



Gemini Sustain Plus Focus Group

17th February 2025
1.00pm – 2.30pm

In partnership with



Introduction



Welcome to the latest Gemini Sustain Plus Focus Group



Please be aware this session will be recorded up to the point of the Q&A.
The recording will be published on the website

Does anyone have any objections?



Your attendance and feedback is helping us! Please keep using the Q&A tab to raise your questions today.

Agenda

Sustain Plus Overview

- Chris Gumbley
-

Gemini Sustain Plus roadmap update

- Chris Gumbley
-

Implementation & Cutover

- Andy Simpson
-

Final Market Trials

- Karl Davidson/ Maneesh
-

Organisational readiness (API, users, user agreements,
train

Questions and feedback – from Q&A

- Andy Simpson/Karl Davidson
-

Key Reminders and Next Meeting dates

- Andy Simpson/Karl Davidson
-
-

Sustain Plus Programme Progress Overview



The Sustain Plus product has completed all internal testing and is ready for implementation on 23 March 2025.



We have conducted the first successful implementation dress rehearsal, with the next one happening this week and another planned in early March to practice the cutover routines.



The final Market Trials phase took place 27th January to 14th February – we had good participation and will provide a summary of the learning today.

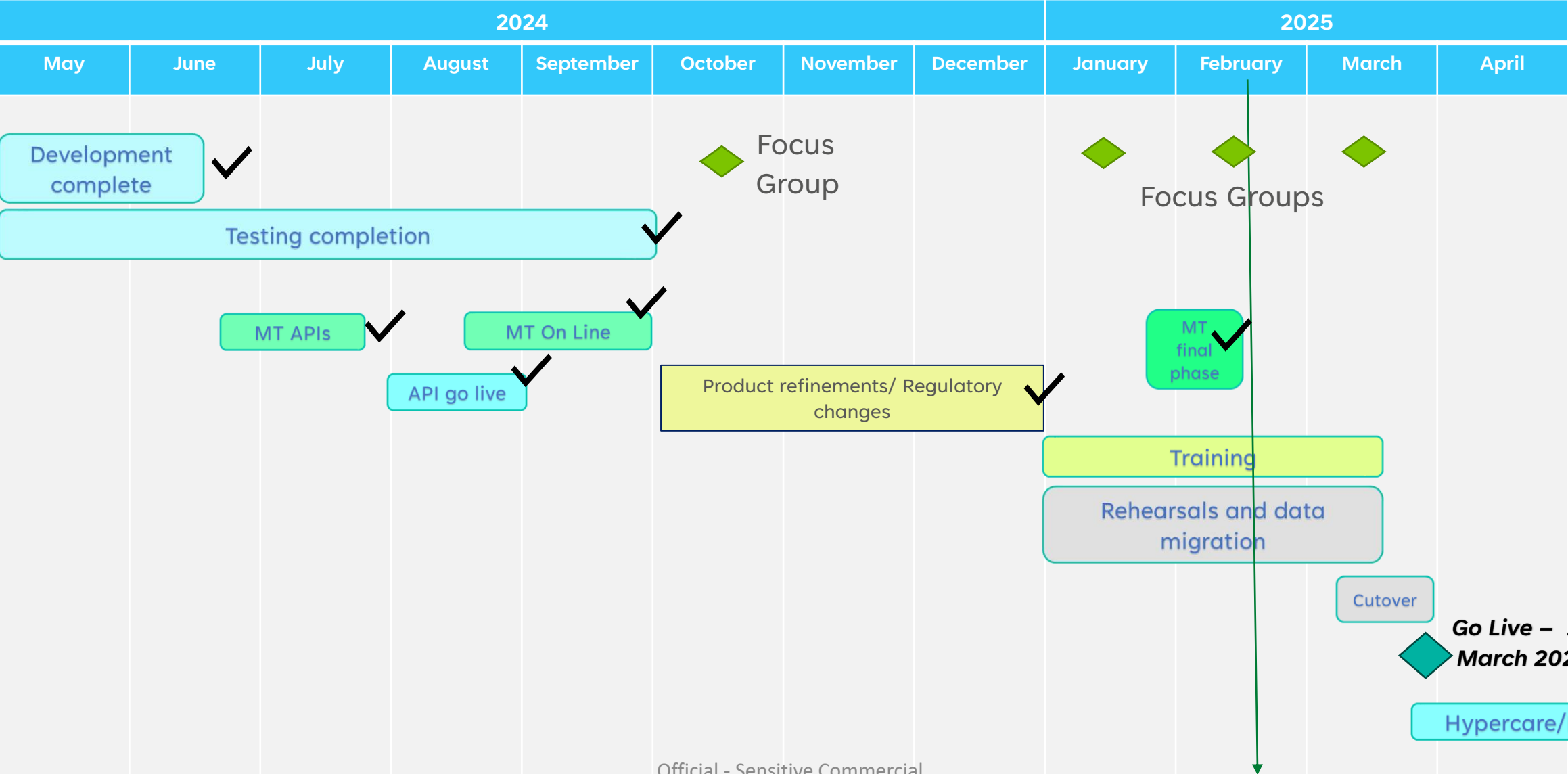


Our key focus is organisational readiness. Some organisations still need to complete essential pre-implementation readiness activities, including switching to the new APIM Gateway, user agreements, MFA and connectivity to the new platform and mandatory training modules



