Understand the current issues within both solutions

Product analysis phase

Role	Activity
Design business lead	Not involved
Product specialist	Align on analysis and suggestions
Platform owner	Align on analysis and suggestions
Senior business designer	Not involved
Global solutions manager	Align on analysis and suggestions

OUTCOMES

- Conduct an analysis of Grundfos Remote and Grundfos GO
- Create suggestions for a potential solution
- Align on the analysis and potential solutions with stakeholders

DELIVERABLES

- Wireframe suggestions with reasoning behind every decision

Research planning phase

Role	Activity
Design business lead	Not involved
Product specialist	Alignment on research

Role	Activity
Platform owner	Alignment on research
Senior business designer	Alignment on research
Global solutions manager	Alignment on research

OUTCOMES

- Create a UX research plan and strategy
- Align on the research plan with stakeholders

DELIVERABLES

- A UX research plan with clear guidelines and strategy

Testing research approach

Role	Activity
Design business lead	Not involved
Product specialist	Participate in session
Platform owner	Not involved
Senior business designer	Participate in session
Global solutions manager	Not involved

OUTCOMES

- Test the structure of interviews and questions
- Gain feedback on how to improve the research approach

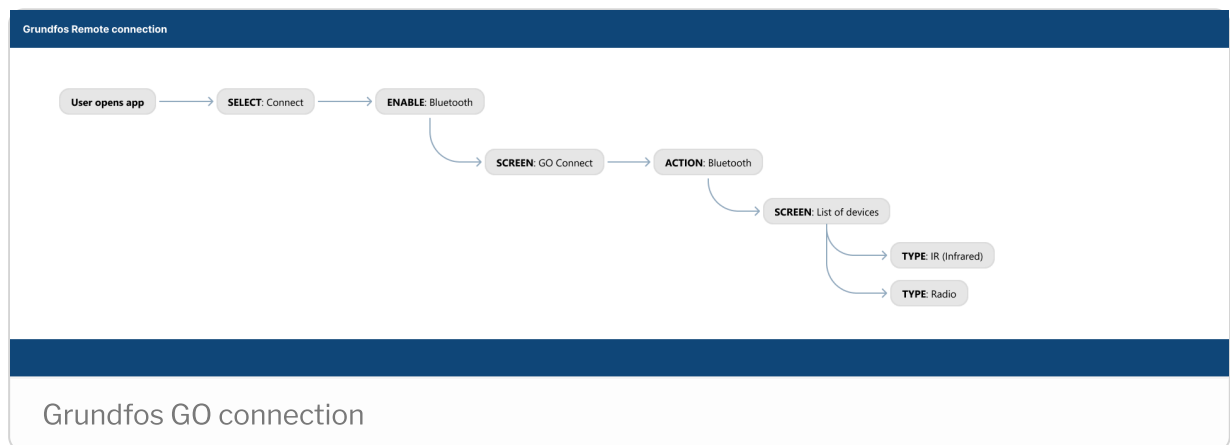
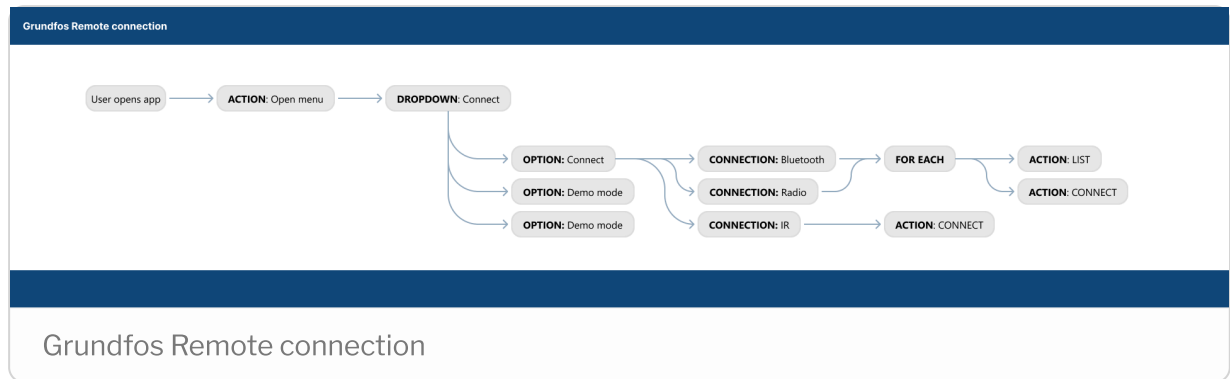
© Grundfos Remote and Grundfos GO analysis

The goal of the analysis was to understand how the move from Remote to GO could feel more seamless. After reviewing both apps, I had a clear concern.

