

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. Customer Advisor Engagement Review – what we heard
2. Find out how the Customer Advisor role is working, from the Transporter Advisors perspective
3. Solution Definition 2 continues to progress at pace

1. Customer Advisor Engagement Review – what we heard

Thank you to everyone who shared feedback through the Project Trident Steering Committee Customer Advisor Engagement Review. The review is now complete and draws on responses to the on-line survey and feedback gathered through three customer engagement drop-in sessions.

Overall, while responses have been low, the feedback has been positive. The highest scores came from questions around:

- Comfort sharing feedback
- Ease of engagement.

Customers told us they find it easy to engage with Project Trident Customer Advisors and feel comfortable sharing questions, feedback and constructive challenge.

Feedback on the effectiveness of engagement, and the extent to which Customer Advisor engagement helps customers understand Project Trident, received lower average scores, although these remained largely positive.

The main changes requested were practical: scheduling Shipper sessions further in advance, holding meetings earlier where possible, and making the impact and value of Customer Advisors' work more visible. Customers feel the latter point will help Customers to better understand how their feedback and interests are being represented within the Project Trident Steering Committee.

The findings have highlighted a number of practical improvements that could strengthen engagement further.

The main structure and role of the Customer Advisors will remain unchanged. The feedback will be used to strengthen engagement further and make practical improvements as Project Trident moves through its next stages of delivery.

We would like to thank everyone who contributed their views. Your feedback provides valuable insight into how the Project Trident Customer Advisors can continue to represent the Customer voice effectively and ensure Customer interests remain at the heart of Project Trident.

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.

The report can also be viewed on the Xoserve Project Trident website.

Customer Advisor Engagement Review Summary Report

2. Find out how the Customer Advisor role is working, from the Transporter Advisors perspective

I've now been the Customer Advisor for Transporters for a few months. I'm very aware there were two previous Project Trident Customer Advisors – Transporter, and that this is not ideal. I do hope though that I am able to bring some continuity to the role.

I have a long experience in the gas sector and will use this to ensure that the voices of gas transporters are heard and understood during the key project decisions. I also have a strong history of working with Xoserve including serving as a non-executive board member until 2024.

I joined project Trident during the procurement phase and have been well briefed on the progress to date and been able to provide input and challenge on the strategic approach and important decisions. I have raised points that transporters have told me are relevant and I am keen that the focus is not just on the technical challenges, associated with replatforming a major IT system, but also that the long term commercial relationships arising from Trident are favourable for Xoserve and its customers. I have tried to speak to as many transporters as possible and these conversations are essential to help me be effective in the role. I always try and approach issues from various angles to provide a rounded view as possible.

The Customer Advisor Review has highlighted that people want to know about how I input into Project Trident and I will endeavour to do that at the bi-monthly meetings and Project Trident Customer events. I am always interested in hearing from Transporters so if you have any questions or would like a call please email me at chris.logue@cjlenergy.com and put "Project Trident" in the subject line.

3. Solution Definition 2 continues to progress at pace

We continue to progress the work on Solution Definition 2, and in July we completed our initial work setting up copies of UK Link Core connected systems (Marketflow and SAP PO) linking them to S/4 HANA in our sandbox environment. In the next few months we will process sample sets of generated production data to test the new system functionality.

In parallel, we have begun work to look at the existing archiving processes to identify opportunities to improve our data storage and reduce the overall size of UK Link. We are assessing potential benefits of hot, warm and cold storage to achieve a balance between having the data readily available where required, mixed with data being kept in secure, more economical storage.

We are continuing our work to look at data and microservices and potential options for the Evolve stage. We are currently selecting use cases and working with potential suppliers to explore the benefits of their solutions and how we might test these initially.

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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