

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. Project Trident holds its Customer Engagement Day focusing on the OBC launch
2. Project Trident enters the Procurement Phase
3. Find out how the Customer Advisor role is working, from the Shipper Advisor's perspective

1. Project Trident holds its Customer Engagement Day focusing on the OBC launch

Earlier this month (Wednesday 4 February), Customers from across all key constituencies participated in a dedicated Project Trident Customer Engagement Day. The objectives of this session were:

- To launch Project Trident's recently published **Outline Business Case (OBC)**.
- To ensure customers understand the processes and research undertaken to get to **our preferred option** for Project Trident.
- To share and discuss plans for **the procurement stage**.
- To help **shape next steps** with customer input and feedback.

As part of the day, the attendees not only heard updates on these areas but actively participated in breakout sessions and shared their perspectives on the project's progress and next steps. The main themes that emerged from discussions and the feedback

forms will help inform Project Trident's next steps. It will also help shape the engagement approach to continue focusing on what matters most to Customers.

For those that were unable to attend, we've published a condensed version of the presentation which you can access [here](#). If you have any questions about the content or the event please contact communications@xoserve.com.



2. Project Trident enters the Procurement Phase

Following the publication of Project Trident's Outline Business Case (OBC), we have moved into the procurement phase. Xoserve is committed to running an open and fair procurement process which aims to deliver a quality result for our Customers.

As part of the procurement process, Xoserve will be seeking a Core Services Partner and a Transformation Partner. The Core Services Partner will design, deliver and implement our preferred option as described in the OBC. The Transformation Partner will help with the integration between Project Trident and wider Xoserve strategic initiatives to ensure a cohesive approach to our projects and delivering some parts of Project Trident such as technical and testing assurance.

Further information on Project Trident's procurement can be found in the Commercial Case of the OBC, which can be accessed using the link below.

Read the OBC here on the Project Trident homepage

3. Find out how the Customer Advisor role is working, from the Shipper Advisor's perspective

I've been the Customer Advisor – Shippers, since June 2025. It's been an interesting period as Project Trident has ramped up their work and reached two key milestones for this stage of the project – agreeing the preferred option and producing the OBC.

I see my role in shaping Project Trident as multi-faceted. I bring independence, challenge and advice to the Project Trident Steering Committee and contribute towards decision-making. I also provide the “Voice of the Customer” and gaining input from customers, primarily shippers.

I've worked on a range of things since I took on this role, including directly inputting into the preferred hypothesis and speaking to shippers at dedicated stakeholder forums. But one of the things I do throughout is share what is currently happening for shippers, what big projects require our time and focus and then helping shape engagement expectations for Project Trident on this basis.

There have also been a few more challenging aspects to the role, primarily advocating for the differing needs of shippers and getting shippers to engage with me in the first place! The challenge with advocating stems from the fact not all shippers are the same. There are a lot of commonalities in the challenges we face and opportunities we seek, but not all of them and I try to highlight the breadth of these.

To help me with the other challenge of engaging with me, please know I want your input and feedback. I'll end on an ask from me; please attend the drop-in sessions if you can. The dates for the next ones are being finalised and will be shared soon. If you would like to contact me directly, please email me at: gareth@waterswye.co.uk and put “Project Trident” in the subject line.

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.