

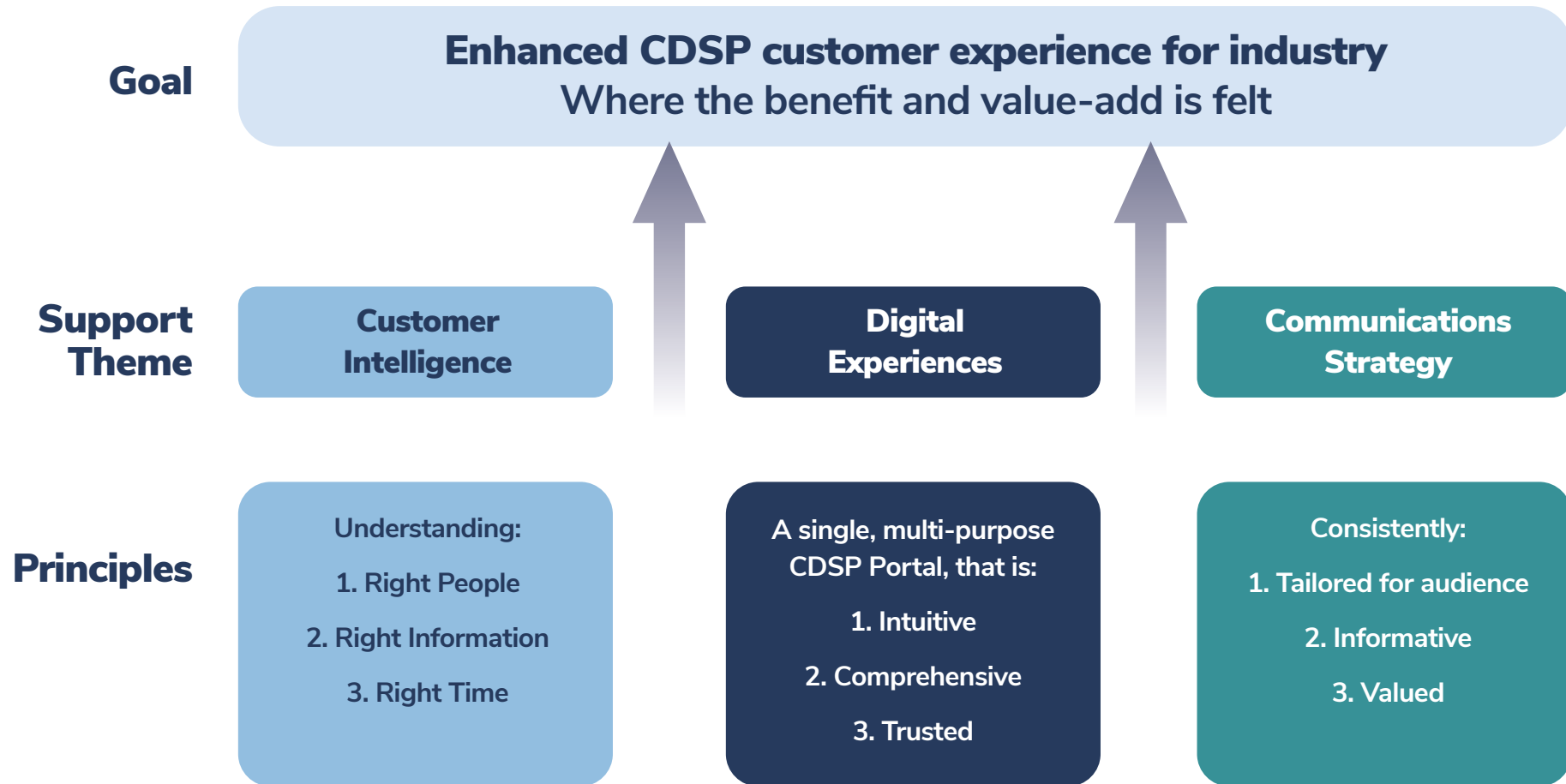
Driving the Value-Add from Xoserve's Services

