

Dare to DevOps

Tenfold increase in request resolution, with 80% reduction in overhead

TenderNed, a nationwide online marketplace used by the Dutch government, handles €86 billion in public procurement processes annually.

Faced with legislation and user demands changing faster than the platform, TenderNed decided to adopt an Agile approach to improve efficiency and reduce overhead in development. They were among the first in the central government to modernize using Agile and DevOps, quickly overhauling their software development process to integrate management, continuous development, and testing.

Over just five years, the DevOps team saw dramatic results: software code size reduced by 30%, resolution of change requests increased from 10 to 110, and weekly incidents went down more than 90%.

Development of new features was accelerated, and the team sped up their quarterly release cycle to a fortnightly cadence. All of this with a drastic reduction in overhead of over 80%.

TenderNed is now recognized as the most user-friendly tendering system in the Netherlands. We submit this: The TenderNed transformation was a win for collaboration, transparency, and agility in public service delivery.

“TenderNed has proved that DevOps development can be highly effective for large government ICT projects. Together with Sogeti, we’ve made significant improvements in both software development and public service delivery.”

Wim Leenaarts,
Team & Product Manager, TenderNed

“Our teams have done an excellent job. Alongside TenderNed, they not only made the application more robust and stable but initiated a positive spiral of continuous software improvement.”

Dick Boumans,
Scrummaster and Agile Coach, Sogeti NL

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