In Grundfos Remote, users could access all connection types from the Remote flow. In Grundfos GO, that was not the case.

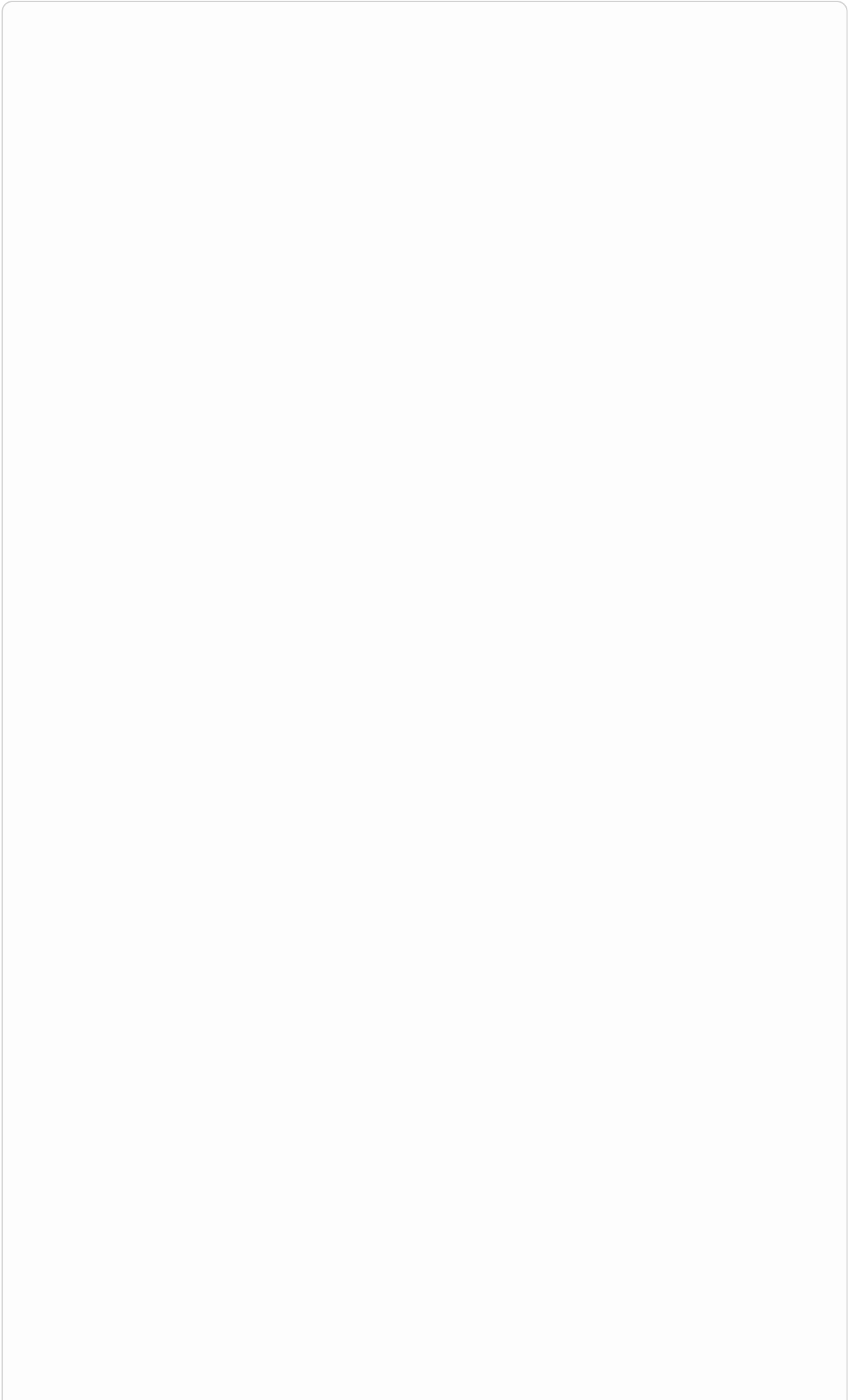
Stakeholders had made Bluetooth a standalone action because it was the most used option. Radio was second, and Infrared was third. Usage frequency supported giving Bluetooth more prominence, but the data did not show that users would stop using Radio or Infrared.