James Verdon, Stakeholder Manager

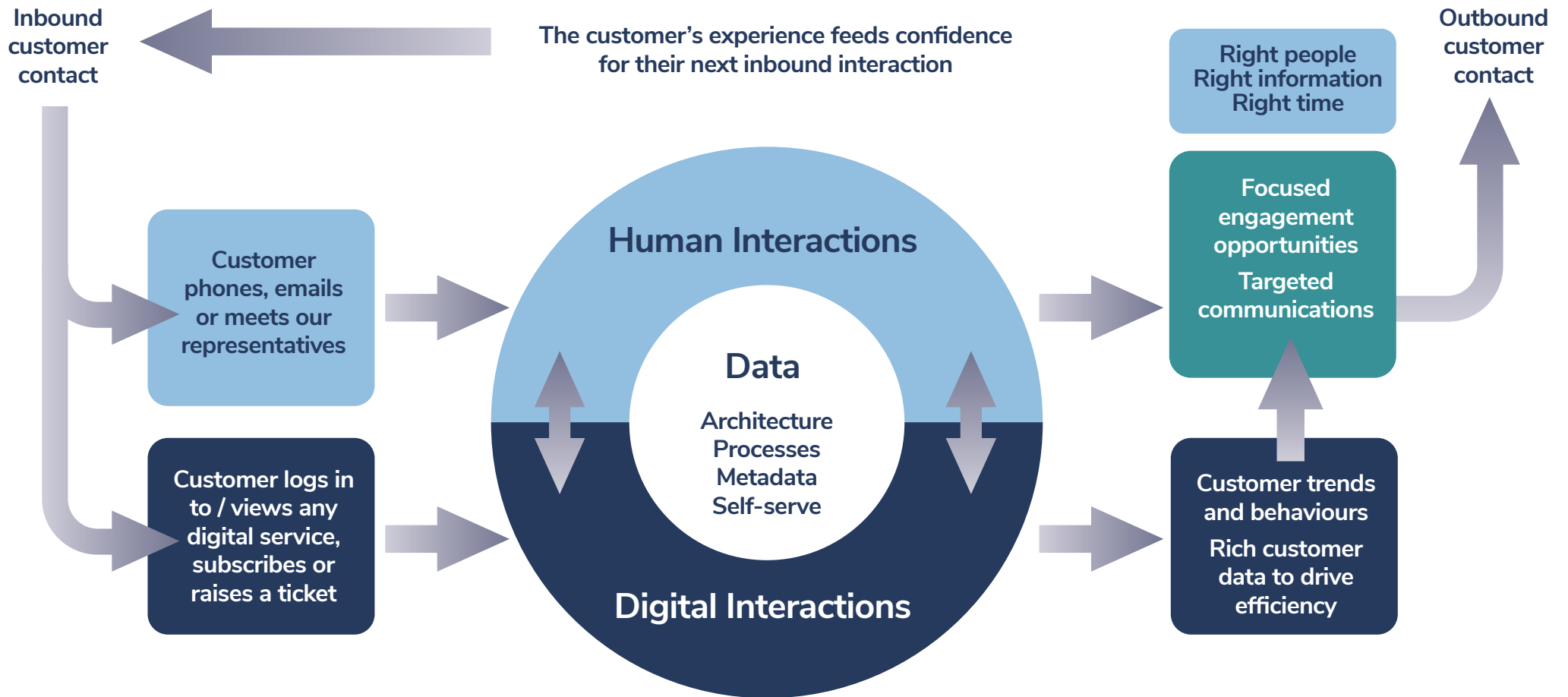
May 2024



Capability Themes & Principles



The Engine – powering communications



Meet Joe!

Joe's starting a new role at Verdon Energy, after 10 years' experience at a competitor organisation.

He's very familiar with the CDSP services, having used daily in his previous job.



