

The Tide

Welcome to Xoserve's monthly Project Trident newsletter, **The Tide**, providing a summary of our progress, sharing updates and upcoming work as we work through 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.

Trident's top three: Headlines for the month

1. **Accenture appointed as Xoserve's Transformation Partner**
2. **Solution Definition 2 continues its trial migration of both code and data**
3. **Xoserve's BP27 publishing 26 September**

1. Accenture appointed as Xoserve's Transformation Partner

As discussed within previous editions of [The Tide newsletter](#), we're pleased to let you know that Xoserve have appointed Accenture as its Transformation Partner.

Tranche A will outline Xoserve's detailed requirements, objectives, and evaluation criteria, which will help set the foundation and processes for Transformation, including its Technology Route map which incorporates aspects of Project Trident replacement of the UK Link core.

Accenture began working with Xoserve in September, in line with the planned timescales. We expect Tranche A's objectives to be complete early 2027.

Their appointment follows a robust procurement process. Accenture bring a strong track record of delivering transformation programmes within our sector, with valuable experience, expertise and an understanding of the opportunities and challenges Xoserve faces.

Working alongside Xoserve colleagues, the Transformation Partner will help Xoserve develop a clear Technology Route map, including supporting work on Project Trident. They will also help shape the future operating model and support planning of Xoserve's major transformation programmes over the coming years.

For Xoserve's Customers, this investment is about creating a stronger foundation for the future. It will help Xoserve make better-informed technology decisions, deliver change in a more coordinated and consistent way, and ensure our services continue to deliver BAU, while evolving to meet your needs.

This procurement work has been assured by our Independent Project Assurance Partner, PwC. Key aspects of their assurance will be shared as part of the second retrospective customer Independent Assurance Assessment (IPA) report, the first was shared in May when we launched the IPA process.

The appointment of Accenture is a significant step for Xoserve, and we'll continue to keep you updated as key milestones are reached.

2. Solution Definition 2 continues its trial migration of both code and data

In August, Solution Definition 2 has continued its trial migration of code and data from SAP ECC6 ISU to S/4HANA using SNP and smartShift tooling. The smartShift team have completed their automatic code remediation as part of on-going testing for viability for a new solution. This builds on what was discussed at the Stakeholder Engagement Day in June and the preferred option SAP Hybrid (as long as it is technically, commercially or financially viable), which was shared in the Outline Business Case.

As part of our approach to derisking Project Trident's activities, SNP have begun preparations for what different migration phases could look like. An uptime migration phase, is where migrations don't impact the system. A downtime migration phase, is where migrations can only be completed with the system down.

We know from Solution Definition 1, that we are simulating a Near Zero Downtime approach to help minimise any impact on live systems. This

continued exploration and testing before any work is undertaken on the UK Link system, is an important part of derisking for future activity.

Progress has also continued on establishing a parallel sandbox environment for UK Link. An assessment is underway to determine the effort required to replicate approximately 90% of the core UK Link landscape, enabling the creation of an equivalent, independent environment for testing and analysis. We expect to receive further clarity on delivery timescales during the coming months.

Alongside migration, the project has a second focus on analysis activities supporting the future Evolve phase. We have increased the scope of our Data Lake project and are looking at the opportunities available through modern, market-leading data platforms and tools.

The team is working with other Xoserve colleagues as it commences early data archiving assessment to identify best practices for data management. This work will evaluate how to balance cost optimisation with operational requirements, ensuring essential data remains readily accessible when needed.

3. Xoserve's BP2027 publishing 25 September

The first Draft of Xoserve's BP27 will be published on the 25 September, setting out the required scope and budget for the provision of Central Data Services Provider (CDSP) Services during the 2027-28 financial year and a forecast for the financial years 2028-29 and 2029-30.

BP27 Draft 1 builds on the [Final Statement of Planning Principles](#) (SPP). The draft reflects feedback gathered through Customer engagement, including Project Trident events, and consultation activities to date, and focuses on delivering measurable improvements in Customer value, service performance, and industry outcomes during 2027/28 and beyond.

The document sets out Project Trident's progress to-date and our focus for the next 12 months as we continue to build our understanding around migration and our two-phase approach to delivering Project Trident.

A BP27 Q&A webinar is being held on the 5 October. Invites have been sent to attendees and we ask if they could please accept the invitation to secure their place.

Stay in touch

If you have any feedback on the newsletter, its 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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