

Developer Product Satisfaction Survey

2025 REPORT

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Executive Summary

GovTech Singapore's fifth annual Developer Product Satisfaction Survey shows steady progress in strengthening Whole-of-Government digital development capabilities. This year, over 1,000 developers across 85 government agencies, including nearly 40% from vendor partners, responded.

Their feedback reflects growing confidence in the Singapore Government Tech Stack (SGTS) and Government on Commercial Cloud (GCC) platforms.

Key Performance Highlights

Overall satisfaction rose by 2% (from 4.66 to 4.76) compared to last year, with improvement across all major product areas. When users were asked *“In which areas have our GCC/SGTS products most impacted your work?”*, the top three answers were:

- Increased my Development Productivity & Efficiency,
- Improved Reliability, Availability and Uptime of my applications,
- Improved my Application’s Security Posture.

These positive outcomes support our core mission of helping agencies deliver secure, user-focused digital services more quickly and effectively.

Strategic Impact Areas

Our platforms are making a tangible difference across several fronts:

- **Developer Productivity:** SHIP-HATS and CStack continue to simplify workflows through built-in compliance and automated testing.
- **Cloud Adoption:** GCC 2.0 and CloudSCAPE enable secure, compliant use of commercial-grade cloud services.
- **Resiliency:** StackOps equips teams with real-time monitoring and faster troubleshooting capabilities.
- **Data Management:** APEX Cloud, CFT, and Cloak provide secure, compliant ways to manage and share data across agencies.
- **Developer Services:** SEED delivers secure, zero-trust access, while the Developer Portal centralises technical information to support seamless onboarding and product discovery across the SGTS ecosystem.

Key Areas for Improvement

The survey also highlights three areas where we must improve the developer experience: documentation, customer support, and communications. Developers want clearer, more up-to-date guidance, faster response times, and greater transparency around product roadmaps and updates.

Forward Strategy

We are taking direct steps to address these concerns. A new SGTS Help Centre Portal will unify service management. Documentation will be enhanced with AI-powered search, and more self-service options will shorten fulfilment times from days to minutes. Looking ahead, we are also investing in AI coding assistants and modernised service management to stay aligned with industry best practices.

Conclusion

The findings confirm that GovTech Singapore is on the right track in building integrated, secure, and efficient platforms for government development. At the same time, they point to specific opportunities where focused investment will raise the bar further for developer experience and productivity.

Introduction

About the Survey

The **Singapore Government Tech Stack (SGTS)** and the **Government on Commercial Cloud (GCC)** are core platforms developed to help Whole-of-Government (WOG) teams build and deploy modern applications more efficiently and securely.

To ensure that these platforms continue to meet agency needs and evolve in the right direction, GovTech Singapore conducts the **Developer Product Satisfaction Survey annually. Now in its fifth edition**, the survey is a key feedback channel that guides product improvements and keeps our strategy on track.

What the Survey Measures

The survey captures both **quantitative ratings** and **qualitative feedback** across the SGTS and GCC product suite. Specifically, it helps us:

- Assess **overall satisfaction** with our core platforms and tools.
- Identify the **top challenges** developers face in their day-to-day work.
- Understand the **impact** of our products on developer productivity, application reliability, and security.
- Collect suggestions for **improving developer experience** across onboarding, documentation, support, and platform capabilities.