Joe
Senior Gas Ops Manager
VERDON ENERGY

Customer Intelligence

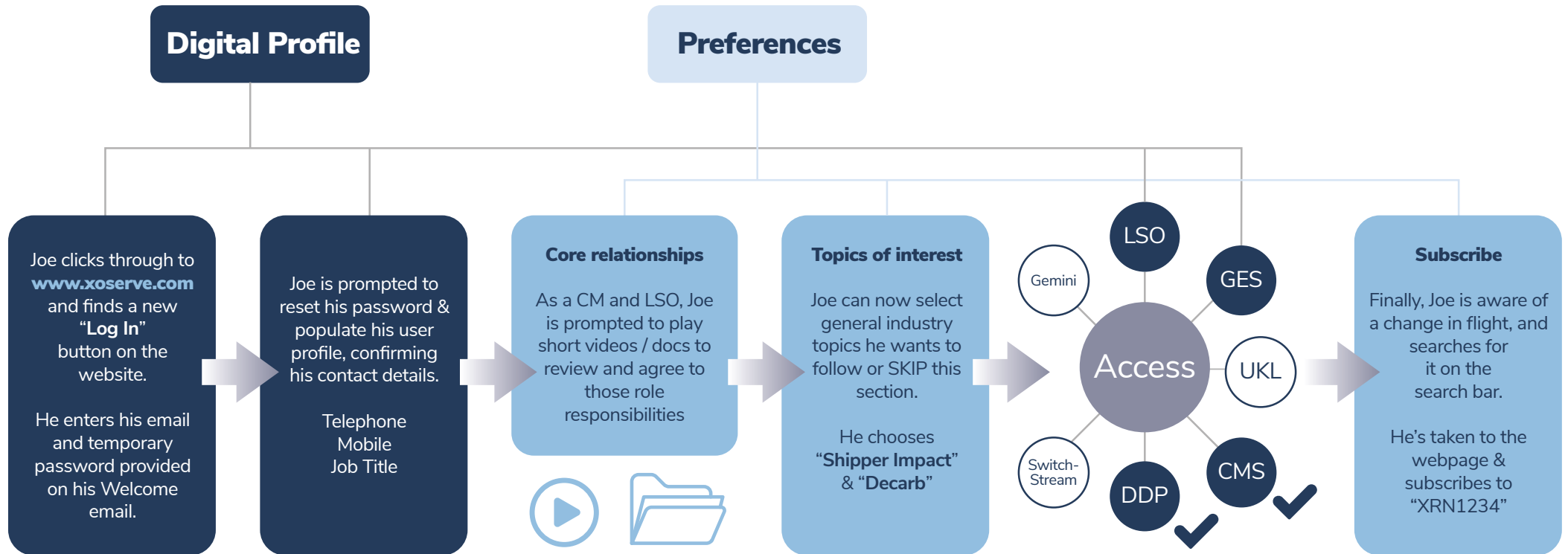
Digital Experience

Between jobs, Xoserve launched their newly rebuilt **Xoserve Services Portal (XSP)**!

Joe has an account set-up already, and the retiring Contract Manager has allocated Joe as the new **Contract Manager (CM)**, and **LSO**.

Joe has found he has a Welcome email in his Inbox, and is now logging in for the first time...

The Customer's Experience – Set-Up



The Customer's Experience – Ongoing Value



Joe
Senior Gas Ops
Manager

ContractMgr
CoMC
XRN1234
Decarb
Shipperimpact
LSO
GES
CMS
DDP

Joe receives notifications of all Change updates for XRN1234, so he always feels informed.

Through subscription, Project Delivery teams recognise Joe as a stakeholder for XRN1234.

CMS goes down, preventing users progressing Industry processes

Joe can easily subscribe to these items, adding them to his XSP dashboard. All his required info, all in one place!

Xoserve recognises Joe's interest in Decarb, sending a monthly Newsletter to help him find articles & subscribe to podcasts new campaigns.

Customer Intelligence

Digital Experience

Communications

CDSP Engagement

New staff

Project Delivery

Incident

Keeping informed

Transparency

Xoserve understands Joe is a CM and targets him for CoMC / Contract info.

As LSO, Joe can easily create basic profiles for his new staff to access XSP, and grant access to CDSP systems.

Xoserve recognises Joe as both a CM, as well as an impacted user (via ticket) and someone interested in Shipper Impacting events.

Joe raises a Ticket, directly from the CMS login page

Joe can review and access all comms, tickets, changes and topics on his dashboard, unsubscribing through self-serve.