Compared with Remote, this made Radio and Infrared harder to find and added extra steps for users who still needed them.

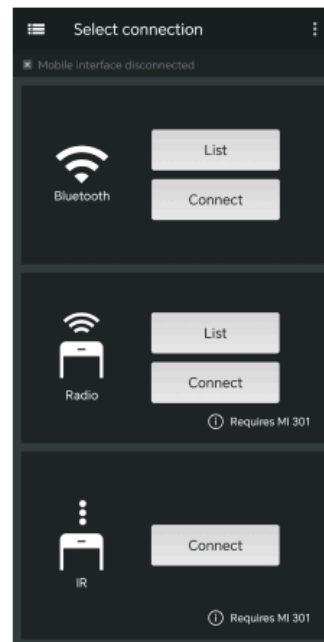


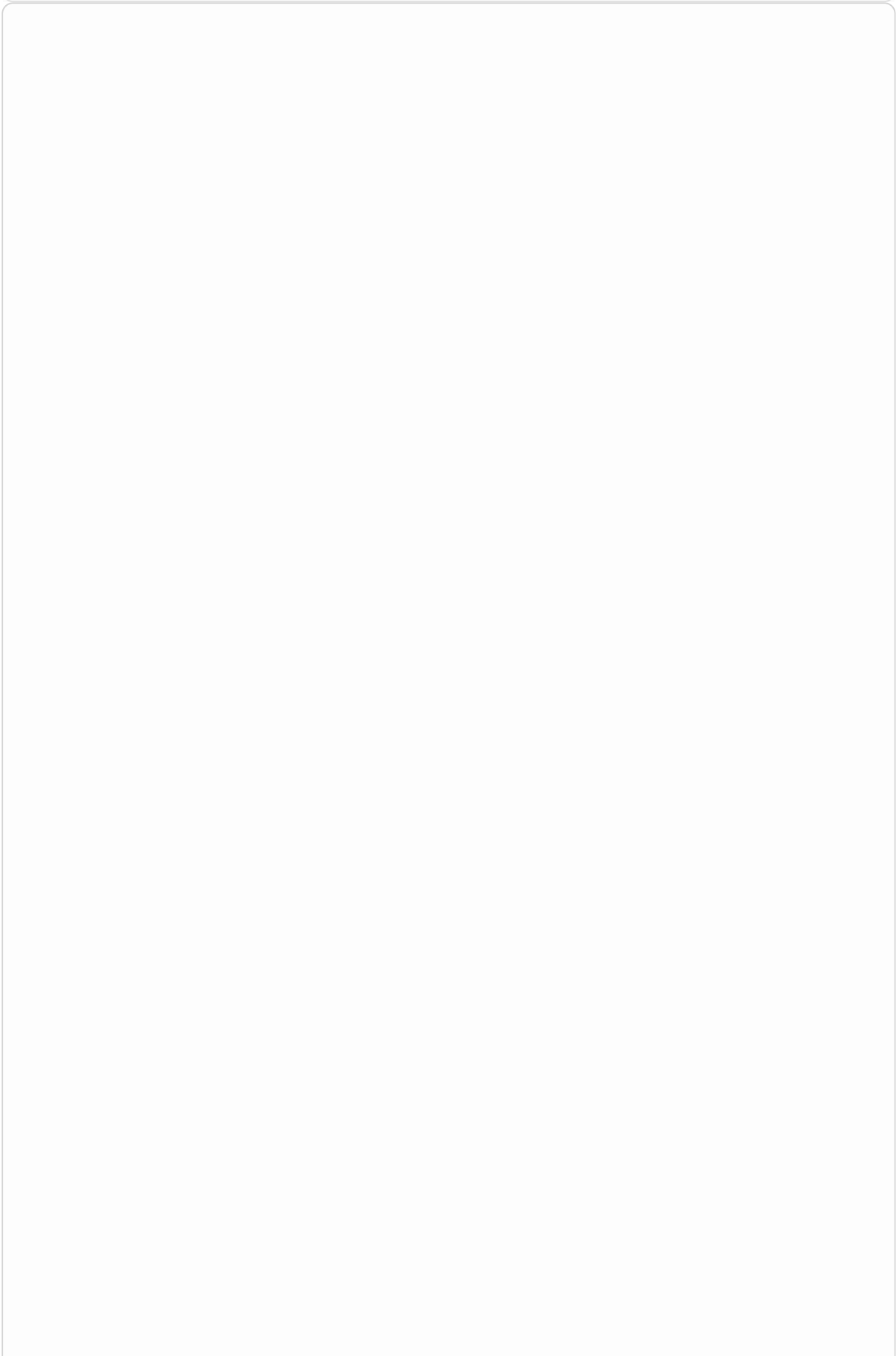
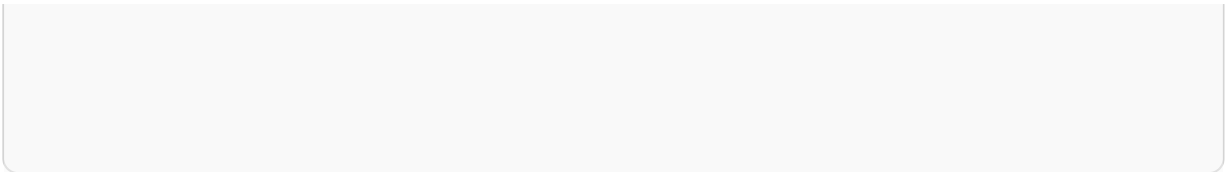
This concern was also supported by what we knew about installers. They are often under time pressure. They maintain pumps, take client calls, manage stock, and work in demanding conditions.