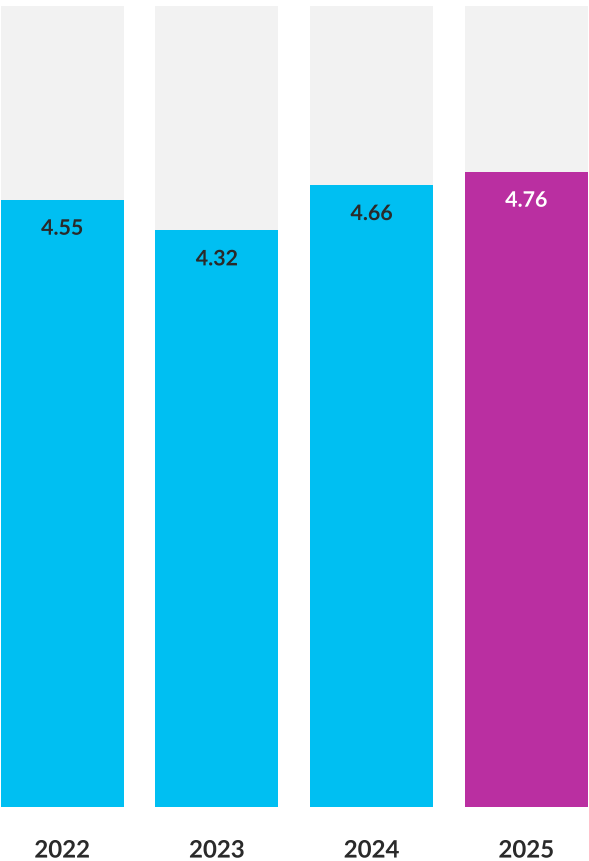
Insights from the survey are used by product teams to prioritise enhancements and by leadership to guide broader developer enablement strategies under GovTech Singapore’s overall product strategy.

This year’s survey ran from 10th February to 17th March and received over **1,000 responses from developers across 85 Government Agencies** including vendor partners or in-house contractors who made up 39% of all responses.

Key Results

Overall, users are increasingly satisfied with GCC and SGTS products. The satisfaction score has continued the upwards trend from last year, with an increase of 2% year-on-year, from 4.66 to 4.76.

Overall Satisfaction (with GCC and SGTS Suite) - Rating from 1-6 points



Each product’s score also saw an increase from last year:

2024 2025

PROGRAMME	PRODUCTS	AVERAGE SATISFACTION SCORE
Cloud	GCC 2.0	4.79
		↑4.89
	CloudSCAPE*	4.65
Data	APEX Cloud	4.47
		↑4.68
	CFT*	4.8
	Cloak*	4.8
Developer Productivity	SHIP-HATS	4.76
		↑4.77
	CStack	4.71
		↑4.83
Developer Services	SEED / TechPass	4.73
		↑4.81
	Developer Portal	4.78
		↑4.85
Resiliency	StackOps	4.66
		↓4.62

Rating from 1-6 points
* CloudSCAPE, CFT and Cloak were not covered in the Product Survey Last Year

Key Observation: Documentation

For both surveys conducted this year and last year, Documentation was flagged out as an area of improvement across a few of our products. We studied this concern, and our teams have found that feedback on documentation often points to a few key issues:

Discoverability and Structure

Users get lost in a "sea of documentation." It's not just about having information but making it easy to find through clear navigation and a strong search function.

Relevance and Personas

A one-size-fits-all approach doesn't work. What's helpful for a beginner is different from what an advanced user needs. Documentation should be organised to meet users where they are, providing clear, context-specific information.

Intuition Over Instruction

The ideal product experience is so intuitive that it requires little to no documentation. For less tech-savvy users, a great user interface can be a more effective form of guidance.

Based on these observations, here are some strategies we are implementing to improve in this area:

Improve Overall Product Experience

- We believe that an intuitive and user-friendly product interface is the key factor in improving user experience.
- One example is APEX Cloud, which will be implementing a new portal that will provide more contextual help to users who are less technical.

Tailoring content for different audiences

- Identify key user personas and tailor the tone, style, and detail level to their needs.
- Use bite-sized tutorials and FAQs for general users, while more technical users prefer comprehensive guides.

Organize for Discovery

- Teams are adopting more structured frameworks for documentation.
- For example, some teams are adopting the Diátaxis framework, which categorises content into tutorials, how-to guides, reference, and explanation.
- This will be essential as we move towards AI-based methods of seeking support, as good AI output requires well-organised Documentation.

Varying Content Format to improve accessibility

- Short video tutorials and clearly structured code examples to help users get started and troubleshoot issues.
- Interactive demos like Supademos (utilised by APEX Cloud) provide a guided, step-by-step experience that's easier to follow than static text.

Complement with Community Support

- Some users prefer leveraging Slack channels or support request systems.
- This "crowdsourcing" of help resolves issues quickly and creates a supportive community.

By focusing on these areas, our teams aim to move beyond simply creating documentation to building a more holistic and effective support ecosystem.