Xoserve ensures Joe is informed and looped into CoMC relevant materials and updates, in line with J/O.

The new staff go through Set-Up, like Joe did, & Xoserve understands their relationship to CDSP service estate.

The incident is already added to Joe's XSP dashboard (with his ticket), so he can track and access all comms and updates directly in one place.

Joe receives high level updates as a CM / stakeholder. He also receives User-level support and guidance.

With Joe maintaining his own data, Xoserve's customer intelligence remains accurate, and automatically feeds into data-driven, value-add experiences.

Verdon Energy team

Joe
Senior Gas Ops Manager

ContractMgr
CoMC
XRN1234
Decarb
Shipperimpact
LSO
GES
CMS
DDP

**Stored
Metadata**

Katie
Operations Manager

Shipperimpact
SPA
AQ
Invoicing
LSO
DDP
Decarb

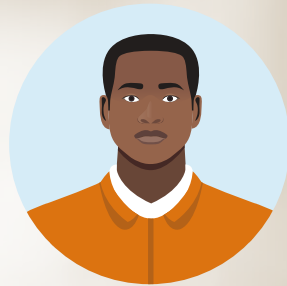


Priti
Regulatory

ChangeMgr
ChMC
XRN2345
XRN3456
XRN4567
Shipperimpact

Dan
Operational Team Leader

SPA
AQ
RGMA
XRN2345
GES
CMS
DDP



Specified
criteria for
different comms /
campaigns



Marcus
Gas Trader

Trading
Gemini
GeminiSustain+
XRN1122
MOD1001



Every stakeholder has their own tailored experience.

Every stakeholder feels the value-add from Xoserve.

Good morning, Simon

Products and Services

UK Link System

Connecting the complex systems that are essential for Britain's competitive retail gas market

Gas Enquiry Service (GES)

An online service for accessing details about supply meter points

Contact Management Service (CMS)

An online business-to-business service for managing contacts

Data Discovery Platform (DDP)

The Data Discovery Platform (DDP) is a data visualisation tool for accessing reporting information, spotting anomalies, complying with regulatory obligations and taking informed decisions.

[Get access](#)

Gemini

A suite of online applications for managing the transportation of gas

[Get access](#)

Notifications

11 Nov 2022 11:21
ENQ-0000123

[Support Ticket](#)

IX Connection Issue
We have responded to your ticket.

11 Nov 2022 11:21

DDP is smarter than ever

[News](#)

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium

11 Nov 2022 11:21

XRN - 5463

[Change Pack](#)

Technical Debt reduction - Prime and Sub process
Solution Consultation in progress
11 days until consultation ends

11 Nov 2022 11:21

ENQ-0000120

[Support Ticket](#)

UKLink reporting issue
Your ticket has been resolved.

[See all updates](#)

My Support Requests

Digital UX Benefits

My Support Requests

11 Nov 2022 11:21	ENQ-0000123	IX Connection Issue	We have responded to your ticket.
11 Nov 2022 11:21	ENQ-0000120	UK Link reporting issue	Your ticket has been resolved.
11 Nov 2022 11:21	ENQ-0000123	IX Connection Issue	We have responded to your ticket.
11 Nov 2022 11:21	ENQ-0000120	UK Link reporting issue	Your ticket has been resolved.

[View all Support Tickets](#)

[Create New Support Ticket](#)

My followed Change Proposals

11 Nov 2022 11:21	XRN - 5463	Technical Debt reduction - Prime and Sub process	Solution Consultation in progress 11 days until consultation ends
11 Nov 2022 11:21	XRN - 5464	Shipper Pack Transition to Data Discovery Platform	Initial Review in progress
11 Nov 2022 11:21	XRN - 5465	Class 1 Read Service Procurement Exercise - MQC 0710	Delivery in progress
11 Nov 2022 11:21	XRN - 5466	CMS Rebuild parent XRN	Change implemented

[View all Change Proposals](#)

[Change Register](#)

Any questions?

Contact James at:

james.verdon1@xoserve.com

or **07976 563 899**