

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, including our active Project Trident Q&A log.

Trident's top three: Headlines for the month

1. Project Trident launches its Outline Business Case (OBC)
2. The OBC confirms the SAP Hybrid approach as the preferred option for Project Trident
3. Sign up to the Project Trident Customer Engagement Day scheduled for 4 February 2026 [here](#).

1. Project Trident launches its Outline Business Case (OBC)

On 19 January, **Project Trident launched the Outline Business Case** marking a significant milestone in our journey to safeguard the long-term future of UK Link.

[Read the OBC here on the Project Trident homepage](#)

The OBC is the latest phase of the HM Treasury Green Book Business Case process. The OBC is the second step of the three-step business case approach and builds upon, rather than replaces, the information shared in the Strategic Outline Case (SOC) published in September 2024.

The OBC brings together the extensive engagement, analysis, and collaboration that have shaped the project to date. This step of the business case confirms why the change is needed, assesses the options for Project Trident in detail, and identifies the recommended preferred option for the project.

For Project Trident, the case for change is clear - as SAP plans to discontinue standard support for SAP ECC6 IS-U, we need to ensure UK Link continues to be supported into the future and also take the opportunity to modernise the existing UK Link platform. We have a clear plan of action for the next stage of the project, particularly around procurement and ensuring the right partnerships are in place to deliver a smooth, professional and effective project delivery.

We value Customer feedback and if you have any questions about the OBC, please contact us at communications@xoserve.com.

2. The OBC confirms the SAP Hybrid approach as the preferred option for Project Trident

After extensive research and comprehensive evaluation, **the OBC confirms SAP Hybrid as the preferred option for Project Trident**. This option involves migrating the UK Link SAP ECC6 IS-U Core to SAP S/4HANA for Utilities, while enabling flexibility in the selection of integration and reporting components.

The SAP Hybrid option also enables us to invest in a second “Evolve” stage, which will support simplifying the UK Link data architecture with the use of microservices, and where possible addressing some of the pain points identified in summer 2025. This approach provides numerous benefits for Customers including ensuring future flexibility, minimising delivery risks and their existing investment while reducing the cost of future change. This decision is conditional on us now competitively testing the market and remains subject to change until we reach the Project Trident solution which we will outline in the Full Business Case.

The SAP Hybrid approach was initially identified as Project Trident’s preferred hypothesis and during a consultation (between 30 July and 12 September 2025), Customers largely expressed support or were neutral towards the preferred hypothesis based on the information shared in the consultation. Customers supported this option primarily due to the minimised delivery risk assumed with the SAP Hybrid option in comparison to Custom Build option and the further adaptability of the SAP Hybrid solution.

The OBC also addresses other points raised by Customers during the consultation by providing clarity on the SAP Hybrid option within the economic case. The OBC and the Preferred Hypothesis report can be viewed on [the Project Trident homepage](#). You can find out more [by reading our blog post on Xoserve.com](#).

3. Sign up to the Project Trident Customer Engagement Day scheduled for

4 February 2026

To discuss the OBC and what it means for the future of Project Trident, DSC Contract Managers and their nominated representatives are invited to a Project Trident Customer Engagement Day. The event also provides the opportunity for attendees to share feedback and shape Project Trident's priorities.

The event is an in-person gathering, and is held **on Wednesday 4 February 2026, between 10:00 and 16:00 at our Xoserve office at Lansdowne Gate, 65 New Road, Solihull, B91 3DL.**

Thank you to those who have already signed up. Spaces are limited so please register as soon as possible if you have not done so already.

To ensure we get as broad a representation of customers and stakeholders, we'd also ask that a maximum of three people attend per organisation.

[Register for the event here](#)

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.

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

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