

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. Have Your Say: Customer Advisor Engagement Survey Now Open
2. Xoserve's Stakeholder Engagement Day Highlights
3. Project Trident Procurement Progress Customer Briefing Held

1. Have Your Say: Customer Advisor Engagement Survey Now Open

We are keen to hear your views on how the Project Trident Steering Committee Customer Advisors engage with our customers and represent their interests throughout Project Trident.

The Customer Advisor Engagement Survey is now open and has been issued to all gas Shippers and Transporters as the Data Services Contract (DSC) customer base. This provides an opportunity for DSC Contract Managers and Nominated Engagement Representatives to share feedback on their experiences to date. This input will help inform how engagement evolves as Project Trident moves through the next stages of delivery.

The survey should take no more than 10 minutes to complete and will remain open until 31 July 2026. We encourage all recipients of the survey to take part, if possible, as their thoughts will help ensure future engagement activities are as effective and valuable as possible.

If you believe you should have received the survey but have not, or if you have any questions, please contact the Project Trident Engagement and Communications team at communications@xoserve.com.

2. Xoserve's Stakeholder Engagement Day Highlights

Xoserve was delighted to welcome customers and stakeholders to its Stakeholder Engagement Day on 3 June, where attendees from across the sector contributed to discussions on a wide range of topics, including Project Trident.

During the event, we provided an update on Project Trident's procurement activities and key activities planned for 2027; including procurement completion, the publication of the Full Business Case (FBC), and move into the Design, Test & Build phase of the project.

Project Trident provided an update on work due to commence later in the project, including the Evolve phase. The Evolve stage is the second phase of two to deliver UK Link's future:

1. **Migrate** UK Link SAP ECC6-ISU core to SAP S/4HANA, for a supported platform.
2. **Evolve** the UK Link estate to modernise the architecture; alongside inputs like customer requirements, industry change and Xoserve's Technology Routemap.

The Evolve phase is expected to commence once the Migrate phase has been successfully completed, to de-risk the delivery of BAU CDSP services before introducing change. The detailed scope of this work will be developed closer to implementation with input from Customers.

Ahead of the forum starting in 2028, we will be sharing draft Terms of Reference for a stakeholder engagement forum later this year. Please look out for information on this in the coming months.

3. Project Trident Procurement Progress Customer Briefing Held

Thank you to everyone who attended the Project Trident Procurement Progress Customer Briefing on 27 May.

During the session, the Project Trident team provided an update on progress to date on Procurement. Our Independent Project Assurance (IPA) Partner, PwC, provided an overview of the report and answered Customer questions. We were also fortunate to have our two Project Trident Steering Committee Customer Advisors, Gareth Evans for Shippers and Chris Logue for Transporters, providing a briefing on Project Trident from their perspectives.

Following this update, the first dedicated Project Trident Procurement Independent Project Assurance (IPA) reports have now been issued to DSC Contract Managers and Customer Engagement Representatives.

These reports provide an independent overview of the procurement process while maintaining commercial confidentiality. The reports will be created for set stages in the procurement process to ensure our Customers are informed during this process.

If you are a DSC Contract Manager and have not received your report, please let us know by contacting the Project Trident Engagement and Communications team at communications@xoserve.com.

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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