We are in the process of reaching out to organisations that need to complete these essential processes, (via e-mail and phone) to enable a smooth transition to Sustain Plus

Gemini Sustain Plus Timeline





Implementation & Cutover



Implementation and cutover

| FAQ | Approach |
|---|--|
| What will be the outage timing and duration? | We expect Gemini to be unavailable from 03.00 to 13.00 on Sunday 23rd of March whilst the cut over activities are undertaken. These are maximum expected times which will be firmed up after being informed by the dress rehearsals |
| How will outage and restoration be communicated? | Users will be communicated via ANS messages (consistent with the current outage processes) |
| When can customers make nominations again? | From 13.00 on Sunday 23rd March (when the upgraded Gemini will be available) |
| What will happen regards auctions? | Planned dates for long term auctions are not impacted by the cutover weekend. Short term (daily) auctions will be unavailable during the outage window – please plan accordingly and place bids in the day ahead auctions and/or in the within day auctions on the 23rd of March once the new platform is live |
| How will I access the new upgraded system? | Users will need to use their new Login credentials (we strongly encourage you to do a connectivity test well ahead of the implementation weekend) |
| Will I be able to compare to the current Gemini System? | No. The current legacy system will not be available. Data will be migrated to the new upgraded system as part of the cutover process |
| Will organisations/users be required to perform checks? | Yes. Please check your data once the system is back up (from 13.00). If the data looks incorrect or inaccessible, please let us know immediately via the service desk |
| What will happen to files due to be processed in the outage window? | File flows will be queued and then sorted in order, to catch up as part of the restoration process. |

Communications to go-live

In the build-up to implementation of the Gemini Sustain Plus Programme, 23rd March 2025, we will be issuing communications both via ANS and Email from 21/02/2025 to remind organisations of the following:

- Upcoming go-live date
- Outage time
- What Organisations need to do get themselves and their Gemini users ready for 23rd March 2025
- Where to find supporting/ helpful documentation.

More details can be found from the 21/02/25 here [Operational news | National Gas](#)

No Parallel Running

With the implementation not far away it is worth reminding the Industry that there will be **no parallel running of the Legacy/current Gemini system and the upgraded Gemini systems**. Once we have successfully implemented the Upgraded Gemini we will switch off and decommission the legacy Gemini system.

Support and availability of Gemini post go-live

Availability

The upgraded Gemini platform will be available 24/7 as there will no longer be a regular maintenance outage requirement and the system is hosted on a fully redundant and resilient cloud platform.

All access to the system will use the Azure Front Door content delivery network, this is made up of a global mesh of access points that are dynamically allocated based on factors such as your location and the load on the network. This means while there is only 1 URL used to access Gemini, behind this is a highly available, global network service which is managed and maintained by Microsoft.

In addition, the upgraded Gemini system uses a Micro-Service architecture, this means processes have been grouped into individual entry and exit points and infrastructure components – a benefit of this being that we can deliver change to one of these Micro-Services without impacting the wider the Gemini application.

Support and availability of Gemini post go-live

Support

If you have access or any other issues, post Go-Live then the Incident Management process will remain as usual, please contact our Service Desk via the following channels:

- Telephone: 0845 600 0506
- Web form: [Raise a new support request - XOSERVE](#)
- Email: servicedesk@xoserve.co.uk
- Online screen support button.

The Service Desk will be enhanced with additional resources during our Post Implementation Support period, this will be in place for 3 months, to assist with managing any increased ticket volumes. The working hours will be as normal Monday to Friday 8am until 6pm, between 18:00 and 08:00 critical issues will be supported by on-call support resources as per the current support service.



Final Market Trials - Summary



Final Market Trial Stats/findings

Numbers:

- 410 Users across 120 organisations
- 41,000+ Screen Hits
- 780,000+ API Hits
- 2700+ Nominations and 1400+ Renominations placed
- 90+ Entry Bids and 50+ Exit Bids placed
- 147 Tickets raised of which 9 remain open

Key findings \ Improvements:

- Access issues for multiple users, though these were quickly addressed, come from:
 - Resetting MFA due to change in phone.
 - Token and DB mismatch error – organisation have an alternative log in ID which is different to work email. (we are looking into a solution for how we can reduce this for go-live)
- A large portion of tickets for online processes, came from users not being familiar with the enhancements and navigation of the upgraded Gemini system – we encourage Gemini users to utilise the training material to avoid these issues come go-live.