Survey Findings

Cloud Programme

With **GCC (Government on Commercial Cloud)** and **CloudSCAPE (Cloud Security and Compliance Automation Platform)**, our aim is to provide a comprehensive, secure, and compliant cloud adoption framework for government agencies.

Our goal is to create a complete solution that not only facilitates the adoption of commercial cloud technology but also ensures that this adoption is done in a secure and compliant manner, mitigating risks and maintaining data integrity.

2024 Recap

From the survey ran last year, the lowest performing areas for GCC* were **Communications**, and **Customer Support**. Some issues regarding bulk user management were called out as well.

To address these issues, the team has:

- Automated the retrieval of activity and event logs for User Access, Accounts and Compartment Management on CMP. Users can now self-monitor governance compliance, investigate configuration changes and ensure accountability **within minutes**, eliminating the need for ITSM support that previously required days for log retrieval.
- Delivered a custom solution to reduce overhead for agencies by eliminating the need for individual secondary CloudTrail subscriptions. This simplifies audit log management and reduces duplicated setup effort across WOG teams.

Additionally, the team is also currently working on a few items such as:

- Zero Standing Privileges (ZSP) solution for bulk management of users,
- Dev Forum integration for **community knowledge sharing**,
- Integration with DevConsole, a **unified service management platform** for GCC and all SGTS products within one portal.

These initiatives are in-progress, and we will share more details in the coming months.

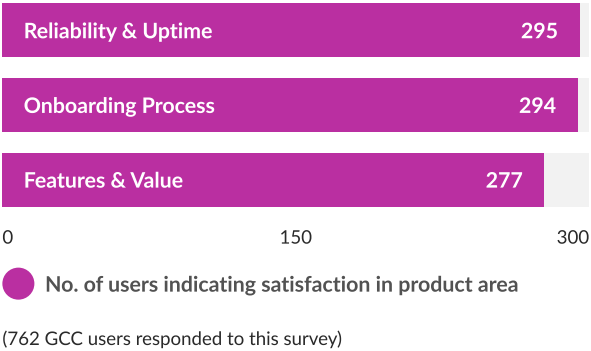
**CloudSCAPE was not included in last year's survey*

2025 Results

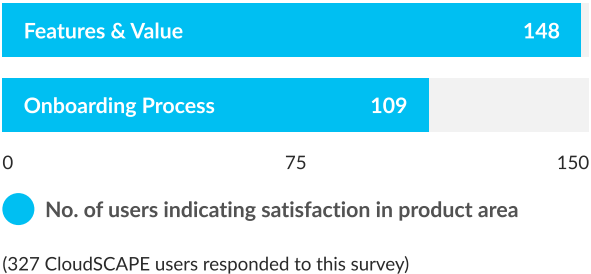
Overall, the areas which GCC users were most satisfied with were **Onboarding Process**, **Reliability & Uptime**, followed by **Features & Value**.

CloudSCAPE users were most satisfied with **Features & Value**, followed by **Onboarding**.

GCC



CloudSCAPE



Key Impact Areas

Onboarding and Ease-of-Use

- Users highlighted the simplicity and clarity of the setup process, the overall ease of navigation, and task completion.
- Many users appreciated the automated onboarding for all GCC 2.0 users (CloudSCAPE). The seamless user experience of the Dashboards was highlighted as well.
- Users also appreciated the feature parity with regular commercial cloud services, which improves feature adoption and usage.

High Reliability, Performance and Uptime

- Users appreciate that the GCC platform is very fast and highly performant.
- Quick and secure access via SEED was highlighted by users as well.

Enabling Modern, and Secure Cloud Capabilities at WOG level

- GCC helps users improve security and compliance of their applications, while providing access to a wide range of cloud services and functionality.
- Users appreciated that CloudSCAPE could show all issues with agency Cloud deployments, while also providing the remediation steps required; all within an easy-to-use dashboard.
- Overall, users also appreciated how both platforms helped to streamline processes and improve overall efficiency.

“A drastic improvement from GCC 1.0 CMP which could only be accessed from GSIB.”

“The ability to just go straight to using AWS / Azure to deploy software infrastructure is greatly appreciated.”

“Off load a lot of compliance and security issues we need to deal with if hosted in commercial cloud directly.”

“(CloudSCAPE) Properly informs about issues related to security posture. Providing documentation with corrective actions for resolution. Ensuring a good user experience through clear information and guidance.”

