

OUR VISION:

Delivering the gas industry’s digital heartbeat, using data for consumer benefit and accelerating net zero progress



TRUST



INNOVATE



DELIVER

Vision and Customer Commitment

Xoserve builds trust by strengthening Customer relationships, transparency, and accountability across the organisation.

This is achieved through structured Customer engagement, clear communication, independent assurance, and strong governance led by Xoserve’s Leadership Team (XLT).

Dedicated roles such as Service Managers and Customer Engagement Managers ensure consistent ownership, while improved access to expertise and open feedback channels reinforce confidence in both decision making and delivery.

Innovation is driven through strategic insight, transformation capability, and a forward-looking approach to technology, data, and the energy landscape.

Functions such as Enterprise Architecture, Industry Projects, and the Finance & Transformation Directorate enable Xoserve to anticipate change, shape future solutions, and support new opportunities.

Investment in skills, digitalisation, and decarbonisation ensures the organisation continues to evolve and adapt to emerging industry needs.

Delivery is enabled through a coordinated, structured, and accountable operating model that brings together people, processes, and partners.

Strengthened commercial, financial, and transformation capabilities ensure effective prioritisation, governance, and execution of both BAU services and major change.

Clear ownership, improved planning discipline, and a focus on value for money underpin consistent, reliable delivery of outcomes for Customers.

Core Service Delivery

Core Service Delivery builds trust by ensuring the safe, reliable, and consistent operation of critical CDSP services that the gas market depends on every day.

Through a focus on stability, resilience, and transparent engagement with Customers, Xoserve demonstrates accountability while maintaining strong governance and responsiveness to operational and regulatory demand.

Innovation is embedded through the continuous improvement of core platforms and services, ensuring they evolve alongside changing market, regulatory, and Customer needs.

By modernising systems such as UK Link and Gemini, reducing technical risk, and enabling more flexible approaches to change delivery, Xoserve creates a foundation that supports future capabilities and industry evolution.

Delivery is achieved by maintaining high performing, resilient services today while systematically enhancing them for the future.

Through structured investment, proactive maintenance, and coordinated change delivery, Xoserve ensures that core platforms remain secure, compliant, and fit for purpose, enabling dependable day to day operations alongside the efficient implementation of ongoing Service Enhancements.

Strategic Delivery

Strategic Delivery builds trust by providing clear direction, governance, and oversight of complex, large scale change across Xoserve and its partners.

By strengthening commercial capability, establishing more robust multi supplier arrangements, and ensuring alignment with regulatory priorities such as Code Reform, the organisation demonstrates control, transparency, and accountability in how major programmes are shaped and delivered.

Innovation is driven through the orchestration of transformation programmes that respond to evolving industry, regulatory, and market demands.

By integrating strategic initiatives such as transformation partnerships, future service models, and emerging roles like Code Manager, Xoserve is positioning itself to enable new capabilities, embrace new technologies, and support the transition to a more dynamic, data driven and sustainable energy system.

Delivery is achieved through a coordinated, portfolio led approach that brings together commercial, technical, and operational change into a single, aligned roadmap.

By strengthening governance, supplier management, and programme execution, Strategic Delivery ensures that complex initiatives, such as major system transformation and new market arrangements, are delivered in a controlled, sequenced, and outcome focused way, balancing risk while enabling long term value for Customers and the wider industry