Organisation readiness for 23rd March 2025



Organisational readiness – Summary

There are a number of activities for each organisation will need to undertake ahead of the implementation of the upgraded Gemini system to put themselves to mitigate issues during the transition from the old to the upgraded Gemini.

We have broken these activities down into the following;

User readiness

- User MFA complete -User have completed there MFA set up after being invited

- Connectivity test - Users have connected or logged into an upgraded Gemini environment

- User agreements – all user agreements are in place for ahead of go-live.

Training readiness:

- User have completed mandatory e-modules

- Users have completed role based e-modules

Technical readiness:

- Transitioned to the new API gateway

Organisational readiness – Summary

| User Readiness | Org Count (complete) | Org Count (In progress) | Org Count (less than 25% of org users have started) |
|-------------------------------------|----------------------|-----------------------------------|---|
| User MFA Complete | 56 | 56 | 101 |
| Connectivity test | 53 | 56 | 104 |
| User agreements | - | - | 14 |
| Training Readiness | Org Count (complete) | Org Count (In progress) | Org Count (less than 25% of org users have started) |
| Mandatory training | 12 | 12 | 203 |
| User role training | 6 | - | 225 |
| Technical Readiness | Org Count (complete) | Org Count (yet to complete/start) | |
| Transitioned to the new API gateway | 170 | 61 | |

Connectivity and Onboarding

Connectivity

We have shared the URLs via the UK Link distribution list and via the nominated leads from the Gemini User Audit. We encourage all organisations to test their connectivity and access during the Market Trials phase to ensure that a smooth transition for you and your Gemini users ahead of go-live. The link again are as follows:

- **Gemini Production:** <https://geminiplus.co.uk/> - available from 23/03/245

Onboarding (Personal Accounts)

Gemini users will have received an invite from the upgraded Gemini system to onboard to Gemini. These are not phishing emails and may go to your users Junk email folders depending on your organisations email settings. We have an onboarding video here:

<https://vimeo.com/928433283/128a74048e?share=copy> **Please ask your users to complete their MFA set up or they will not be able to connect to Gemini come 23rd Gemini .**

If you any problems with online or your API credentials please email:
geminiengagement@correla.com.

Switching to the new API Gateway

Key Points

- New Sustain Plus API solution (<https://geminiplus.co.uk/>) has been in production use for over 6 months now, this supports all current Gemini API's and is a fully resilient, production level service

- Current API Usage
(Friday 13th February):

| APIM User IDs | APIM API Requests | IX User IDs | IX API Requests |
|---------------|-------------------|-------------|-----------------|
| 215 (183) | 1.4mil+ | 122 (173) | 540k |

- New API credentials have already been shared with all shippers but please contact the geminengagement@correla.com box if you require these to be sent to you again, technical information relating to accessing these APIs such as specifications, swagger files and more are available via the Sustain Plus website page ([link](#))

Last Chance - You need to Switch Now!

- Moving now means you have access to both IX and Sustain Plus API solutions in parallel during your transition – this will allow you to remediate any transition issues while having a fallback API access route if needed
- Support is readily available from either our Service Desk or Project team based on the nature of any issues you may encounter – technical surgery slots are available and can be booked if needed
- API transition is a one-time activity – doing it now will mean you have no further changes to make for APIs when we go live on March 23rd
- **The IX API (<http://prod-ix.geminints.com:4445>) service will permanently cease from 22nd March 2024 - less than 5 weeks away.**
- **During post-go-live support, API support requests related to failure to migrate in advance of the go-live (e.g. OAuth login issues, API URL and structure related issues etc) will have to be given a lower support priority to other go-live related support requests**

Training

The Gemini Sustain plus programme launched the Learning Management System (LMS) on the 23rd January 2025. The LMS is a training tool that will provide training support material for current and future Gemini users. All Gemini users at the time were onboarded to the LMS and we will continue to onboard new Gemini users on as part of the programme until go-live.

The invites were sent from NOREPLYLMStraining@Correla.com

Once a users have logged into the LMS there will be 2 mandatory modules, roughly 5-15 mins each, that LMS users will need to undertake before gaining access to wider suite of e-modules for your market segment, these are:

- Basic Navigation of the LMS
- Gemini UI Navigation

We encourage and remind users that:

- To complete the mandatory e-modules.
- Enroll and complete additional e-modules to understand the enhancements the Gemini programme is introducing.