To help the business, we first needed to help the installers. If all connection options were easy to find in GO, installers could use the app with less friction, look more confident in front of customers, and strengthen trust in both themselves and the Grundfos GO brand.

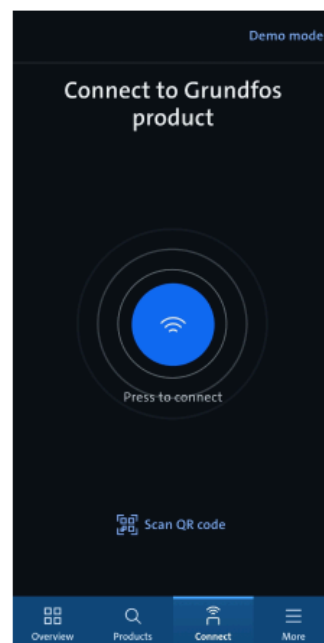


I can clearly see all of my options. Even if I'm in a hurry
I can still clearly distinguish what type of
connection I have.



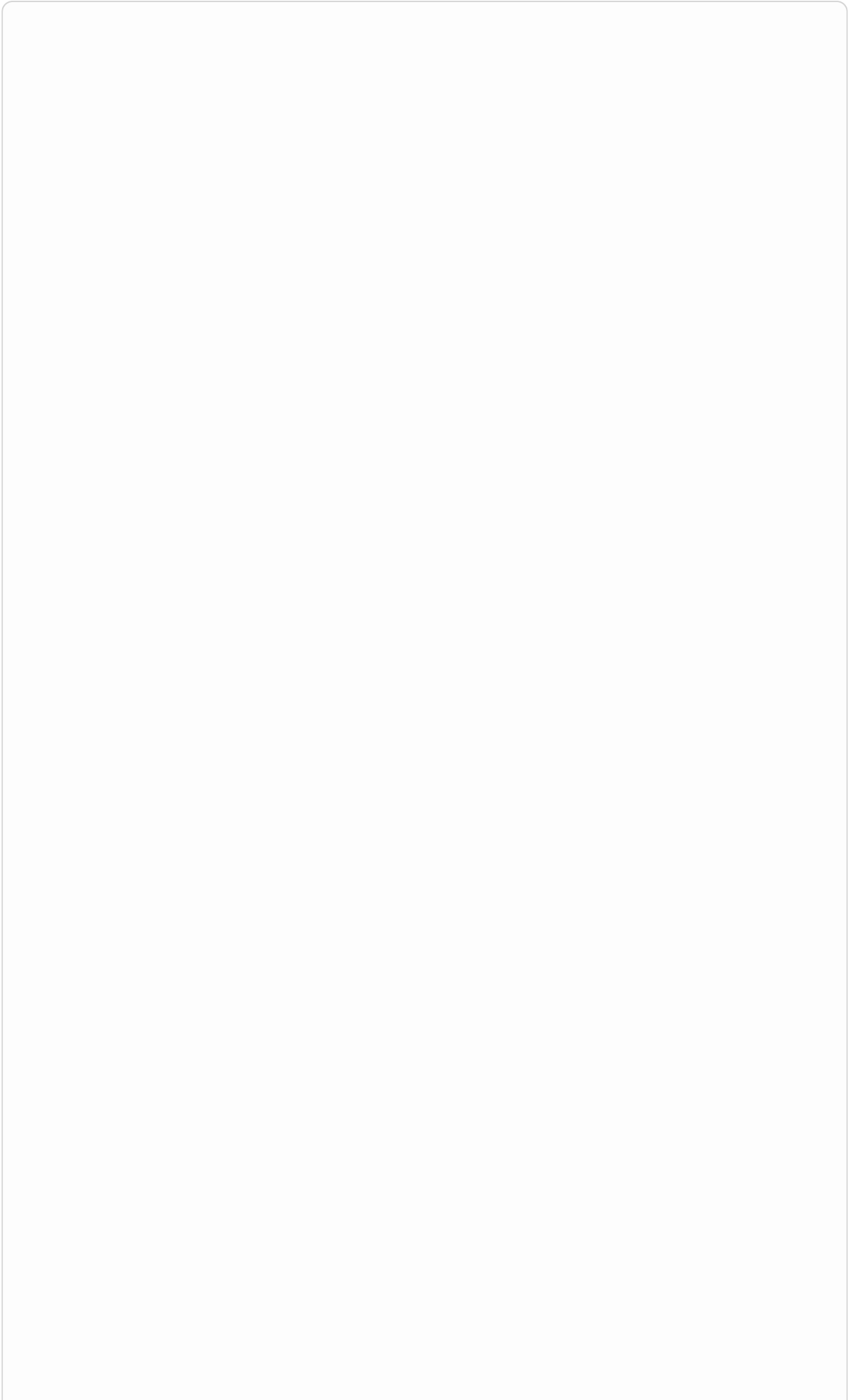


Why do I only have bluetooth. How can I find
Radio or Infrared if I need them, because we
still have pumps that can be connected via them.



 Suggestions

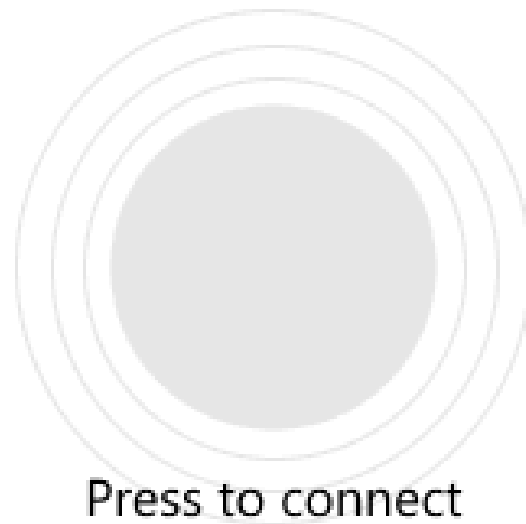
After analyzing both apps, I've come up with some wireframes, to suggest an easier way of transition from Remote to GO.



