

# XOSERVE

Introduction to UK Link & Project Trident

March 2026

The bottom of the slide features a series of vibrant, multi-colored light trails in shades of blue, purple, and pink. These trails radiate from a central point at the bottom, creating a sense of depth and movement against the dark background.

# Contents

This presentation is designed for **everyone** involved with Project Trident, including Project team members, customers, and external stakeholders, to provide the following:

- An overview of UK Link;
- An overview of Project Trident from our Outline Business Case to our newsletters;
- Useful links to find more information on Project Trident.

# An overview of UK Link

At the core of these CDSP data processing capabilities is Xoserve's **UK Link system**.



Vol of files processed:


Inbound: 1,060,902,514  
Outbound: 1,613,469,476



1,590,694,544  
(1.6 billion)  
meter reads processed

Gross Value of all  
Transportation invoices:  
£7,638,513,998  
(7.6 billion)

  
25Million+  
Meter points

  
7,383,504  
(7.4 million)  
Shipper transfers  
processed

Net value of all energy  
balance invoices (EBIs)  
£10,830,099



188,879,765  
Aqs processed  
successfully




Vol of invoices issued:  
32,639  
(22 types)



Asset updates  
processed:  
4,707,348  
(4.7 million)



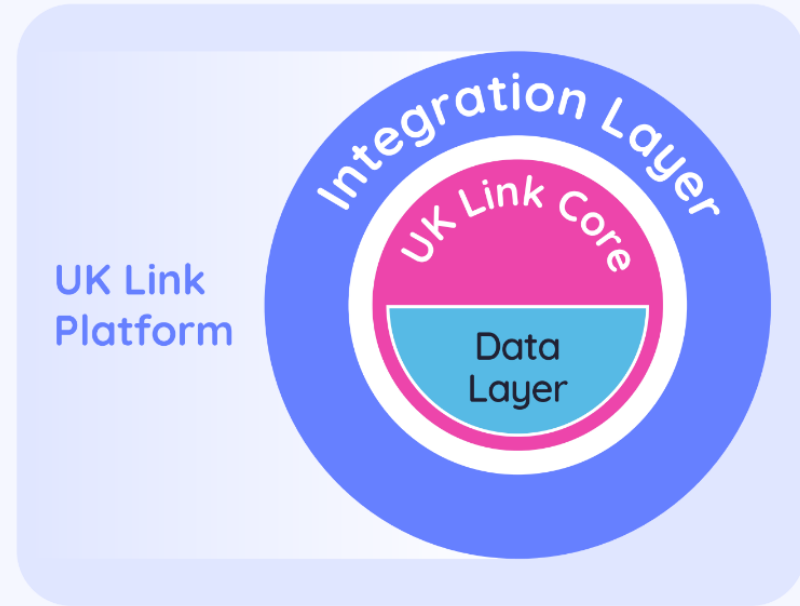
  
99.92%  
UK Link Core Service  
availability (Jul 2024)

# An overview of UK Link

**UK Link functionality** will be needed until at least 2040\*. It is made up of 3 key layers:

- **The Core** – a bespoke configuration of **SAP ECC6 IS-U** and SAP BW.
- **The Data Layer** – responsible for storing, managing and safeguarding the vast quantities of data generated and exchanged by UK Link.
- **The Integration Layer** – connects UK Link's Core to other systems and services within the wider technology landscape. It ensures seamless data exchange between dependent systems and market participants, supporting interoperability and secure movement of information across the industry.