Areas for Improvement

The three areas that GCC and CloudSCAPE users were least satisfied with were Documentation, Communications, and Customer Support.

Documentation

GCC users mentioned difficulties in finding comprehensive, up-to-date, and relevant documentation.

Communications

GCC users highlighted a lack of clarity on support processes, updates, and the product roadmap. CloudSCAPE users similarly expressed issues with information and transparency on changes to CloudSCAPE rules.

Customer Support

User management for user access across multiple tenants, and limitations of the role-based access control system were mentioned as well.

Our Response

To address these concerns, we have implemented and planned several enhancements:

Improving Documentation

We're enhancing the documentation ecosystem through Dev Forum integration for community knowledge sharing, while improving existing documentation with frequently requested information gathered from various support channels.

Enhancing Communications and Support Access

GCC will be integrating with the new SGTS Help Center Portal, which will provide a single, unified service management portal across all SGTS products. CloudSCAPE will provide regular updates through the AgTM forum and newsletters to notify upcoming new rules or changes to explain the rationale and cybersecurity implications, which may include updated security protocols or compliance requirements.

Streamlining Service Management

CMP will be integrated with DevConsole, a unified service management platform that enables project teams to discover, subscribe and use all SGTS products seamlessly within one portal. Additionally, GCC team is testing a Zero Standing Privileges (ZSP) solution to simplify user management across multiple cloud environments and accounts. This initiative will provide agencies with a unified platform to control user access, enabling streamlined onboarding and offboarding processes across different cloud tenants through a single management interface.

Data Programme

A key goal with the SG Tech Stack is to establish a secure, compliant, and efficient digital infrastructure for Whole-of-Government (WOG). With our three products: **APEX Cloud**, **CFT (Cloud File Transfer)** and **Cloak**, government agencies can manage their digital services and transfer files securely, and also ensure that all data handling processes comply with stringent privacy standards. This synergy allows for the development and deployment of digital solutions that are both robust and responsible.

2024 Recap

From the survey ran last year, the lowest performing areas for APEX* were **Training**, **Documentation** and **Communications**. Some users expressed a desire for improved UI as well.

To address these issues, the team has:

- Launched a **refreshed UI portal** to simplify navigation, onboarding, and access to APEX features.
- **Improved structure of Documentation** related to Billing, Managing Users, Breaking Changes, and Key Tool Updates.

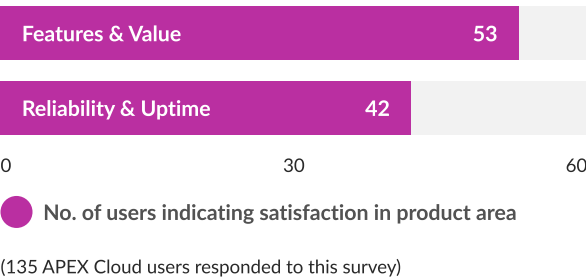
**CFT and Cloak were not included in last year's survey*

2025 Results

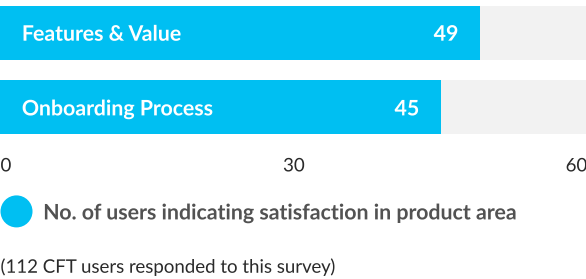
Overall, the areas users were most satisfied with were:

- **Features & Value** followed by **Reliability & Uptime** (for APEX Cloud),
- **Features & Value** and **Onboarding** (for CFT and Cloak).

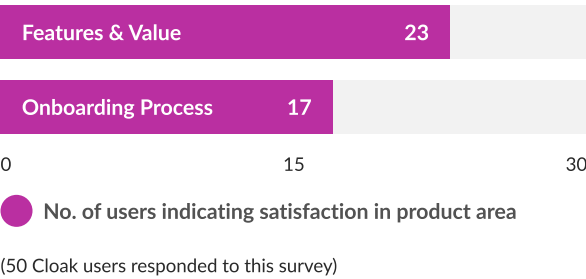
APEX Cloud



Cloud File Transfer (CFT)



Cloak



Key Impact Areas

Reliability of Data Transfers and Sharing

- Users appreciated the ability to transfer data securely and reliably (via API's or File Transfers).
- High Uptime and Availability of APEX Cloud was highlighted as well.

