xoserve

Introduction to Xoserve, UK Link and Project Trident

May 2025

Agenda

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

- An introduction to Xoserve;

- An overview of UK Link;

- An overview of Project Trident from our newsletters and Strategic Outline Case;

- Useful links to find more information on Project Trident.

Please share any questions within the chat function. We provide written responses to all non-commercially sensitive questions within our rolling FAQ log.

An introduction to Xoserve

Since 2005, Xoserve has been the **Central Data Services Provider (CDSP)**, operating at the heart of the UK the gas market.

We're a not-for-profit, technology organisation which is funded, governed and owned by our customers; **gas shippers & transporters**.

Xoserve is responsible for securely maintaining the gas supply register data, consumption, settlement and transportation data, on behalf of stakeholders and the entire UK gas market.

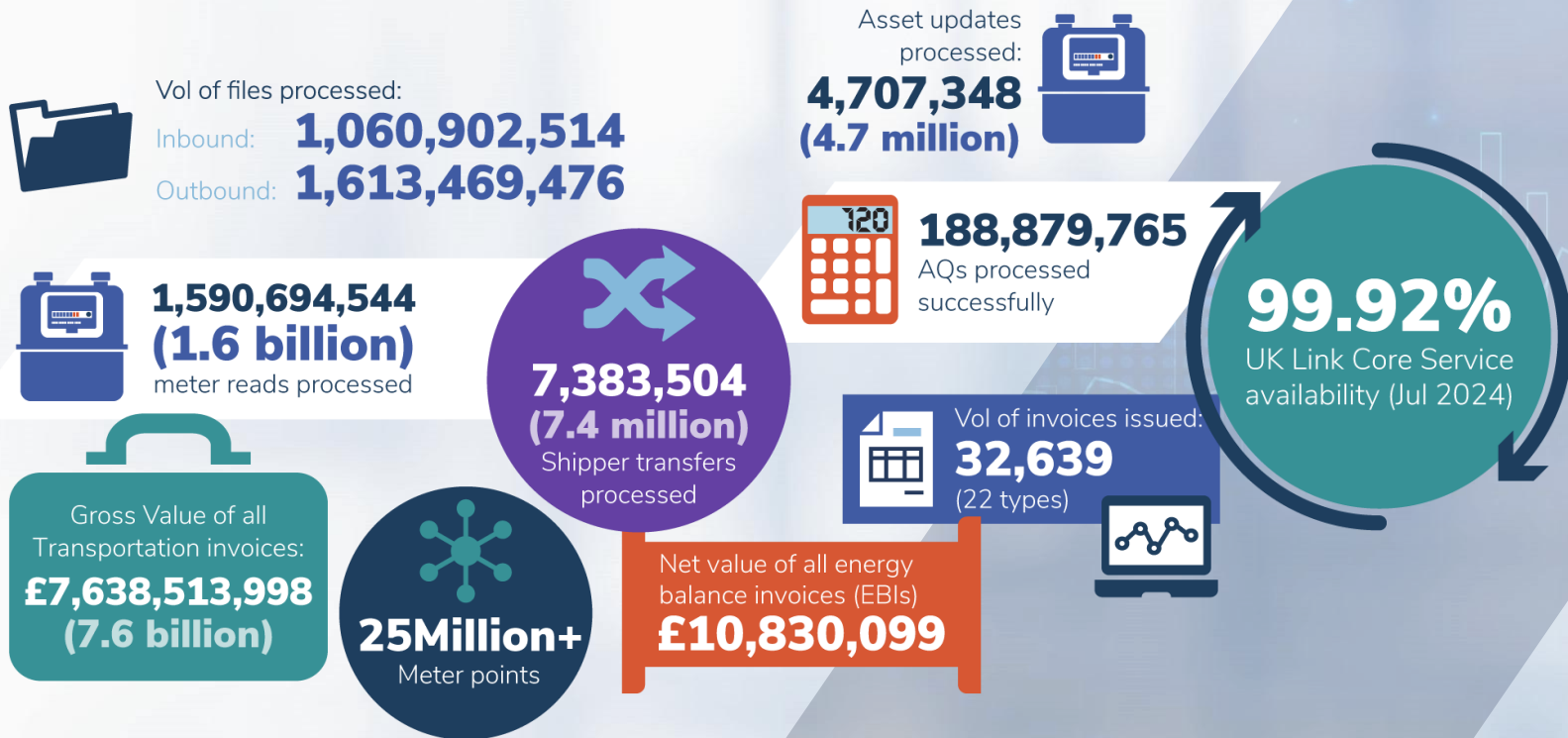*Click on the videos to hear more about Xoserve*