\*NESO's latest Future Energy Scenarios show minimum 11 million gas boilers for heating in 2040

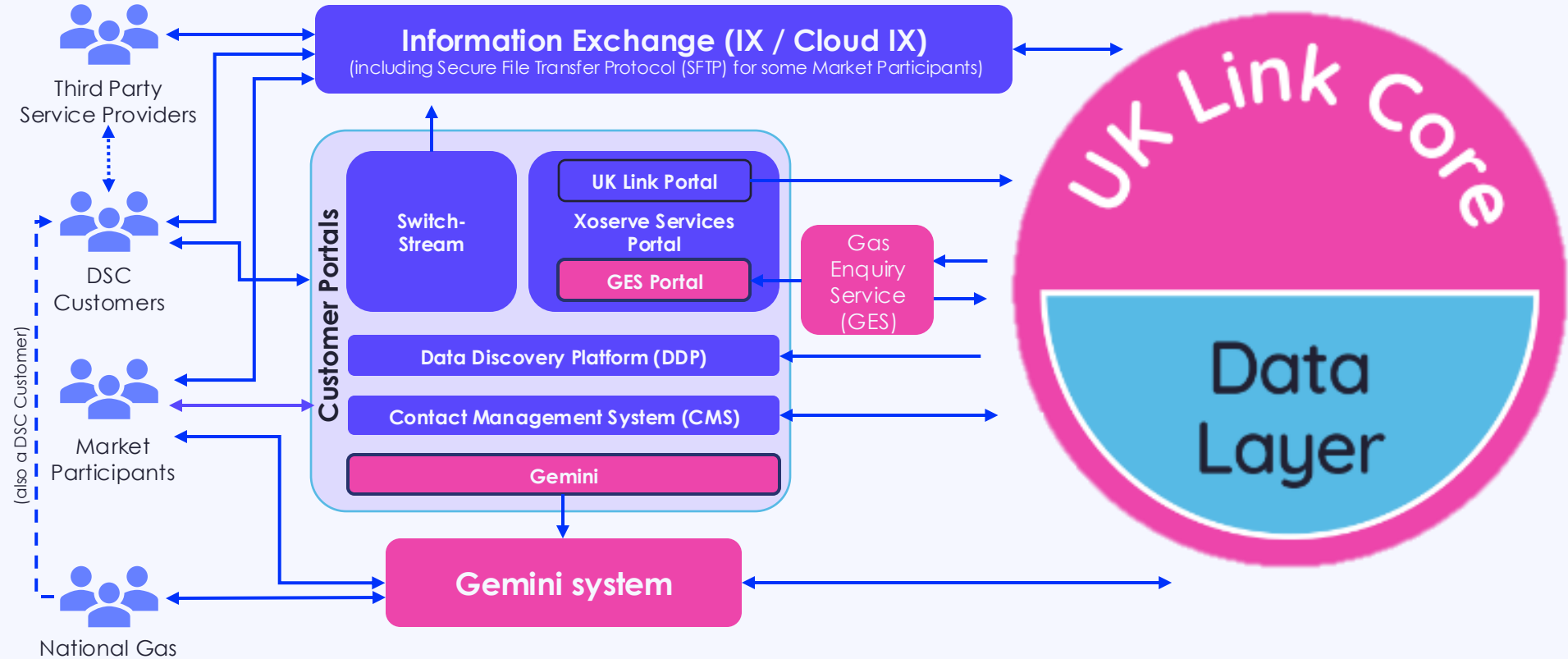


# An overview of UK Link

Key

UK Link  
Integration Layer

Xoserve's Client  
Service / System



# Project Trident

Xoserve launched Project Trident in July 2024, in response to SAP's planned **discontinuation of standard support\*** for SAP ECC6 IS-U in 2027.

UK Link being out of standard support would lead to increasing risk to the reliability over time, increased support costs and constrain the ability to efficiently implement change.

Project Trident will also support Xoserve to prepare for the future of UK Link, **requirements for agility, flexibility and scale in alignment with future industry change**, and modernisation is required as extended support alone will be insufficient to maintain a reliable service.

*\*This is a routine step to encourage customers to adopt updated solutions.*



## The core principles for Project Trident are:

1

Ensure Xoserve **continues to deliver** CDSP services at current high reliability levels throughout Trident development. Aim to **avoid a "big bang"** switch-over. **Go early** to allow ample time for comprehensive **testing**.

2

Deliver a new UK Link implementation, that **as a minimum**, provides the same functionality as today's system. We will explore improvement options to **simplify industry processes and improve data quality and access**.

