



## Xoserve

18<sup>th</sup> October 2024

### **Re: 2025 Business Plan Consultation on Draft Plan**

Thank you for the opportunity to provide feedback on the proposed business plan for 2025. Following the approval of UNC Modification 0841 we can see that Xoserve have implemented the additional requirements set out in 0841 and provided the extra level detail to show customers how the business plan has been developed and the key drivers behind any decisions made, particularly in new investment areas.

In relation to the above, the draft plan is highlighted as being 82% compliant with the new BPIRs. Is there a KPI measure against this target and where was the plan non-compliant? I was unable to find this information in the BP25 Annex.

The Business Plan this year, whilst a large number of pages, did not appear to contain the level of clarity and information we would have hoped. The layout, whilst 'pretty' seemed repetitive in places, and in others seemed to break the information across a number of different sections making it hard to easily identify where you have detailed the spend. We would like to be able to print the Business Plan at each stage, and therefore ask for a consolidated (print friendly) version with a plain background to also be produced,

We note comments made in the business plan, it has been recommended that Xoserve should develop from a 'Contract Assurance company' to become Competition Ready, however we feel that this is out of scope for the CDSP and the core services it provides.

We would like to see additional details and assurance regarding Project Trident with regards to cost, timings and the impact this could potentially have on CDSP core services. We would also like to see more detail on year one of the proposed investment and how Xoserve intend to use the £9.7m customer investment, and how it relates to spend in other investment areas.

Whilst in principle we support the need for better more informed communication directed at the right customer we believe that the plans for digital UX are slightly ambitious considering the other investment areas set out on BP25. We would like to see improvement in the core CDSP services and ability for DSC customers to engage with Xoserve directly, rather than via Correlia, regarding any questions or issues.

Please note, that due to the volume of documents and the splitting of information across sections, we may raise further questions at a later stage within the cycle.

Yours sincerely,

By email  
**Helen Chandler**  
**Regulatory Process Manager**