3 min watch
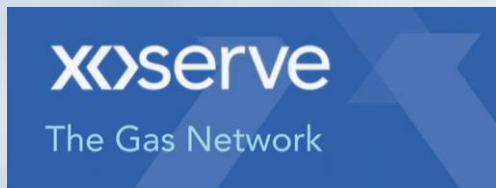
2 min watch

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

1. **The Core** – a bespoke configuration of **SAP ISU ECC6** and SAP BW.

2. **The VCO layer** – an integration layer which is formed of a collection of systems which validate, convert, and orchestrate data into and out of Core, with the objective of maintaining data quality and integrity of Core.

3. **The Customer Edge** – customer-facing systems that industry parties use every day to engage with Xoserve and ultimately Core.
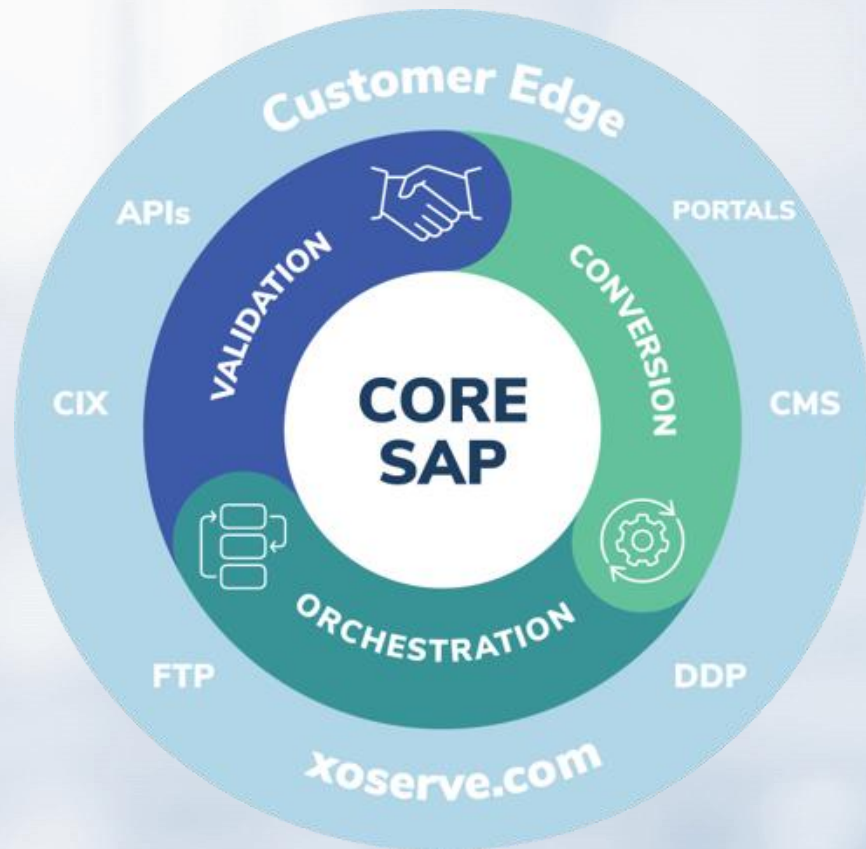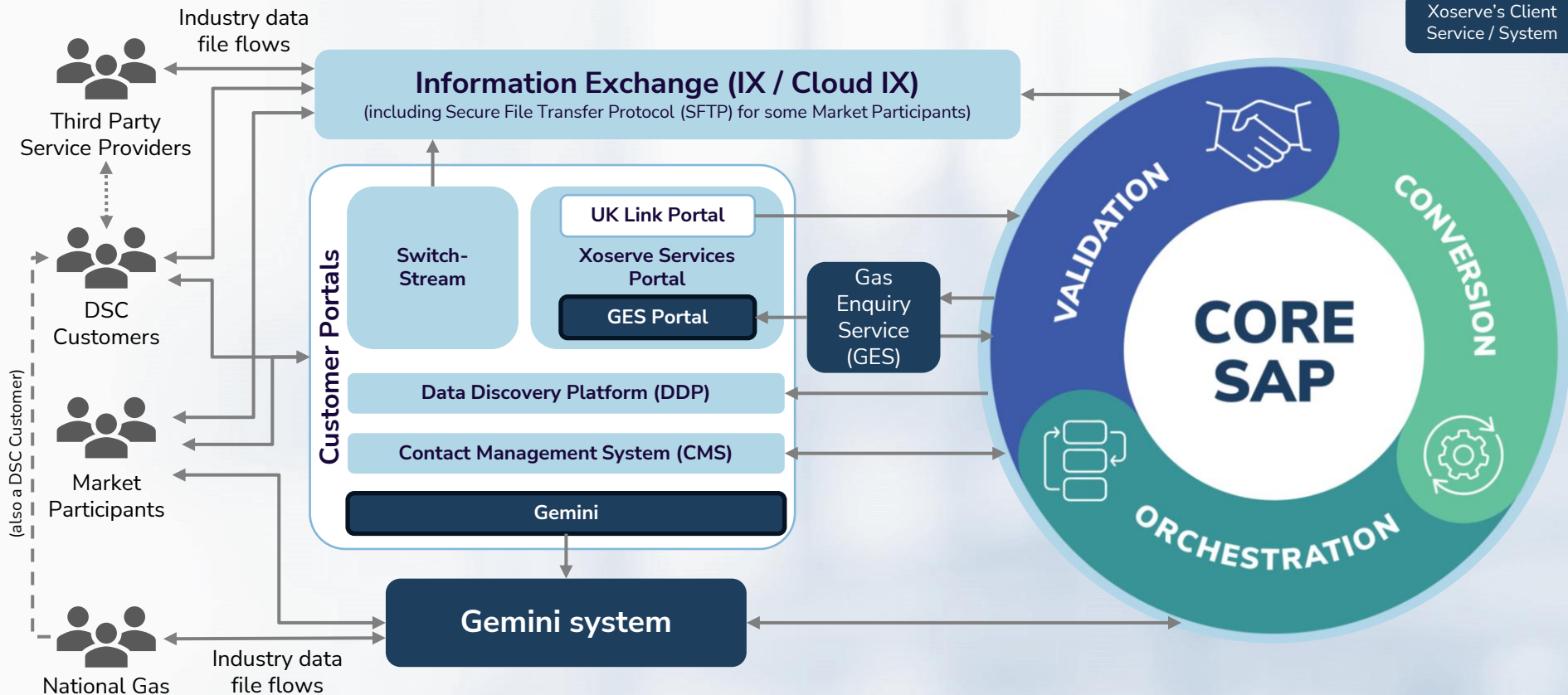
NESO's latest Future Energy Scenarios show minimum 11 million gas boilers for heating in 2040