This will help reduce processes queries you will have post go-live, our service desk will recommend you check this first for any processes related tickets.

If you have any feedback regarding the training e-modules, please contact: box.xoserve.training2@xoserve.com

If your user haven't received an invite and need access, please contact: geminiengamgent@correla.com



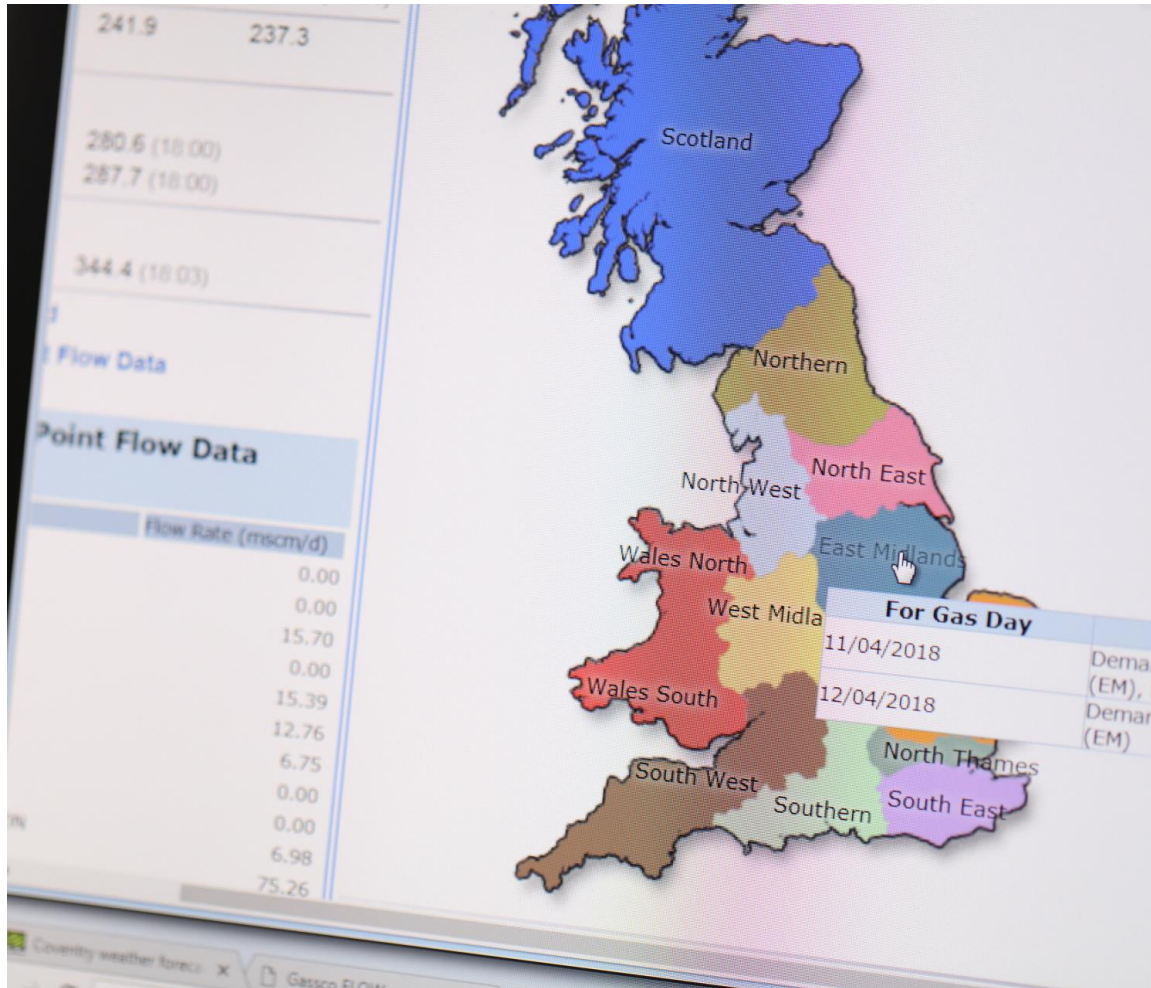
Q & A



Next meetings and Key Reminders

- The next Focus Group session will be on 10th March 2025. Invitations will be sent out soon.
- The change pack for Gemini sustain plus will be going out for information today for final enhancements that have been included in the March 2025 release of the programme.
- Please attend to your remaining pre-implementation activities as soon as possible. If you have any queries or difficulties, please reach out to us.

Thank You



- All the information from today will be loaded on to our dedicated Gemini Sustain Plus Website: [Gemini Sustain Plus \(xoserve.com\)](https://xoserve.com)
- We will also update the Q&A captured today
- If you'd like to reach out to the programme directly, please use our box account: Geminienagement@correla.com and a member of the team will respond