3

To deliver a simplified, robust and modular system that is capable of **efficiently adapting** to future requirements with **growth potential**. Our planning horizon is for the new solution operating until **at least 2040**.

4

We want to limit impact to our customers, taking a holistic "**whole industry implementation cost**" view, as well as the primary cost of the Xoserve investment. Customers will be **actively engaged** through this process to evaluate trade-offs.

# X An overview of Project Trident: Procurement approach

**To develop the proposal for the future of UK Link, Project Trident is using the HM Treasury Green Book approach for business case development. It will show:**

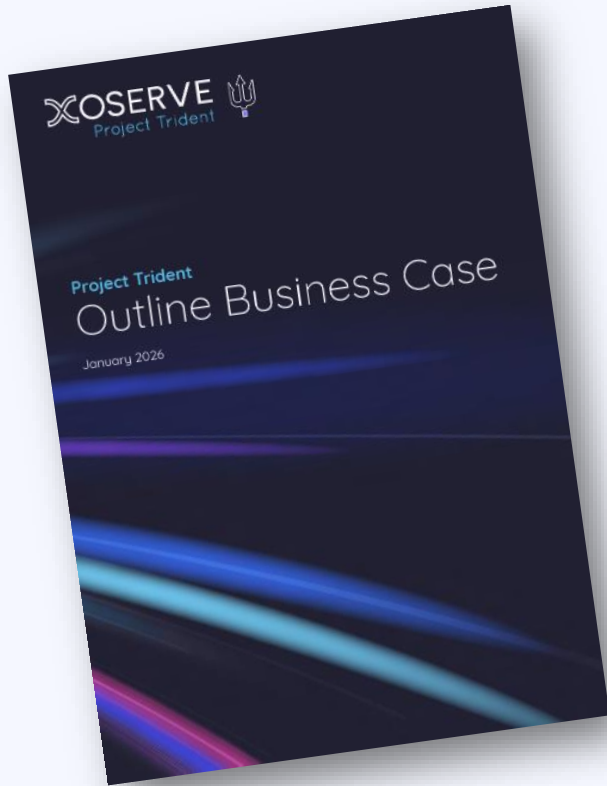
- Transparent justification of investment;
- Demonstrable value for money;
- Clear and considered approach for delivery.

**The case for Project Trident and delivery approach will be developed in three iterations:**

1. Strategic Outline Case (SOC), published on 30/09/24
2. **Outline Business Case (OBC), published on 19/01/26**
3. Full Business Case (FBC), forecast for summer 2027



# X Outline Business Case



We launched the **Outline Business Case (OBC)** on 19 January 2026. The OBC contains:

- **The decision to proceed with the preferred hypothesis (a SAP hybrid approach, using a two-step process) as the preferred option.**
- **The results of a test migration of UK Link's SAP ECC6 IS-U core to S/4 HANA via a 'brownfield' migration.** This found that this migration was technically feasible with low levels of downtime and code remediation.
- **Our procurement approach** - Project Trident will now move into its procurement phase. The outcomes of this will be shared within the Full Business Case (FBC) which is expected in Summer 2027.

# X Options analysis



We conducted thorough assessments of the options against Critical Success Factors:

Critical Success Factor	Custom Build	SAP	SAP Hybrid
<b>Affordability</b> (cost to implement)	4	30	27
<b>Value for Money</b> (lifecycle costs)	33	21	22
<b>Strategic Fit</b> (alignment to future requirements)	9	14	24
<b>Capability</b> (ability to deliver modernised UK Link)	3	28	24
<b>Achievability</b> (ability to deliver project)	16	28	27
<b>Total</b>	<b>65</b>	<b>121</b>	<b>124</b>

# Preferred Option

From our three options, our preferred option is that Project Trident should adopt  
an **SAP hybrid approach**, using a **two-step process**.

