



## Xoserve

12<sup>th</sup> October 2021

### **Re: 2022 Business Plan Consultation on Draft Plan**

Thank you for the opportunity to provide feedback on the proposed business plan for 2022. However, we would firstly like to say thank you to Xoserve/Correla for your hard work over the last few weeks dealing with all the SoLR events. The teams have kept us informed at all points and provided information in a timely and efficient manner.

With regards to BP22 we are once again pleased to see the level of communication and access to information that Xoserve have provided as part of the review period.

As this business plan sets out the final year of each investment area originally proposed in BP20 there is nothing specific that we wish to highlight.

We are pleased to see the reduction in MTB costs as previously committed to and understand that the breakdown of these costs is confidential. However, these costs now include the cost of outsourcing CDSP obligations/services to Correla, which raises the question *are we getting the right level of information?*

**Opening up our data**, is one of the investment areas we strongly support. However, the DDP journey from a DN perspective has not moved as quickly as we would like. We have had to pay for separate reports that are on the roadmap for DPP but ideally should have been built into the platform by now. We are keen to see the progression of this platform to address more of the pain points for DNs, especially in the finance area.

With regards to CMS rebuild funding, our main priority is having a system that is fit for purpose that streamlines the current inefficient industry processes. We have no preference on how this is funded.

Yours sincerely,

By email  
**Helen Chandler**  
**Market Services Manager (Xoserve Contract)**



