



Welcome to #11 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. Project Trident preferred hypothesis customer consultation closes.
2. Due diligence continues on Project Trident's preferred hypothesis.
3. Xoserve begins feasibility assessments on UK Link Pain Points.

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### 1. Project Trident preferred hypothesis customer consultation closes

Between 30 July and 12 September, Project Trident held a customer consultation on its preferred hypothesis.

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*. This has been based on our research and evidence to date, including input from customer interviews and contributions within the UK Link Pain Point workshops. All options are still subject to continuing research including input from customers, our Independent Assurance Partners and our Customer Advisors so that we confidently reach the best outcome. For further information on the preferred hypothesis, [please find attached the customer briefing presentation here](#).

DSC customers were invited to contribute towards the consultation within three different routes: online surveys, a customer workshop and written feedback to the stakeholder engagement team or Project Trident Customer Advisors.

Within our customer workshop on 05 September, we had 25 customers attend from a cross-section of the industry. The workshop focused on the risks and opportunities for the preferred hypothesis in comparison to the other shortlisted options and the information that customers would value being presented within the Outline Business Case.

As a next step, we will publish a summary report within October 2025 containing our findings from the consultation. This report will be a crucial data point to inform the decision on the preferred hypothesis.

If your organisation missed the opportunity to contribute to this consultation, please contact [communications@xoserve.com](mailto:communications@xoserve.com).



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## 2. Due diligence continues on Project Trident's preferred hypothesis

Alongside the customer consultation, due diligence within our Solution Definition workstream continues on the Project Trident options shortlist and preferred hypothesis. For further information on the preferred hypothesis, [please find attached the customer briefing presentation here](#).

This workstream aims to negate the preferred hypothesis or confirm it as the preferred option for Project Trident. In addition to the research on the preferred hypothesis hybrid solution, two external vendors have also undertaken short studies to understand the costs and risks of developing a bespoke option. The collective information gathered is essential in comparing cost estimates, gathering industry insights and lessons learned to ensure that Xoserve designs and procures the best solution for our customers.

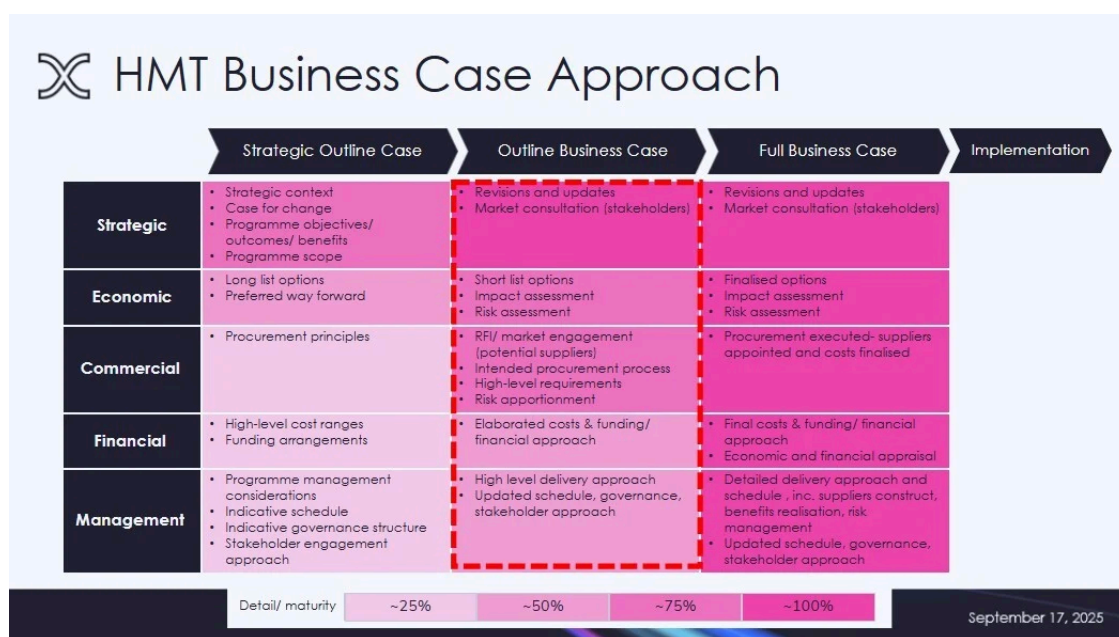
Our focus within September and October is assessing the findings from the external vendors, conducting a test migration against a copy of the UK Link code, the inclusion of

our findings and questions from the customer consultation, and the analysis of partner findings from readiness assessments.

We expect to be able to share our findings from this workstream with customers within Q4 2025, with clarity on one of two outcomes:

- If the current preferred hypothesis is negated, Project Trident will re-review the long-list of options as part of the HMT Green Book with the aim of identifying an alternative option. If this takes place, we will communicate a new process for how we will gather customer input.
- If confirmed, the preferred hypothesis will become the preferred option and presented in the Outline Business Case (OBC). The OBC will contain information as outlined in the image below.

We are grateful for the time customers have taken to input into Project Trident on the preferred hypothesis. Further information and opportunity for customer input will take place upon the sharing of the OBC and the generation of the Full Business Case.



### 3. Xoserve begins feasibility assessments on UK Link Pain Points

Xoserve has begun the feasibility assessments on customer pain points relating to UK Link, gathered as part of the Project Trident customer pain point workshops held throughout June & July.

The final UK Link Pain Point report has been shared with our DSC Contract Managers and workshop attendees. Thank you to our customers for their contributions to this report and within the workshops. Xoserve welcomes these findings, and they are supported across Xoserve, including the Xoserve Board and the Project Trident Customer Advisors. We are

committed to seeking feasible solutions to improve services for our customers. If you are a DSC Contract Manager or attended the workshops and haven't received a link to this report, please contact [communications@xoserve.com](mailto:communications@xoserve.com).

Since the publication, Xoserve Architecture, Customer Engagement and Project Trident teams have begun the assessments against all pain points raised to understand technical feasibility, costs, benefits and industry impact of potential solutions. All pain points will be reviewed fairly in line with DSC governance and those that fall within the scope of Project Trident will follow the Project Trident Change Impact Assessment & Control Approach shared within ChMC and CoMC in June.

These assessments will provide recommendations or business cases for where and when feasible solutions could be implemented. These could take place within BP26 or BAU DSC change in advance of Project Trident delivery, within Project Trident or post Project Trident delivery.

Customers will see outcomes from these internal assessments in Q4 2025 via an industry playback session where we will share findings and next steps with customers. DSC Contract Managers, nominated Project Trident engagement and technical representatives will be informed about this virtual playback session at least three weeks in advance of this taking place.



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## Other news

Please note that there is a change to the upcoming dates for the Customer Advisor – Shipper drop-in session and the Customer Advisor – Transporter drop-in sessions within IGT & DN constituency meetings.

As a result of a change in the date for the IGT meeting, these will now be taking place on the following dates:

- **DN:** October 2 – 14:00 – 14:45

- **IGT:** October 28 - 10:30 – 11:00

To better align the dates for the two Customer Advisors, the Customer Advisor – Shipper drop in session will be taking place on:

- **Shippers:** October 3 – 10:00 – 10:45

The primary contact for the Customer Advisors will remain via their existing email addresses using “Project Trident” within the subject line where ad hoc meetings can be scheduled. Please expect a short delay to their responses.

- Gareth; [gareth@waterswye.co.uk](mailto:gareth@waterswye.co.uk)
- Matthew; [mlittle@northerngas.co.uk](mailto:mlittle@northerngas.co.uk)



### 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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