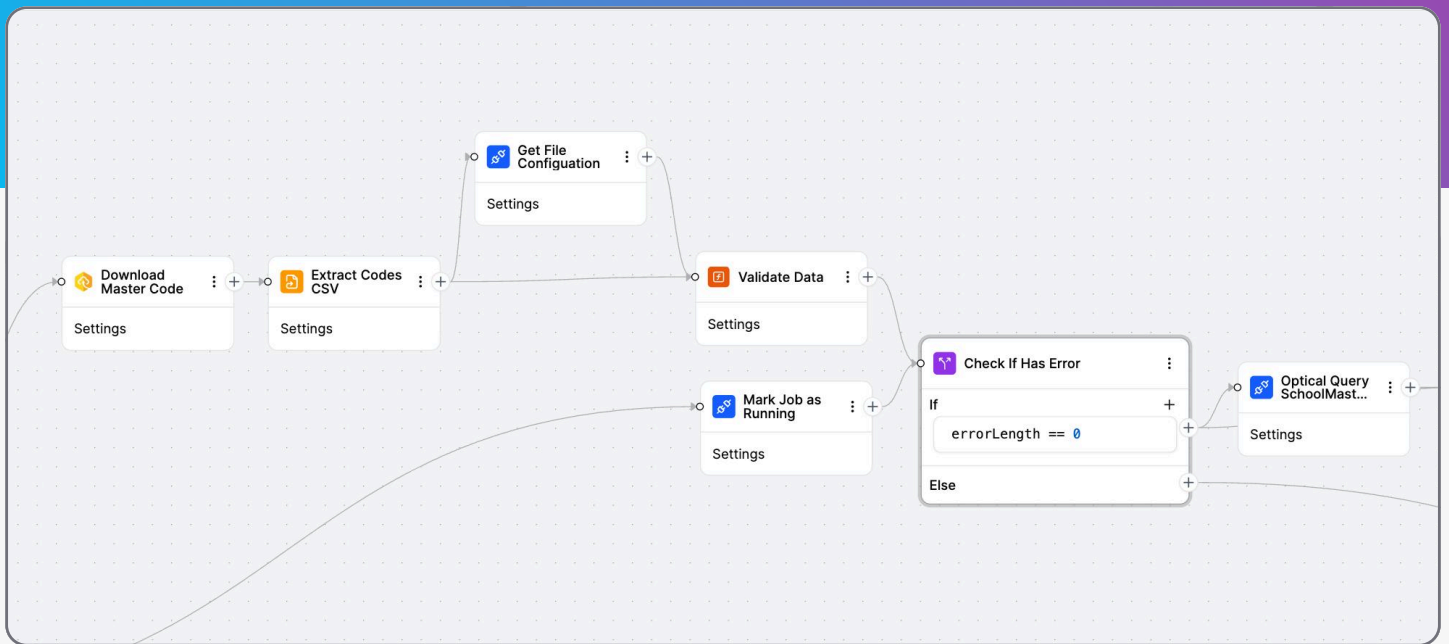


From weeks to hours: How Opus shortened resolution time for MOE's SchoolFinder



A snapshot of the workflow: Data file is retrieved, validated for accuracy, and any discrepancies are resolved against the source before moving to the next.

How has Opus helped MOE?

