

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. Xoserve's procurement process continues
2. Update on the Project Trident Customer Advisor – Transporters
3. Find out more from one of the breakout sessions from the Customer Engagement Day - Solution Definition

1. Xoserve's procurement process continues

We shared in the last edition of The Tide that we are now in the procurement phase of the Transformation Programme. As we move through the process, we will provide updates at procurement milestones to keep customers and our wider stakeholders informed of progress.

As per the timeline we've shared, both Pre-Qualification Questionnaires (PQQ1 Transformation Partner and PQQ2 Core Services Partner) have been issued. As of 19 March, Supplier responses have been received for both PQQ1 & PQQ2 and the Project Team is undertaking a thorough review of the responses in comparison to our objectives within the Outline Business Case (OBC). Next, we will be able to down-select potential suppliers who will progress further in the process. We will continue to keep you updated on the procurement progress.

It's important to us that we maintain an open and fair procurement process for all participants. Information that could compromise the procurement will be redacted, such as supplier names and any identifiable details.

2. Update on the Project Trident Customer Advisor – Transporters

In December last year, we were pleased to welcome Jeremy Bending as Project Trident Customer Advisor – Transporters. As you will be aware, Jeremy has not been as active as intended and he was unable to attend the Customer Day in February due to personal reasons. It is for this reason, that Jeremy has recently informed us he is unable to continue as Customer Advisor – Transporters. We would love to thank him for the time and expertise he shared with us during his time on Project Trident.

We have started to look for a replacement Customer Advisor - Transporters and will provide an update on this soon. We will continue to attend the IGT and DN Consistency meetings with members of the project team over the coming months and it will be a project priority to find a suitable replacement.

Understanding and reflecting the customer perspective remains central to Project Trident and the communications team can be contacted at any time via communications@xoserve.com.

Gareth Evans will continue as Customer Advisor – Shippers with his next drop in session taking place on 27 March.

3. Find out more from one of the breakout sessions from the Customer Engagement Day - Solution Definition

As part of the Customer Engagement Day on 04 February, Customers had the option to attend a number of breakout sessions. One of sessions was on the Solution Definition project which investigated whether it was feasible to migrate the SAP ECC6 Core to SAP S/4 HANA.

The project required close collaboration between Xoserve, two implementation partners as well as three solution providers, to assess the potential of market-leading tools to facilitate migration.

The project was able to help us prove how the migration to S/4 HANA was technically feasible and will support the existing levels of customisation with minimal impact to the industry. Additionally, a number of achievable technical recommendations were made by the project which could be implemented now to help reduce migration risk.

If you would like to find out more about the Solution Definition project, there is a specific write up in section 5.2.2 of the Project Trident's Outline Business Case (OBC).

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

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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