

The Tide

Welcome to Xoserve's monthly Project Trident newsletter, **The Tide**, providing a summary of our progress, sharing updates and upcoming work as we work through our UK Link modernisation project together.

To ensure you can access the latest information, we are maintaining our [Project Trident homepage](#) with all the latest materials, including our active Project Trident Q&A log.

Trident's top three: Headlines for the month

1. Project Trident Procurement Progress Customer Briefing scheduled for 27 May
2. One Year On – Project Trident Steering Committee Customer Advisor Engagement Review
3. Project Trident Solution Definition Phase 2 begins

1. Project Trident Procurement Progress Customer Briefing scheduled for 27 May

DSC Contract Managers and their nominated Engagement Representatives should have received an invite to a Project Trident Procurement Progress Briefing taking place on 27 May, 16:00 -16:45.

The purpose of this session is to share progress on our procurement process from:

1. The Project Trident team;
2. Our Independent Project Assurance Partner;
3. The Project Trident Steering Committee Customer Advisors.

During this session, we will be sharing the first dedicated Project Trident procurement Independent Project Assurance (IPA) report. The reports, announced in the last issue of [The Tide](#), will give a clear overview of the procurement process without sharing commercially sensitive information.

If you have not received an invitation and believe you should have done so, please contact the Project Trident Engagement and Communications team at communications@xoserve.com.

2. One Year On – Project Trident Steering Committee Customer Advisor Engagement Review

As we approach the one-year anniversary of the Project Trident Steering Committee Customer Advisor role in June, we are undertaking a review of how the role engages with Project Trident Customers. The purpose of this review is to better understand what is working well and identify opportunities for improvement, which will help shape the engagement as we progress towards Project Trident's Full Business Case (FBC).

To support this, we will be inviting customers to discuss how we can shape engagement with them in drop-in sessions, and by completing a short survey running from 1 June 2026 - 31 July 2026. The survey contains fewer than 10 questions and should take no more than 10 minutes to complete. Your feedback will play an important role in helping us refine and strengthen the way Project Trident Customer Advisors engage, and encourage more two-way engagement.

This survey will be aimed at the DSC Contract Managers & Nominated Engagement Representatives. Please look out for the email inviting participation in the coming weeks. We encourage you to share your honest feedback, and thank you in advance for taking the time to participate.

If you have any questions, please don't hesitate to get in touch by emailing communications@xoserve.com.

3. Project Trident Solution Definition Phase 2 begins

The second phase of Project Trident's Solution Definition workstream has kicked off. Between now and the end of 2026, this work will focus on the following three objectives:

- Testing integration of S/4 HANA with UK Link Core connected systems (Marketflow and SAP PO)
- Setting up a parallel, duplicate environment (Sandbox) to UK Link

- Exploring options for data and microservices to enable benefits in operability, flexibility and long-term value.

The benefits for Project Trident, our Customers and the Industry of this work are:

- **Derisking the Project Trident migration to S/4 HANA** – this work will support us to validate the near-zero down time approach and show how key systems will interact with S/4 HANA.
- **More certainty on time required for migration** – it will enable us to test and validate requirements for code remediation and UK Link functionality safely and early.
- **Exploring solution options for our Evolve stage** – the sandbox will enable us to test future options for UK Link.

Further information on Solution Definition Phase 2 will be shared at the Xoserve Stakeholder Engagement Day on 3 June and circulated after the event.

If you would like to find out more about the Solution Definition project, there is a specific write up in section 5.2.2 of the Project Trident Outline Business Case - [Xoserve Project Trident Outline Business Case – January 2026](#).

Stay in touch

If you have any feedback on the newsletter, its content or what you'd like to see next, please email us via communications@xoserve.com. Otherwise stay tuned for more updates and thank you for your continued support.

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