1. **Migrate** UK Link SAP ECC6-ISU core to S/4HANA, for a supported platform

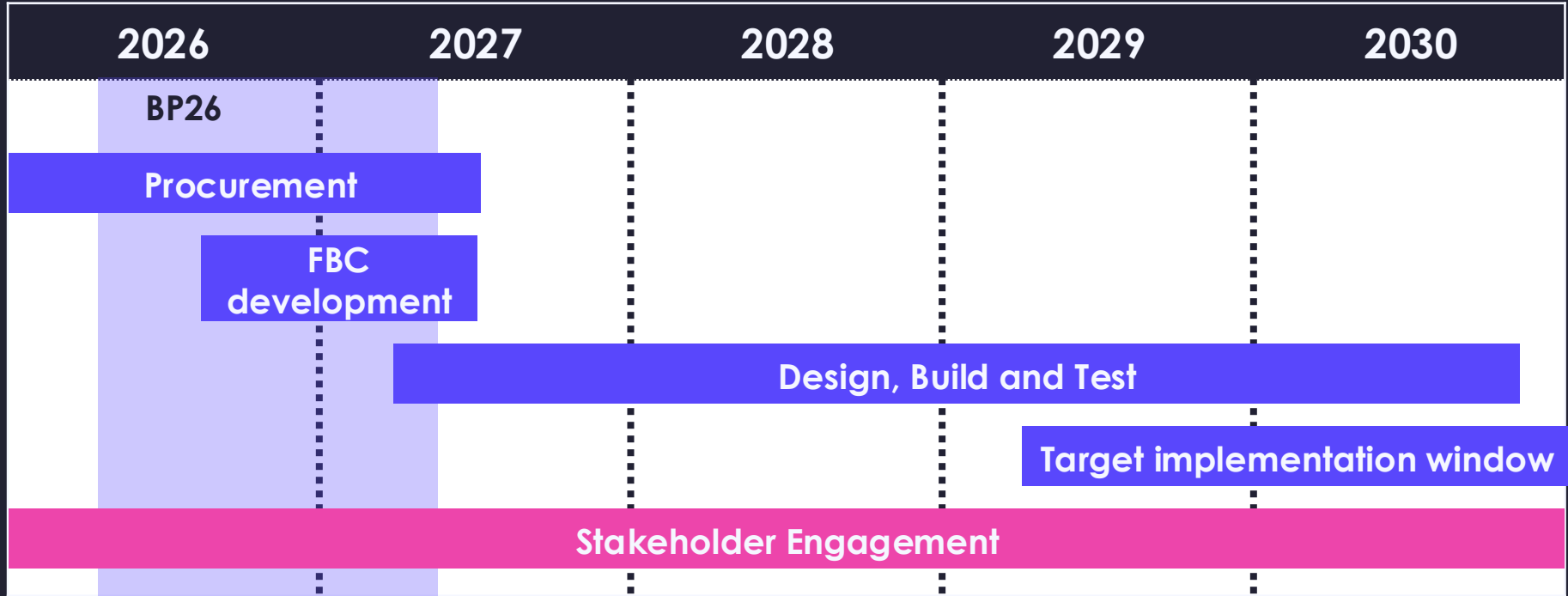
2. **Evolve**: Optimise and simplify the estate, to create a more modular architecture

# X Customer Engagement

- **We engage regularly with the industry** including newsletters, briefing sessions, updates to DSC governance, and Customer Advisor sessions.
- Throughout procurement, communications will take place at key milestones with **commercially sensitive information redacted**.
- We will be engaging with the industry on the **Evolve stage**. Customers can participate in developing **future requirements** for UK Link, based on changing industry needs.



# Our plan of action



Note: Project Trident timelines are being informed by our engagement and procurement activities. These are indicative dates as of Q4 2025 and will be developed further.

## Want to know more?

Please visit our Project Trident [homepage](#) to:

- Read the Project Trident Outline Business Case
- Register to receive **The Tide**, our Project Trident monthly newsletter to hear about updates and upcoming events
- Familiarize yourself with the Project Trident FAQs

Or get in touch via [communications@xoserve.com](mailto:communications@xoserve.com) and we'll be happy to help.