



Introduction to Xoserve, UK Link, & Project Trident

September 2025

Contents

This presentation is designed for **everyone** involved with Project Trident, including 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 Strategic Outline Case to our newsletters;
- Useful links to find more information on Project Trident.

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

Xoserve – An
introduction

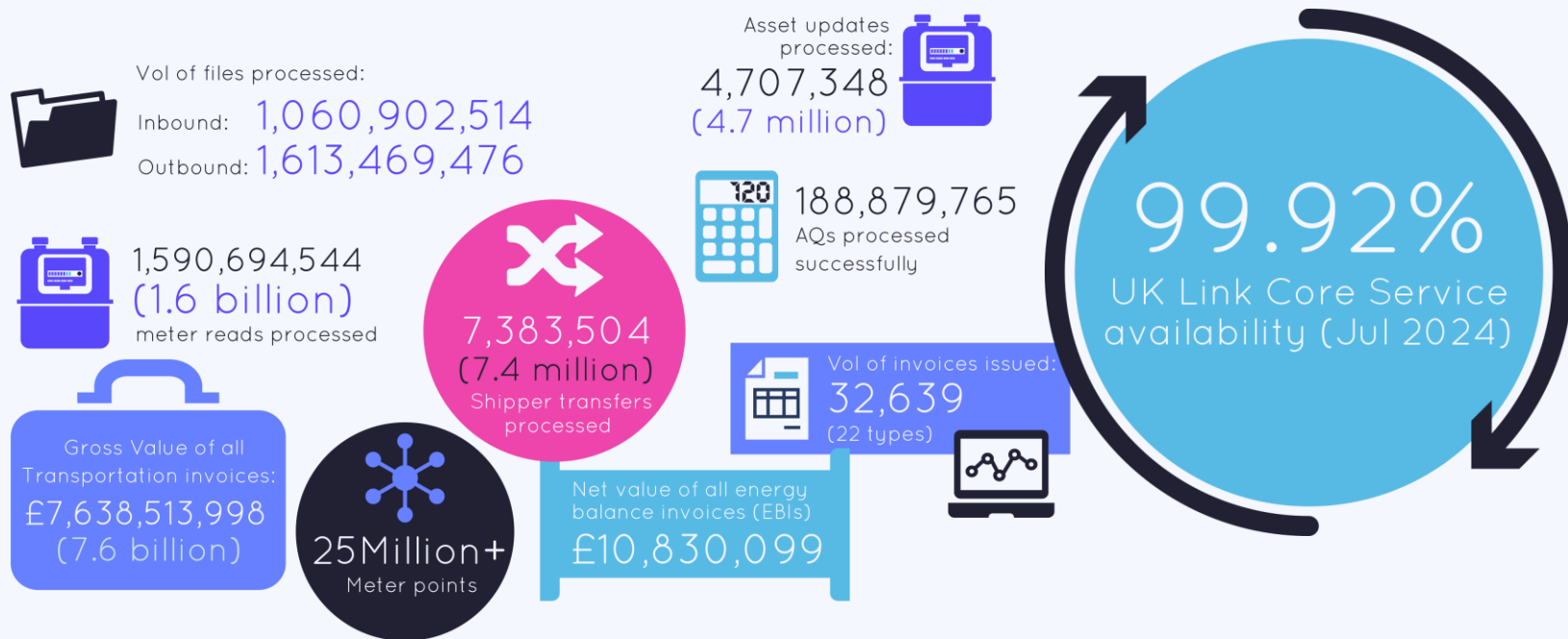
3 min watch

Xoserve – The Gas
Network

2 min watch

An overview of UK Link

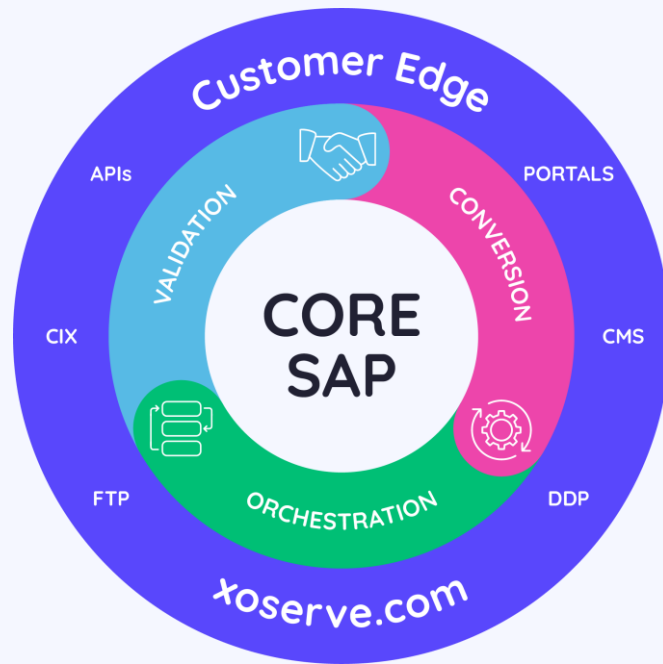
At the core of these CDSP data processing capabilities is Xoserve's **UK Link system**.