Bluetooth

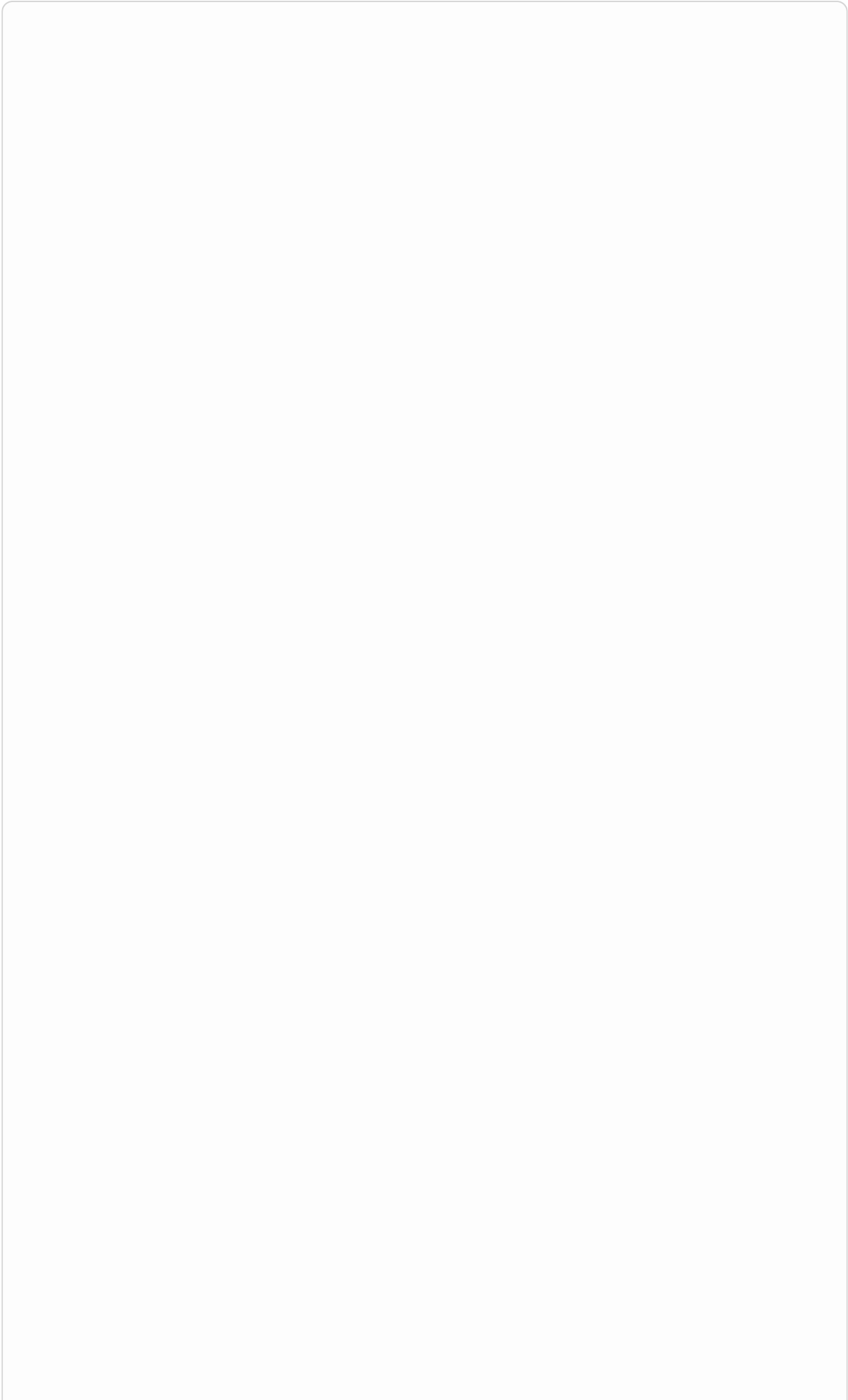
Radio

Infrared



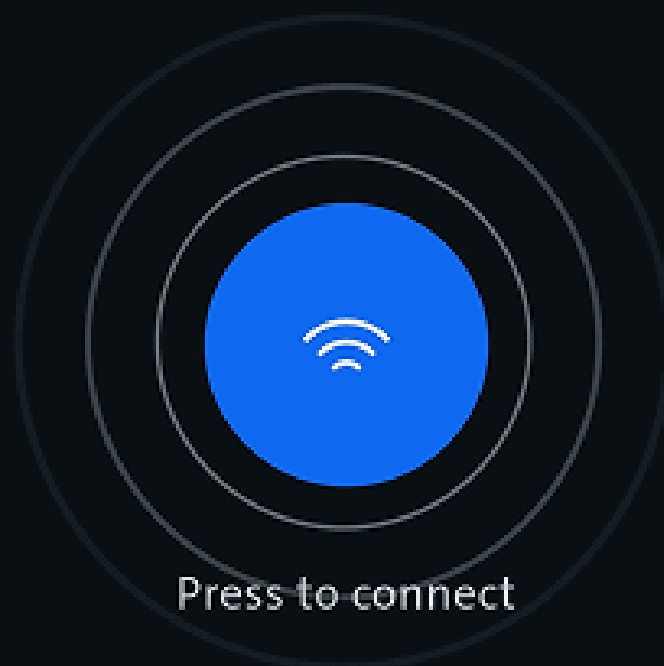
SCAN QR Code

Wireframe



Demo mode

Connect to Grundfos product



Press to connect



Scan QR code



After analysing both apps, I created wireframes to suggest an easier transition from Remote to GO.

The proposal was to keep access to all connection types, but present them in a different way. This would preserve the desired style of the Connect button and still leave space for the Scan QR Code option.

The aim was to reduce cognitive load and give installers an experience closer to what they already knew from Remote. I also prepared a second suggestion in case this direction was not accepted.

Preparing research

After the analysis, we prepared the research. We agreed to combine user interviews with usability testing.

Stakeholders did not want a long research period and needed answers quickly. A mixed session let us understand users, see how they experienced the current solution, and gather feedback on the new suggestions in one study.

Before running sessions, we defined the interview questions and the structure of the study.

We set two rules:

1. No more than 10 interview questions
2. Around 30 minutes for the interview, and 30 minutes for reviewing suggestions

That kept each session within one hour.

The questions focused on:

1. Experience with Grundfos Remote
2. Experience with Grundfos GO
3. Similar experiences with both apps

We also set rules for how questions should be written:

1. Avoid leading questions such as “What do you like about X?” or “What do you hate about X?”

2. Avoid yes or no questions such as “Have you used X?”

Instead of pushing users toward a positive or negative answer, we asked open questions such as “What is your overall experience with X?” This made it easier for people to describe their experience in their own words.

Research plan

We prepared a research plan and guideline that included:

1. Problem statement
2. Research questions
3. Research goals
4. Researchers involved