Customer Support and User Experience

- APEX users highlighted the responsive customer support they received.
- CFT users appreciated the ease-of-use of CFT; good documentation was highlighted as well.
- Cloak users appreciated the ability to sanitise data easily when needed, and highlighted the seamless User Experience as well.

“Reliable, Providing additional security layer while data transfers, Highly available” (APEX)

“CFT is quite simple and easy to use”

“Sleek UI/UX design, description of tools usage is clear and concise (Cloak)”

Areas for Improvement

The three areas* that APEX Cloud and CFT users were least satisfied with were **User Experience**, **Customer Support**, and **Communications**:

User Experience

The User Experience for APEX was highlighted as not

intuitive. APEX users also wanted the process of discovering and consuming APIs from other agencies to be more seamless. CFT users faced some issues with usability, such as timeouts from the CFT Portal. They also requested for improvements in tasks such as managing key expiry rotation and log retrieval.

Customer Support

APEX users expressed a desire for an improved customer support system; many faced challenges with slow response times and lack of clarity on where to get support for their issues.

Communications

CFT users also requested a broader feature set, such as Universal File Conversion, and support for a wider range of data sources such as Amazon S3 buckets.

Our Response

To address these concerns, we have implemented and planned several enhancements:

Improving User Experience

APEX Cloud has released a revamped UI that will help developers publish APIs in a shorter time and reduce error rates.

Enhancing Customer Support

APEX has integrated with the new SGTS Help Center Portal, which will provide a single, unified service management portal across all SGTS products. Multiple products have already onboarded (SHIP-HATS, StackOps, CStack, SEED/TechPass, and more) with more in the pipeline. GCC will integrate with this portal as well, further centralising service desk operations across the GCC and SGTS Product Catalogue.

Improving Communications

APEX launched a newsletter to frequently update new features to our users.

Developer Productivity Programme

One of our core aims with the **SG Tech Stack Suite** is to boost developer productivity by providing a streamlined, secure, and compliant environment for application development.

With **SHIP-HATS** and **Container Stack (CStack)**, we enable government teams to accelerate their development process. These two platforms emphasise automation and efficiency, with built-in compliance and security, allowing developers to focus on building and delivering products faster.

2024 Recap

From the survey ran last year, the lowest performing areas for SHIP-HATS were **Training**, **Documentation**, and **Customer Support**. Some performance issues related to Runners were called out as well.

For CStack, the lowest performing areas were **Training** and **Documentation**.

To address these issues, the team has:

- Enhanced SHIP-HATS training to include Persona based trainings for Project Managers, Business Analysts, DevSecOps Engineers.
- Introduced the **Runner Insights Dashboard** to provide real-time visibility into runner performance.
- SHIP-HATS migrated to **Jira and Confluence Cloud**, bringing enhanced SaaS-based performance improvements and scalability over previous Data Centre instances.
- Rolled out **Ask Spoon**, a **VICA-powered chatbot** integrated with **both SHIP-HATS and CStack documentation**, allowing developers to find relevant answers quickly via conversational search.
- **Improved structure of CStack Documentation** related to Getting Started and Advanced Workflows on the platform. Documentation was further enhanced with tutorial videos and sample repositories to reduce the learning curve for new users.
- **Introduced Plumber for CStack to automate onboarding requests**, reducing coordination over email and Jira, and shortening lead times for new users. This resulted in a quicker turnaround time for onboarding new projects in 2024.

2025 Results

When SHIP-HATS users were asked which area they were satisfied with, the top areas they selected were **Features & Value** followed by **Onboarding**.

SHIP-HATS

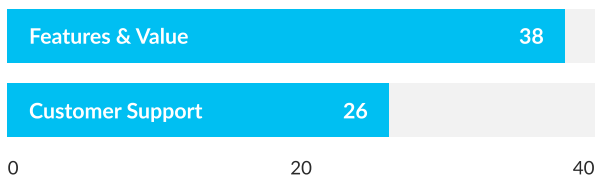


No. of users indicating satisfaction in product area

(603 SHIP-HATS users responded to this survey)

When CStack users were asked which area they were satisfied with, the top areas they selected were **Features & Value** followed by **Customer Support**.

