



Xserve

GEMINI CHANGE

INVESTMENT PROPOSAL

November 2024

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Executive Summary

Overview

Need:

The Gemini platform has been significantly modernised over the last 3 years via the 'Gemini Sustain +' programme. Proposed investment across 2025-28 is more modest in comparison to recent business planning cycles, however a budget to deliver incremental change resulting from industry code modifications and future funding for evolving the product is required

Approach:

As with previous years, we are proposing this investment to cover off any regulatory / Gemini consequential change as a result of Code Modifications and consequential system changes to the Gemini estate.

Benefits:

Funding will be available to be drawn down for the delivery of industry / customer change. Some sustaining activities will be required from 2026-27, this is to ensure that all the software, security and hardware components that Gemini depends on are maintained, and availability is maximised.

Background

Over the last few years, Gemini has been through modernisation under the banner of Gemini Sustain, which is moving the service to a cloud-based PaaS infrastructure as well as enhancing features and functions for the services it facilitates. This technical modernisation drove down the operational costs as well as increasing user functionality across the whole user base.

This investment is primarily looking at the future changes needed to Gemini from a Regulatory/Code perspective (as we have done every year since Xoserve became the CDSP). However, following Gemini Sustain implementation, maintenance activities and investment in Gemini will continue, albeit it at lower level than in previous years, as the main aim is a period of stability in the new system while allowing the progression of mandated regulatory change.

Scope

As Gemini has had significant investment over the last few years for modernisation, it's anticipated that this investment proposal is lower than previous business planning cycles, however there are some areas that still need to be invested in over the 3-year period covered under BP25, mostly as a result of industry change and proactive service enhancements.

The scope of this Gemini Investment Proposal can be split into the following areas:

- **Regulatory Change:** As with previous years, investment is needed to cover off any regulatory / Gemini change as a result of Code Modifications and consequential system changes to the Gemini estate.
- **Maintain/Enhance:** The Gemini Sustain programme had several ideas/requirements that, with agreement from customers and the industry, have not been delivered by the initial upgrade programme. These were placed into an “Opportunities Pipeline” to be looked at post implementation, and will be considered from 2026 onwards. It is also anticipated that some maintenance activities will still be required from 2026, to ensure that all the software, security and hardware components are maintained, and to maximise ongoing availability of the system.
- **Data Provision:** Although Gemini Sustain Programme invested in the modernisation of the system, there are a number of market driven change (non-regulatory) related to data provision that would look to be progressed from 2026 onwards.

Solution

Not making this investment, or “doing nothing” would lead to a substantial increase the risk profile of Gemini, leaving us unable to progress change at pace, exposing the infrastructure by maintaining unsupported software versions and elevate customer dissatisfaction.

Outputs / Outcomes

The main output from this investment is the continued development of the Gemini system aligned to customer and regulatory needs, delivery of complex change while meeting all KPM and PIs throughout 2025-2028.

Benefits

This investment proposal offers numerous benefits that look to enhance the overall value and performance of the industry critical Gemini system. By looking to years 2 & 3, having the ability to address some of the customer opportunities from Gemini Sustain Programme, working with National Gas Transmission we'll aim to build further on the improvement to system functionality leading to greater customer satisfaction and more efficient operational processes within the industry. The proactive approach to regulatory change minimises risk and ensures we can continue to react and help develop mandated industry change in a timely and efficient manner. In latter years, this investment not only offers stability, but has the potential to enhance the system/service offering, while ensuring Gemini remains robust, reliable and future-ready.

Budget

The budget for this investment is driven by several key factors that are essential to Gemini. Tentative figures have been included for Y2 & 3 to represent the need for funding on Data Provision and Maintain/Enhance activities in the short term. The costs for Y2 & 3 will be finalised during the next BP cycle as per previous years.

Investment Area	BP25/26	BP26/27	BP27/28
Maintain/Enhance	£250,000	£250,000	£250,000
Data Provision	£0	£250,000	£250,000
Regulatory Change	£2,150,000	£1,940,000	£1,940,000
Totals:	£2,400,000	£2,440,000	£2,440,000

The funding will come from the customer constituencies as per the DSC charging methodology, which is outlined below and is unchanged from previous BP years.

BP Year	NTS	GDNs	IGTs	Shippers
BP24	100%	0%	0%	0%
BP25	100%	0%	0%	0%

VfM

The proposed investment in the continuation of Gemini represents excellent value for money for our customers, specifically mitigation of risk by allowing us to react to mandated change while providing continued reliable service delivery. When applying the 5Es, economy, efficiency, effectiveness, equity, and evolution, we ensure that the system remains reliable, efficient, and equitable.

