



Welcome to #5 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. **Project Trident Project Support Services Partner is appointed**
2. **Project Trident project set-up audit is complete**
3. **Project Trident Economic Case options are being refined**

1. Project Support Services Partner appointed

The Project Trident team has continued to build the skills and experience necessary to deliver the UK Link modernisation programme. We can now confirm that [Credera](#) has been appointed as our **Project Support Services Partner**.

Credera's role will be to support the Xoserve project team in the operation and management of Project Trident. They will help Xoserve with Project Management & Governance, Stakeholder Engagement, Commercial guidance, Operating Model support and Design & Architecture for the future UK Link.

They bring a wealth of experience in operating successful and similar HMG Greenbook IT procurement programmes such as within the Government of Jersey, and programmes within similar organisations such as Elexon.



C R E D E R A

2. Project Trident project set-up audit is complete

Between February and start of March 2025, an internal audit, conducted by an independent third-party, took place in Project Trident. This particularly focused:

- Programme set-up of Project Trident;
- Governance;
- Workstreams for Stakeholder Engagement, Technical Architecture, Business Architecture and Commercial & procurement; and,
- The largest risks that need to be mitigated for Project Trident.

Results will be first presented to the Contract Management Committee (CoMC) in May, as part of the standard reporting of internal audit activity.



3. Project Trident Economic Case options are being refined

Following the Market Engagement exercise, as highlighted within #3 of the Tide in January, we have completed further refinement of our possible solutions to underpin our future UK Link solution.

Within the Strategic Outline Case, the options to the right are presented within our Economic Case. This is helping us to build the Outline Business Case.

Our Architecture Review Board has recommended down-selecting the number of options from six down to three. These down-selected options are;

- **C.) SAP Renewal (S/4HANA)**
- **E.) Self-Build**
- **F.) Hybrid**

Our next focus is to narrow down solution options C, E and F further by understanding the timelines, costs, risks and implications before we move into procurement.

A	Do Nothing	Remain on the current Core product. Maintain the service without support from SAP or any third party.
B	Extended Support	Remain on the current Core product. Buy extended support from SAP or contract with a third party for support.
C	SAP Renewal	Buy and rebuild SAP to run on the next generation of SAP's product suite (S/4HANA). No in situ upgrade available.
D	Alternative ERP Package	Buy an alternative to SAP product, either new entrant such as Kraken, Ensek, or established product such as Salesforce, and rebuild.
E	Self-Build	Build own solution specific to Xoserve's requirements and business processes.
F	Hybrid	Build and Buy. Buy a packaged product and build significant parts of the solution.

We are also making good progress on the documentation of our As-Is analysis – with customer workshops planned to take place in H1 this year to support us to validate our understanding of pain-points within the current solution. Contract Managers will be given six-weeks' notice of in-person workshops that will take place.

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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