CStack



No. of users indicating satisfaction in product area

(77 CStack users responded to this survey)

Key Impact Areas

Collaboration and Planning

Many customers were pleased with the features provided by tools such as Jira and Confluence, which helps teams to work more closely and helps to bridge the gap between internal teams and vendor developers.

Improvements to Development Workflow

- SHIP-HATS was highlighted as a valuable tool that helps to streamline the development process: facilitating automation, testing, and software delivery.
- The ease of use of CI/CD, together with the templates provided by the SHIP-HATS team helped users to set up their pipelines quickly.
- Additionally, tools such as Container Stack (CStack) allowed users to quickly prototype and deploy applications to GCC, which helped users iterate on their applications a lot more quickly.

Built-in Compliance, Improved Security

- Features such as the Compliance Framework helps users reduce workload in ensuring compliance standards are met.
- Automated testing features helped to ensure quality and security of applications.

"SHIP-HATS helped a lot with the collaboration between us and the vendors. At least there is now a shared space where we can track, update documentation together."

"SHIP-HATS helps to collaborate with fellow developers, regular scans to identify and mitigate vulnerabilities, automate several aspects of SDLC"

"CStack is excellent, love the work that the team does to make deploying simple apps easy. I've deployed so many apps on CStack to get me quickly from local prototyping to sharing it with users. Keep up the great work!!"

Areas for Improvement

The two areas that SHIP-HATS and CStack users were least satisfied with were Documentation and Support Experience:

Documentation

SHIP-HATS users highlighted difficulties in finding the right documentation when needed, indicating gaps in our information architecture and search functionality.

Support Experience

Both CStack and SHIP-HATS users want improved customer support experiences. For SHIP-HATS specifically, this included addressing subscription management issues and the disjointed experience of navigating multiple portals. Users also reported performance issues with runners affecting deployment speed and availability, which impacted the overall support experience.

Our Response

To directly address these concerns, we have implemented and planned several targeted improvements:

Improving Documentation Access

Both SHIP-HATS and CStack have integrated with the new SGTS Help Center Portal, which provides a single, unified support portal across all SGTS products. Multiple products have already onboarded (APEX, StackOps, Runtime, SEED/TechPass, and more) with additional products in the pipeline. GCC will integrate with this portal as well, further centralising service desk operations across the GCC and SGTS Product Catalogue.

Enhancing Support Experience

We're addressing the fragmented portal experience by integrating SHIP-HATS with DevConsole, a unified service management platform that enables project teams to discover, subscribe and use all SGTS products seamlessly within one portal. StackOps is currently integrated with DevConsole as well, with TechPass, CodeSCAPE and Cloud Management Platform (CMP) integration coming soon. To tackle performance issues, SHIP-HATS is providing high-specification runners to improve deployment times and overall user experience.

Expanding Platform Capabilities

CStack now offers a highly customised EKS setup to help users build and ship applications more quickly and easily, reducing the learning curve and support burden.

Developer Services

Our suite of Developer Services is meant for Developers to learn more about our tools, and to access them easily. The two services covered in this survey are **SEED** and **Developer Portal**.

SEED (Security Suite for Engineering Endpoint Devices)

SEED is the Singapore Government's implementation of an Identity and Access Management (IAM) and zero trust platform, ensuring the security of engineering resources against unauthorized access to SGTS services.

2024 Recap

From the survey ran last year, the lowest performing areas for SEED were **Training, Documentation**. While overall onboarding satisfaction was high, many users highlighted issues with resolving and troubleshooting issues during setup.

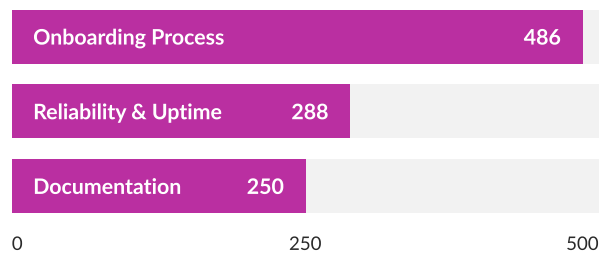
To address these issues, the team has:

- Provided clearer step-by-step guides on documentation.
- Deconflicted documentations across the related products.