An overview of UK Link

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

- **The Core** – a bespoke configuration of **SAP ISU ECC6** and SAP BW.
- **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.
- **The Customer Edge** – customer-facing systems that industry parties use every day to engage with Xserve and ultimately Core.



**NESO's latest Future Energy Scenarios show minimum 11 million gas boilers for heating in 2040*

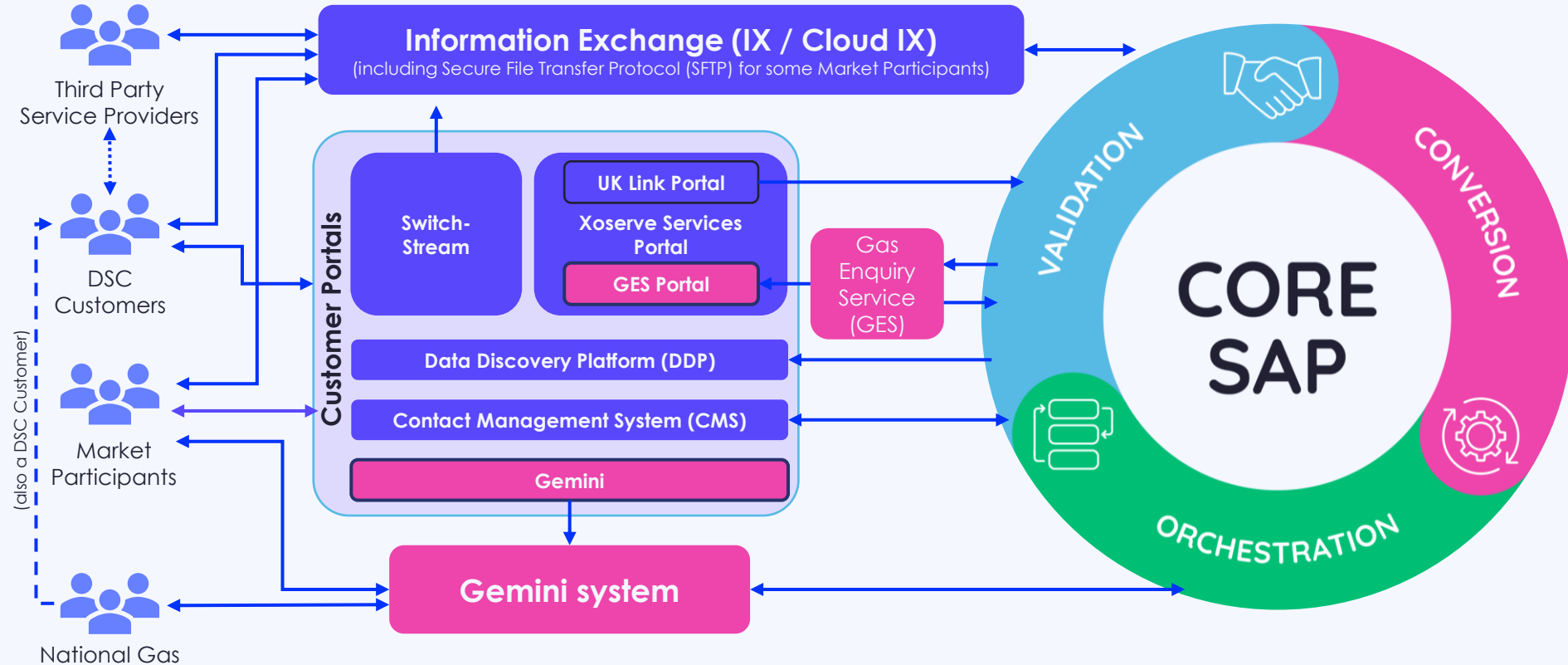


An overview of UK Link

Key

UK Link
Customer Edge

Xoserve's Client
Service / System





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.*



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.

X An overview of Project Trident: Procurement approach

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).





Project Trident: 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 **a longlist** of **six potential options for the future of UK Link:**

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

X Project Trident: critical success factors

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.

X 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. <i>*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.</i>

X Our current focus

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

Shortlisted Option		UK Link Core	UK Link Non-Core
SAP Renewal	An SAP product-based UK Link	SAP	SAP
Self-Build	A bespoke UK Link	Custom new build	Best of Breed SAP and/or alternatives
Hybrid	A best fit & multi product-based UK Link	SAP	Best of Breed SAP and/or alternatives

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 via communications@xoserve.com and we'll be happy to help.