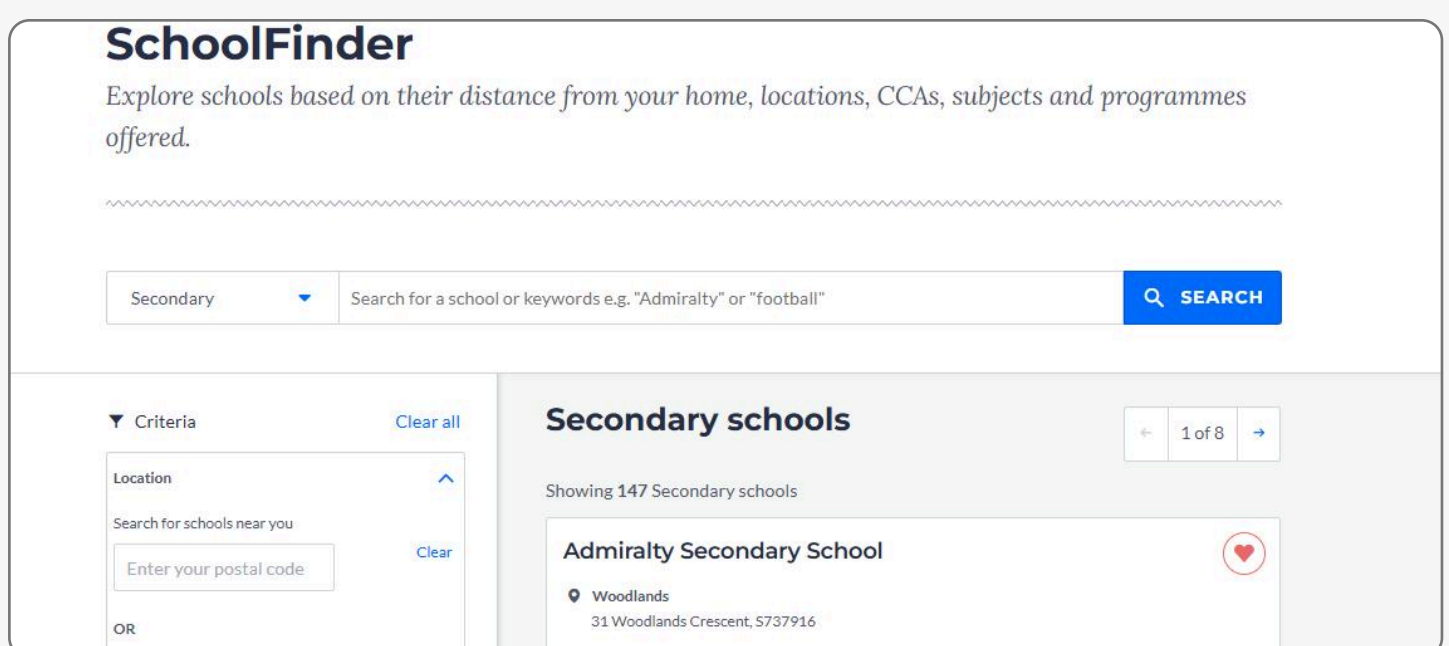
MOE's SchoolFinder helps parents and students search and shortlist schools for informed decision-making at key education milestones. Behind the scenes, it relies on daily updates from MOE's internal systems to keep the data on SchoolFinder accurate.

In the past, with the workflow sitting on the vendor's side, resolving issues meant raising a service request and waiting up to 3–4 weeks for investigation and fixes — a long time when parents are relying on accurate information.

Using Opus to rebuild the backend workflow, the MOE team now has access to a clear, visual dashboard which shows exactly where data flows, where error occurs, and what needs fixing. This visibility allows the team to identify and address issues far more quickly, without having to wait weeks for answers.

“With this visibility, we have control over the workflow and can rectify errors in a much shorter time as compared to previous setup.”

Joy Tan
Customer Experience Design, Student Placement and Services Division



The validated data is then automatically populated on MOE's SchoolFinder, allowing users to browse accurate and up-to-date school information.

“Opus enables us to better leverage the SG Tech Stack as a whole. Instead of adopting tools individually, we can connect them through a unified workflow to drive meaningful outcomes. We're also grateful to the Opus team for their strong support throughout the pilot phase.”

Johnny Lim
Senior Solution Architect, Digital Excellence & Products Division



How this may benefit other agencies

Agencies managing data-heavy, citizen-facing use cases can leverage Opus to streamline workflows, improve operational visibility, and resolve issues more efficiently — all while continuing to work with their existing vendors.

- Transform implementations into more transparent, auditable workflows
- Improve operational response time when issues arise
- Reduce reliance on vendor-side troubleshooting while maintaining collaboration
- Reuse SG Tech stack to speed up integration and future projects
- Optimise long-term maintenance costs through GovTech platforms

If your agency relies on custom code or vendor-managed processes to keep citizen-facing data accurate, MOE's approach with SchoolFinder is worth a closer look.

Brought to you by: **Opus**