

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. **BP27 Draft 1 shares Project Trident progress and our next steps within the procurement phase**
2. **Project Trident's second Procurement Assurance Report for DSC Contract Managers, coming soon**
3. **New Stakeholder Engagement Lead for Project Trident**

1. **BP27 Draft 1 shares Project Trident progress and our next steps within the procurement phase**

As part of [Xoserve's BP27 Draft 1](#), Project Trident shared it continues to make great progress since BP26 and highlighted some changes to the procurement plan.

The main areas of progress shared, relate to:

- The publication of the Outline Business Case that included our Preferred Hypothesis
- The introduction of Solution Definition 2, with a planned trial migration of code and data. This builds on the Solution Definition 1 work, which was the migration of the existing UK Link application code and data to S/4HANA platform.
- The appointment of Accenture as the Transformation Partner and the start of key pieces of work including the Technology Route map.

As a multi-year project to modernise the UK Link platform, we regularly review key decisions to ensure they support the best outcomes for Customers and help ensure successful delivery.

As a result, and to avoid regret spend and Change Requests following contract signature, we have made the decision to hold back the issuing of our Request for Proposal (RFP) for Procurement 2: Core Services Partner from H2 2026 until at least H1 2027.

This has been prompted by significant data growth in the UK Link operational environment, particularly the increase in daily meter reads. Holding back the issue of the RFP2 will allow us to incorporate learnings from the Data Growth analysis, the outputs from the Technology Route Map we are developing with Accenture and outcomes from the Solution Definition 2 trial migration.

Other areas of the Project, such as our Data and Archiving strategies and Stakeholder Engagement, including on the Evolve stage, will continue as planned.

Accenture's first piece of work since being appointed, is to work with Project Trident and other Xoserve teams in the production of the Technology Route map and we will keep you updated on that in the coming months.

2. Project Trident's second Procurement Assurance Report for DSC Contract Managers, coming soon

At the Project Trident Customer Day in February this year, we received great feedback on procurement assurance. As a result, we introduced dedicated Independent Project Assurance (IPA) reports for DSC Contract Managers and Customer Engagement Representatives during the procurement phase of Project Trident.

These reports are produced by Project Trident's Independent Project Assurance Partner, PwC, for key Project Trident procurement milestones. Given the need to maintain commercial sensitivity and competition, the reports provide a clear overview of the process from an assurance perspective without sharing commercially sensitive information. The first report was shared with Contract Managers in May.

We expect to launch the second report, which focuses on the Transformation Partner process, to DSC Contract Managers and Customer Engagement Representatives in the coming weeks.

If you have any questions, please get in touch by emailing communications@xoserve.com.

3. New Stakeholder Engagement Lead for Project Trident

We're pleased to welcome Teresa Thompson as the new Stakeholder Engagement Lead for Project Trident. Teresa replaces Emma Johnson, who many of you will know well from the various engagement events she has hosted over the last two years. Emma has been a huge part of Project Trident and we wish her well.

It's possible many of you may know Teresa too, as she has over 20 years' experience across both the gas and electricity sectors, spanning upstream Gas Transmission through to retail energy and consumer-focused programmes.

Teresa said: " I'm really excited to be joining Xoserve and Project Trident at such an important stage in the project. I'm looking forward to working with our customers and stakeholders as we move forward with the modernisation of UK Link."

If you have any questions for Teresa, or the Project Trident team, please email 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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