



Welcome to #7 of The Tide 🌊, Xoserve's monthly newsletter, providing a summary of our progress, sharing updates and upcoming work as we navigate the waters of 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: Our headlines for the month

1. Action required for DSC Contract Managers to register attendees for the Project Trident Workshops on UK Link pain points
2. Project Trident Customer Advisors appointed to Steering Group
3. Customer Engagement survey closed and data points gathered

1. Action required for DSC Contract Managers to register attendees for the Project Trident Workshops on UK Link pain points

Project Trident is asking DSC Contract Managers to nominate relevant individuals within their organisations to take part in our upcoming workshops.

As announced within April's edition of the Project Trident newsletter in The Tide, Moorhouse Consulting has been engaged to work with customers to identify and validate key customer pain points with UK Link, as part of Project Trident. During a webinar on 15 May, we shared details on the upcoming series of customer workshops, taking place during June and July 2025. The purposes of these workshops are:

1. To validate known customer pain points around UK Link and to understand the frequency and severity of these from a user perspective.
2. To identify any new or previously undocumented pain points, and/or any existing workarounds being adopted by users to navigate UK Link issues or limitations, highlighting any discrepancies between our internal understanding and your user experiences.

3. To clarify what customers can expect from Project Trident and how your feedback will be used to influence future changes.

To take part in these workshops, DSC Contract Managers and Project Trident Engagement Representatives need to consider the role profiles and complete the registration form below. The workshops will be taking place virtually on the dates and times shared within the schedule.

Role Profiles

Registration Form

Workshop	Audience	Role Profiles	Date	Time
Large Shipper 1	Large Shippers	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 03 June	2pm - 4pm (2h)
Large Shipper 2	Large Shippers	Solution Architect, Operations Expert, Contract Manager (Optional)	Weds 04 June	1pm - 3pm (2h)
GTs	GTs	Solution Architect, Network Analyst, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 10 June	9.30am - 12.30pm (3h)
I&C Shipper 1	I&C Shippers	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 24 June	3pm - 5pm (2h)
I&C Shipper 2	I&C Shippers	Solution Architect, Operations Expert, Contract Manager (Optional)	Thurs 26 June	10am - 12pm (2h)
Other Shippers and Service Providers 1	Other Shippers & SPs	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 01 July	3pm - 5pm (2h)
Other Shippers and Service Providers 2	Other Shippers & SPs	Solution Architect, Operations Expert, Contract Manager (Optional)	Wed 02 July	3pm - 5pm (2h)
IGTs	IGTs	Solution Architect, SPA Expert, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Mon 07 July	2pm - 5pm (3h)

In preparation for these workshops, we will be holding an optional Project Trident refresher session on 27 May, 13:00 – 13:45, which will be recorded. The purpose of this session is to provide an overview of the Project for workshop attendees who have not yet interacted with Project Trident. The invite will be shared with DSC Customers and all registered attendees to the workshops.

2. Project Trident Customer Advisors appointed to Steering Group

We are happy to provide an update on the appointment of our Customer Advisors.

[In January](#), we published our plans to further mature our governance structure for Project Trident with two planned additions:

1. Independent programme assurance &
2. Customer representatives for our Steering Group.

[In April](#), we published our appointment of PWC as our independent programme assurance partner. We additionally expected to appoint one or more independent representatives to the Steering Committee to provide the voice of the customer within this forum. We

originally sought to find one individual to represent all customers and for customers to be part of the selection panel. We consulted the market through Q1 2025 to shape this role.

Due to not finding an available candidate after engaging with the market from February 2025, we intend to speed up the process by appointing two advisors on a 6-month trial basis. Whilst we continue to look to secure a longer-term solution, we are happy to share that this will take the form of two roles:

- **Customer Advisor – Shippers** who provides the voice of the gas shippers.
- **Customer Advisor – Transporters** who provides the voice of the Gas Transporters and Independent Gas Transporters (IGTs).

While the ultimate oversight and decision-maker for Project Trident is the Xoserve Board, and the customer nominated directors, inclusion of the Customer Advisors in steering will aid transparency and allow input from you, our stakeholders.

We are in the process of confirming appropriate agreements with our two new Steering Group members and plan to introduce them within the next edition of the Tide and in an upcoming optional webinar in June.

Please find attached our [updated governance structure](#) available on the Project Trident homepage.



3. Project Trident Engagement survey now closed, and data points gathered

Within April, we launched a customer engagement survey focused on gaining your insights and direct experiences with the three potential options that we are currently focusing on for Project Trident:

- **SAP Renewal (S/4HANA):** Buy and rebuild SAP to run the next generation of SAP's product suite (S/4HANA). No in situ upgrade available.
- **Self-Build:** Build own solution specific to Xoserve's requirements and business processes.
- **Hybrid:** Build and buy. Buy a packaged product and build significant parts of the solution.

Within a short survey, we asked to hear from any organisation who has had recent experience with a migration from SAP (in particular ECC6-ISU) or any other large re-platforming programmes. This survey has now closed, and we want to share a big thank you to the organisations who responded.

Our next steps are to hold follow up lessons learned sessions with all who responded and are happy to share further with us. These valuable insights will input into our Project Trident solution definitions phase as we begin to evaluate the estimated customer impact of these options. We expect to be able to share a preferred hypothesis for the route in which Project Trident will take within our Outline Business Case.

Stay in touch

If you have any early feedback on the newsletter, it's 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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