2025 Findings

The areas that SEED users were most satisfied with were **Onboarding, Reliability & Uptime**, followed by **Documentation**.

SEED



● No. of users indicating satisfaction in product area

(961 SEED users responded to this survey)

Key Impact Areas

Clear Onboarding Process, Comprehensive Documentation

- Users appreciated the straightforward and efficient onboarding process.
- They also highlighted the comprehensive documentation: including guides, visuals, and troubleshooting sections, which enabled self-service and quick resolution of issues.

Reliability and Performance

- Users appreciated the high reliability and performance of SEED with minimal downtime, enabling quick and easy access to SGTS/GCC resources.

“Easy to use. Good to have zero trust rather than network layer only VPN.”

“Quick references in the documentations and lots of visuals (screenshots) of common issues facilitates me to self-help rather than going direct to support.”

User Experience

We are working to improve this and will share more details soon.

Areas for Improvement

The two areas that SEED users were least satisfied with were **User Experience**, and **Communication and Transparency**

User Experience

Users requested better integration with existing workflows (e.g., accessing email and Teams), reducing the need for multiple VPNs, and streamlining login processes.

Communication and Transparency

Users highlighted the need for more proactive and timely communication regarding product updates, scheduled maintenance, changes in terms, and the overall roadmap of SEED and TechPass.

Our Response

To address these concerns, we have implemented and planned several enhancements:

Enhancing Communication and Transparency

We are providing notifications through more channels and publishing more information on the Documentation Portal.

Singapore Government Developer Portal

The Developer Portal is aimed at introducing new GovTech Singapore products and services for use by all government agencies, and to provide a range of technical information about these products and services in one easy-to-navigate online repository.

2024 Recap

- **User satisfaction** with the Developer Portal **improved**, with a score of **4.78 / 6.00** (a 3.2% increase from 2023)
- Users expressed desire in 2 key areas: **Search and Navigation**, and more **Developer-Focused content**.
- To address these issues, the team has:
 - Enhanced the Search and Developer Portal **Product Information Architecture** for better content discoverability.
 - Improved content quality and usefulness by **collaborating with content owners**.
 - Streamlined feedback process, reducing response time for enquiries.

Key Impact Areas

- **User satisfaction** with the Developer Portal **remained high**, with a score of **4.85 / 6.00** (a 1.4% increase from last year).
- Users expressed high interest in the following 3 areas for the Developer Portal:
 - Technical Documentation,
 - Product Information, and
 - Guidelines.

Areas for Improvement

The two areas that Developer Portal users were least satisfied with were **Search and Navigation**, and

Documentation:

Search and Navigation

Many users mentioned that search result relevance could be improved, and the search experience should be more intuitive as well.

Documentation

Users expressed that the current documentation are insufficient and not detailed enough. They requested more in-depth guides, practical examples, code snippets, and troubleshooting FAQs.

Our Response

To address these concerns, we have implemented and planned several enhancements:

Improving Search and Navigation

We enhanced search functionality with intelligent query suggestions to improve result relevance and user experience. We also revamped the "All products" page to Central products catalogue to improve product discoverability.

Enhancing Documentation

We migrated to Optical CMS which accelerates content time-to-market - enabling product teams to deliver useful content faster.

Resiliency Programme

With **StackOps**, our goal is to improve system resiliency by enhancing observability and supporting Site Reliability Engineering (SRE). This enables agencies to easily track system health and view insights into application performance.

2024 Recap

From the survey ran last year, the lowest performing areas for StackOps were **Communications**, **Documentation** and **Training**.