5. Interview questions and the reasoning behind them
6. Guidelines for writing questions
7. Opening script
8. Synthesis guideline
9. Closing script

Recruiting participants

Recruiting was the biggest constraint. It was very difficult to find installers who could spare a full hour because of their schedules.

After discussing this with the Senior Business Designer, we decided to speak with people who manage multiple installers in the field. These participants had experience with pump installation and maintenance. They also needed experience with tools similar to Grundfos GO, because our persona used digital services, especially mobile IoT solutions.

This was a compromise. It still gave us people with relevant field knowledge and more availability, but it was not the same as speaking directly with installers on the job.

We planned for 3 researchers to recruit 2 participants each, for a total of 6. That was enough to look for patterns and inconsistencies.

Mock session

After we had potential solutions, interview questions, and a research plan, we ran a mock session with one internal employee. The session followed the mixed method we had agreed on, a user interview plus usability testing.

I conducted the session together with the Senior Business Designer. We followed the research plan and looked for what could be improved, adjusted, or removed. The internal employee gave useful feedback during the session. One comment stood out:

“Make the participants feel like they can deliver value.”

That helped us improve the email script we sent to participants and the script we used at the start of the session.

What I've learned from this

Working with busy installers also reinforced that research has to fit real constraints. We could not easily recruit installers for one-hour sessions, so we adapted by speaking with people who manage installers and still had relevant field and digital-tool experience. The method itself also had to be practical: combining interviews and usability testing in one hour so stakeholders could get answers quickly.