



Welcome to #9 of The Tide 🌊, Xoserve's monthly newsletter, providing a summary of our progress, sharing updates and upcoming work as we navigate the waters of 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.

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## Trident's Top Three: Our headlines for the month

1. UK Link Pain Point workshops conclude with a customer playback and a summary report to follow.
2. Project Trident preferred hypothesis briefing to take place on 30 July.
3. Project Trident is launched within the Statement of Planning Principles for BP26.

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### **1. UK Link Pain Point workshops conclude with a customer playback and a summary report to follow.**

The UK Link Pain Point workshops with Moorhouse Consulting concluded on 07 July. On behalf of the Project, we want to say a big thank you to all of those who attended and for your contributions to Project Trident.

The workshops form part of Project Trident's wider stakeholder engagement strategy. Their objective was to identify and validate key customer pain points with UK Link and help us to engage early with customers. The series of customer workshops got underway on 3 June; with eight workshops held with 133 customer representatives attending through June and early July. An overview of the sessions that took place and our objectives can be found [on the Project Trident homepage](#).

To conclude, Xoserve is holding a virtual playback session on 24 July 16:00 – 17:00, where Moorhouse will share their high-level outputs and findings. The full report will be published to customers in early August, including Xoserve's next steps and an opportunity for customer feedback and comments.

We expect that our next step will be to conduct assessments against the pain points raised to assess the costs, benefits, and industry impacts of potential solutions. We will need ongoing customer support help to understand the strength of these business cases and look forward to working on them with you.

Please find attached a reminder of our [Change Impact Assessment and Control approach](#).



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## 2. Project Trident preferred hypothesis briefing to take place on 30 July.

DSC Contract Managers and Project Trident Engagement & Technical Representatives have been invited to a Project Trident preferred hypothesis briefing on 30 July, 10:00 – 10:45. The preferred hypothesis is the option that is currently favoured over others based on research and evidence indicating that this best meets the needs of Project Trident and the future UK Link.

Following this webinar, we will be launching a route for customers to provide feedback and questions on our preferred hypothesis to the project team during this session.

Please note:

- No decision has been made on the option for Project Trident. Sharing with customers to gather their insight and feedback will form part of our research, and the option will be confirmed on the approval of the Outline Business Case. The preferred hypothesis is still subject to change based on our research.
- The full list of options under consideration can be found within our [Strategic Outline Case](#).

- We will not have an indicative view on costs, implementation timelines or testing requirements until this option is confirmed within the Outline Business Case and procurement for potential suppliers has concluded. This will be found within the Full Business Case.

For those that are unable to attend, we will be recording this session with the invite circulated between DSC Contract Managers and Project Trident Engagement/Technical representatives after the event. If you would like to attend but do not currently have the invite or have any questions, please email us via [communications@xoserve.com](mailto:communications@xoserve.com).



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### **3. Project Trident is launched within the Statement of Planning Principles for BP26.**

On 30 June, Xoserve's draft Business Plan 2026 (BP26) Statement of Planning Principles (SPP) was launched, setting out the strategic framework and principles that guide the creation of BP26.

This contains an overview of Project Trident's progress since initiation and our vision for the progress that we plan to make over the next 12 months. Please note that the final version of the SPP will be published on 31 July.

Find the SPP document and our BP26 timelines on the [Business Planning homepage](#).

If you want to collaborate and get involved with our business planning consultation periods, you can get involved on our dedicated [BP26 Portal](#).



## Stay in touch

If you have any feedback on the newsletter, it's content or what you'd like to see next, please email us via [communications@xoserve.com](mailto:communications@xoserve.com). Otherwise stay tuned for more updates and thank you for your continued support.

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