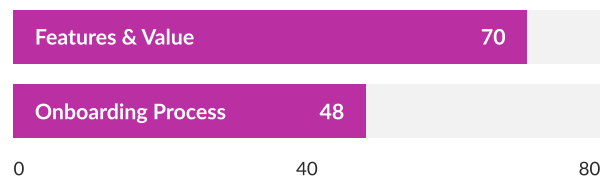
To address these issues, the team has:

- Improved **structure of Documentation** related to Billing, Managing Users, Breaking Changes, and Key Tool Updates.
- Rolled out **Ask Spoon**, a **VICA-powered chatbot** integrated with Documentation from StackOps SHIP-HATS and CStack, allowing developers to find relevant answers quickly via conversational search.
- Carried out **StackOps training Programme**, enabling over 400 participants to enhance their monitoring skills and maximize StackOps' potential.

2025 Results

Overall, StackOps users were most satisfied with the **Features & Value** provided, followed by **Onboarding Process**.

StackOps



● No. of users indicating satisfaction in product area

(163 StackOps users responded to this survey)

Key Impact Areas

Visibility into operational data, as well as security posture and compliance status of applications

- Users appreciate the real-time monitoring and logging capabilities of StackOps, allowing them to troubleshoot issues quickly.
- Observability Accelerator was a feature highlighted by users as well.

Onboarding Experience and Support

- StackOps onboarding was highlighted by some users: the automation of the billing, administration and deployment of resources helped users to simplify their work.
- Support received was highlighted by a few users too: the expertise and speed of the support given was appreciated.

"StackOps has helped a lot in troubleshooting production issues in several ways: we didn't have to request Infra for logs from production servers, logs are instantly available along with historical data...able to receive alerts real time"

"Onboarding to a StackOps cluster is seamless, as they wrapped and automated the billing, administration and deployment of elastic clusters for us. The Service Requests are handled quickly with a strong and technical helpdesk and engineering team."

Improving User Experience

We launched StackOps Observability Accelerator (SOA), simplifying and automating the monitoring setup by reducing configuration time, and included it in our training curriculum. We also enabled Autoscaling feature for new Production Deployments to ensure automatic resource scaling for production environments to help manage varying workloads more efficiently.

Enhancing Communications

We conducted Cost Optimisation webinar, published guidelines and implemented cost optimisation clinics, targeting the top 10 highest spenders to drive impactful support and engagement. Support team has been equipped with an optimisation framework and SOPs to assist tenants with cost optimisation and sizing requests, while also highlighting any potential performance implications.

Areas for Improvement

The 2 areas that StackOps users were least satisfied with were **User Experience** and **Communications**.

User Experience

Some users found it challenging to configure and manage their Elastic clusters, especially with regards to optimising size and performance.

Communications

Users felt that communications on cost optimisation and sizing could be improved as well.

Our Response

To address these concerns, we have implemented and planned several enhancements:

Looking Forward



Realising the Value of an Integrated Tech Stack

As our product suite matures, users are increasingly experiencing the compounding benefits of an integrated government technology stack. Rather than managing disparate tools, development teams report smoother workflows where security, compliance, and productivity capabilities reinforce each other across the development lifecycle. This growing recognition of systemic value positions us well for broader adoption but also presents new challenges as we scale.

This feedback confirms we're moving in the right direction, helping agencies deliver better applications more efficiently. However, scaling these capabilities presents ongoing challenges that require strategic attention.

Maintaining Competitive Edge with Commercial Standards

A key challenge emerging from user feedback is balancing built-in compliance and security with the latest commercial tool capabilities. Vendor teams accustomed to cutting-edge commercial solutions expect our platforms to match both the functionality and user experience they're familiar with, without additional overhead.

Users particularly value access to emerging AI functionalities, such as automated code review, and expect our platforms to support these innovations while maintaining security standards. To address this, we're implementing several strategic initiatives:

- The AI Coding Assistant Programme has successfully implemented a range of AI-powered tools to boost developer productivity. It is also facilitating the adoption of agentic and other advanced capabilities, ensuring government developers can leverage AI in a secure and responsible manner. The upcoming APEX Marketplace will enable seamless government-to-business collaboration, allowing agencies to connect with external partners more effectively.
- Most significantly, GCC is modernising service management through comprehensive self-service automation on CMP. Key enhancements include automated GCP service requests, streamlined cross-agency account transfers, and API-as-a-Service (APIaaS) implementation. This transformation converts manual processes that previously required days into instant digital workflows completed in minutes, while eliminating third-party costs and improving user experience.

These investments ensure our platforms remain competitive with commercial standards while delivering the security and compliance government agencies require.

