

# The Tide

Welcome to #10 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 preferred hypothesis – All DSC organisations are invited to contribute to the customer consultation.
2. UK Link Pain Point final report is published to DSC Customers and workshop attendees.
3. Project Trident Steering Group Customer Advisors sessions scheduled from September 2025.

---

### **1. Project Trident preferred hypothesis – All DSC organisations are invited to contribute to the customer consultation.**

On 30 July, Project Trident has launched a customer consultation on its preferred hypothesis.

The preferred hypothesis *is the option that is currently favoured over others based on research and evidence indicating that this best meets the needs of Project Trident*. Our research and evidence to date includes input from customer interviews and contributions within the UK Link Pain Point workshops. All options are still subject to continuing research including input from customers, our Independent Assurance Partner and our Customer Advisors so that we confidently reach the best outcome.

For further information on the preferred hypothesis, [please find attached the customer briefing here presentation here](#).

We are inviting all DSC customers to contribution towards the consultation between **30 July and 12 September**:

- **Online surveys:**
  - [Lessons learned & insights survey](#): If your organisation has recently undergone an IT transformation, such as changing your SAP core, and haven't yet shared your experience with us, please share your insights via this survey.
  - [General survey](#): For all DSC contract organisations, please complete this short survey on what would help give you confidence in a preferred option for Project Trident.
- **Preferred hypothesis customer workshop**: On Friday 05 September, 10:00 – 12:00, we will be holding a virtual workshop for DSC customers to gather customer feedback on the preferred hypothesis. [Register for this workshop here](#).
- **Written feedback & questions to Stakeholder Engagement Team & Customer Advisors**: Please share feedback and questions with the Project Trident Stakeholder Engagement team via [communications@xoserve.com](mailto:communications@xoserve.com) or the relevant Customer Advisor:
  - Customer Advisor Shippers: Gareth Evans, [gareth@waterswye.co.uk](mailto:gareth@waterswye.co.uk)
  - Customer Advisor Transporters: Matthew Little, [mlittle@northerngas.co.uk](mailto:mlittle@northerngas.co.uk)

[Register to attend the workshop here](#)

---

## **2. UK Link Pain Point final report is published to DSC Customers and workshop attendees**

The final report from the series of UK Link Pain Point workshops was shared with our DSC Contract Managers and workshop attendees on 14 August. If you are a DSC Contract Manager or attended the workshops and haven't received a link to this report, please contact [communications@xoserve.com](mailto:communications@xoserve.com).

Xoserve commissioned Moorhouse Consulting to produce an independent report on our customers' pain points with UK Link as part of Project Trident. These findings will form part of our work in defining the future UK Link solution and identifying opportunities to continually improve the CDSP service.

The series of customer workshops got underway on 3 June; with eight workshops held with 133 customer representatives attending through June and early July. An overview of

the sessions that took place and our objectives can be found on the Project Trident homepage [here](#).

**Thank you to our customers for their contributions to this report and within the workshops. Xoserve welcomes these findings, and they are supported across Xoserve, including the Xoserve Board and the Project Trident Customer Advisors. We are committed to seeking feasible solutions to improve services for our customers.**

Our next step will be to conduct assessments against all pain points raised to understand technical feasibility, costs, benefit and industry impact of potential solutions. All pain points will be reviewed fairly in line with DSC governance. Whilst some of the pain points raised will fall outside of Project Trident's agreed scope, our assessments will provide recommendations or business cases for where and when feasible solutions could be implemented. These could take place within BP26 or BAU DSC change in advance of Project Trident delivery, within Project Trident or post Project Trident delivery. We will use the process laid out in the Project Trident Change Impact Assessment & Control Approach shared within ChMC and CoMC in June.

We expect to share the outputs of these feasibility assessments with customers within Q4 2025 alongside the BP26 Business Planning cycle. We will need ongoing customer support to understand the strength of these business cases and look forward to working on them with you.

We are eager to ensure that this report accurately reflects customer views as shared in the workshops. Please contact [communications@xoserve.com](mailto:communications@xoserve.com) if you have any responses to the following questions:

- Do you have any questions on the UK Link Pain Point report?
- Do you feel the information included in the UK Link Pain Point Report accurately reflects the discussions from the workshops? Are there any areas you support or agree have been appropriately captured or, conversely, misrepresented?
- Do you have any questions or comments on Xoserve's next steps?



### 3. Project Trident Steering Group Customer Advisors sessions scheduled from September 2025.

**Project Trident appointed its Steering Committee Customer Advisors in June 2025.**

The purpose of the Customer Advisors is to bring a customer perspective to the highest level of Project Trident governance: building greater transparency, credibility and stakeholder trust within Project Trident decisions.

**Our Customer Advisors are:**

- **Customer Advisor – Shippers: Gareth Evans** is a Director of Waters Wye Associates, covering gas and power retail. Starting his career at Elexon, he has gone on to work for Total Gas and Power and, financial institution UBS before joining Water Wye Associates. In that time, he has developed a wide range of experience in both the UK and European power and gas Markets.
- **Customer Advisor – Transporters: Matthew Little** joined Northern Gas Networks (NGN) in 2007, working in the IT team as a Project Manager. He was appointed to the Senior Management Team in 2015. Matthew became Director of Innovation, Improvement and Information (3IG) in 2016. In this role, Matthew is responsible for the end-to-end operation and support of IT systems, driving the successful delivery of strategic project and programmes, and overseeing robust cyber security measures to safeguard the organisation. Matthew has successfully led numerous transformation programmes and driven forward complex, high-impact technology innovation changes.



[Within our introductory session in June](#), we shared our proposed approach for customers to contact their relevant advisors, including dedicated drop-in sessions

from September 2025. We will be taking differing approaches to reflect the differences between customer groups. Our first approach to trial will be to offer:

- For Transporters: attendance to dedicated Project Trident agenda topics within Constituency Calls for DNs and IGTs every two-months. These will take place within closed AOB sessions on the following dates:
  - IGT Constituency – 16 September
  - DN Constituency – 2/3 October
  - IGT Constituency – 25 November
  - DN Constituency – 4 December
- For Shippers: a Project Trident drop-in session once every two-months. These will be taking place:
  - 26 September: 10:00am - 10:45am
  - 28 November: 10:00am – 10:45am
  - 30 January: 10:00am – 10:45am

The primary contact for the Customer Advisors will remain via their existing email addresses using “Project Trident” within the subject line. Please expect a short delay to their responses.

- Gareth; [gareth@waterswye.co.uk](mailto:gareth@waterswye.co.uk)
- Matthew; [mlittle@northerngas.co.uk](mailto:mlittle@northerngas.co.uk)

## Stay in touch

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

Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, West Midlands B91 3DL, United Kingdom

[Unsubscribe](#) [Manage preferences](#)