An overview on UK Link

UK Link Customer Edge

Xoserve's Client Service / System

Industry data file flows

Third Party Service Providers

DSC Customers

(also a DSC Customer)

Market Participants

National Gas

Industry data file flows

Information Exchange (IX / Cloud IX)
(including Secure File Transfer Protocol (SFTP) for some Market Participants)

Customer Portals

Switch-Stream

UK Link Portal

Xoserve Services Portal

GES Portal

Gas Enquiry Service (GES)

Data Discovery Platform (DDP)

Contact Management System (CMS)

Gemini

Gemini system

VALIDATION

CONVERSION

ORCHESTRATION

CORE SAP

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

Project**Trident**
X◇serve

An overview of Project Trident: Principles

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.

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),

3. Full Business Case (FBC).

Strategic Outline Case and options for UK Link

Project Trident scope, as described in our Strategic Outline Case, is based on a like-for-like set of functionality, limiting change:

- *Section 2.3.1, Objectives: "Deliver a UK Link, that as a minimum, provides the same functionality for stakeholder groups as the system provides today"*

Considering our scope, our SOC presents **six potential options for the future of UK Link:**

A	**Do Nothing**	Remain on the current Core product. Maintain the service without support from SAP or any third party.
B	**Extended Support**	Remain on the current Core product. Buy extended support from SAP or contract with a third party for support.
C	**SAP Renewal**	Buy and rebuild SAP to run on the next generation of SAP's product suite (S/4HANA). No in situ upgrade available.
D	**Alternative ERP Package**	Buy an alternative to SAP product, either new entrant, such as Kraken, Ensek or established product such as Salesforce, and rebuild.
E	**Self-Build**	Build own solution specific to Xoserve's requirements and business processes.
F	**Hybrid**	Build and Buy. Buy a packaged product and build significant parts of the solution.

Project Trident critical success criteria

We are in the process of evaluating options against the Critical Success Factors (page 26 of the SOC).

These include:

- **Strategic Fit and Business Need,** including be well supported to reduce risks to security, availability and integrity of data and allow flexibility, innovation and increased ease of change.
- **Potential Value for Money,** including be long-lived with support until at least 2040,
- **Affordability,**
- **Achievability,** including:
  - minimising delivery and cut-over risk,
  - minimise impact on customer,
  - limit customer change impact to improvements.
  - No degradation of functionality or service.
  - Thoroughly tested and assured.
  - Can be delivered by 2030 at the latest.
- **Capacity and Capability,** including capable of scaling to increased data processing needs which are driven by market and business changes including decarbonisation.

Vendor market engagement summary

Between Nov & Dec 2024, we conducted vendor engagement exercise with the following outcomes:

Market Observation	How we are adapting our approach
The vendor market agreed with the six options we shared in the Strategic Outline Case (SOC) on how to address UK Link replacement.	The vendor market and our analysis indicated that we can confidently refine our six options by: - **Discounting two options A. Do nothing & B. Buy extended support** as these will not give us a route to a stable platform that will endure to 2040. - **Discounting option D. Alternative ERP Solution:** Market Engagement did not support this as a strong option, with no clear alternative product presented. Additionally, the logistics of migrating from SAP to a new data schema in a different ERP without the options of automated migration tooling between solutions made this high risk.
The majority of the market thought that delivery timeframes of 2.5-3.5 years* post contract signature were most likely.	These timeframes are broadly in line with our initial estimates in the SOC. We will use this to inform our forward plan taking account of existing contractual arrangements. **Please note Project Trident timelines are being informed by our engagement with the vendor market and procurement throughout 2025. Timelines for implementation will be confirmed after the selection of a solution and contract signature of a delivery partner.*

Our current focus

Our project analysis now focuses on three following options for the future UK Link:

C	**SAP Renewal**	Buy and rebuild SAP to run on the next generation of SAP's product suite (S/4HANA). No in situ upgrade available.
E	**Self-Build**	Build own solution specific to Xoserve's requirements and business processes.
F	**Hybrid**	Build and Buy. Buy a packaged product and build significant parts of the solution.

We plan to share our analysis, and our preferred option will be presented in the Outline Business Case, as per the HMT Green Book guidelines, within 2025.

Customer Engagement Workshops: Purpose and objectives

Moorhouse Consulting will be facilitating a series of customer engagement workshops throughout June and July. These sessions will focus on validating known pain points for specific role profiles from across the industry.

The objectives of these workshops are:

1. **To validate known customer pain points around UK Link** and to understand the frequency and severity of these from a user perspective

2. **To identify any new or previously undocumented pain points,** and/or any existing workarounds being adopted by users to navigate UK Link issues or limitations, highlighting any discrepancies between our internal understanding and your user experiences

3. **To prioritise all pain points** based on the impact they have on your user experience and operations

4. **To clarify what customers can expect from Project Trident** and how your feedback will be used to influence future changes

Project Trident UK Link Pain Point Customer Engagement

Refinement of customer pain points for validation

Hold pre-workshop introductory webinar

We are here

Hold 'Introduction to Project Trident webinar' (27 May) and introduce Change Principles at CoMC (11 June)

Hold workshop series and summarise findings

Draft in-depth recommendations report

Walk-through of recommendations report at in-person Playback Sessions

Share recommendations report with customers

Want to know more?

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

- Read the Project Trident Strategic Outline 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 at communications@xoserve.com and we'll be happy to help.

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