The continued investment in Gemini will look to enhance our ability to meet future challenges and opportunities by highlighting the value the CDSP offers customers in the provision and management of industry critical systems and services. With this investment, we focus on ensuring that the Gemini system continues to be reliable, valued and can deliver high-quality services that meet or exceed customer expectations. This approach not only meets the short-term requirements of maintaining this critical system but also sets a foundation for sustainable, equitable and innovative growth that benefits all stakeholders involved.

Requirements

Context

Gemini is classed as an industry-critical system, in a way that it supports key industry functions, such as Entry Capacity/Invoicing, Energy Balancing, Exit Capacity, Auction and Invoicing, which is a managed service by Xoserve on behalf of National Gas and outsourced to Correla as the primary service provider. Gemini form parts of the wider UK Link estate and as a result has deep-rooted data links to several key systems maintained by Xoserve as well as a number of external systems, for the facilitation of key industry processes. Gemini sends and receives information from/to a number of sources, such as UK Link (SAP ISU, BW), PRISMA, Demand Estimation as well as a number of industry participants such as, Distribution Networks, National Gas, Shippers, Allocation Agents & Market Operators.

Over the last few years, Gemini has been through a modernisation under the banner of Gemini Sustain, which is looking to move to a cloud-based PaaS infrastructure as well as enhancement to features and functions for the services it facilitates. This technical modernisation has resulted in driving down operational costs as well as enhance the offerings adding more value for its singular funding party, National Gas.

The Gemini Sustain Programme, at the time of writing, is still in progress however planned Go-Live is expected to be completed prior to the period covered by this investment. Should this programme be delayed further during this business planning cycle, this will be reflected in future drafts.

Scope

As Gemini has had significant investment over the last few years for modernisation, it's anticipated that this investment proposal is to be lower than previous business planning cycles, however there are a number of areas that still need to be invested in, mostly as a result of industry change and proactive service enhancements.

The scope of this Gemini Investment Proposal can be split into the following areas:

- **Regulatory Change:** As with previous years, investment is needed to cover off any regulatory / Gemini change as a result of Code Modifications and consequential system changes to the Gemini estate.
- **Maintain/Enhance:** The Gemini Sustain programme had several ideas/requirements that, with agreement from customers and the industry, have not been delivered by the initial upgrade programme. These were placed into an "Opportunities Pipeline" to be looked at post implementation, and will be considered from 2026 onwards. It is also anticipated that some maintenance activities will still be required from 2026, to ensure that all the software, security and hardware components are maintained, and to maximise ongoing availability of the system.
- **Data Provision:** Although Gemini Sustain Programme invested in the modernisation of the system, there are a number of market driven change (non-regulatory) related to data provision that would look to be progressed from 2026 onwards.

Why is this investment needed?

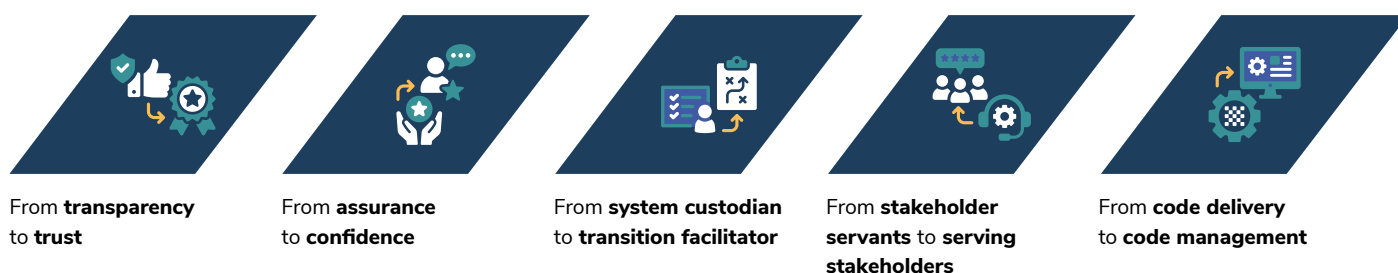
This investment proposal reflects our strategic themes of innovation, agility and forward-thinking stewardship, essential for navigating the dynamic landscape of modern infrastructure and service management. Gemini, having recently undergone a significant upgrade, now requires a period of stability in line with customer and service management expectations, with only mandated changes to system and processes being carried out. However, the BP period is looking at a 3-year period, some targeted enhancements will be looked at to fully realise its potential and meet evolving user needs over the coming years. By investing in these “opportunities” and responding effectively to regulatory change, we are ensuring that the system remains compliant, efficient, and capable of delivering high-quality reliable services to its stakeholders.

The below covers off and specific details around the Efficiency, Innovation, Risk Avoidance and Opportunity elements of this investment proposal.

- **Efficiency:** Investing in the continued maintenance and future enhancements of Gemini will ensure operational efficiency, streamlining of workflows, optimising system performance and introduce value add products to provide exceptional service to its users.
- **Innovation:** Innovation is driven by our ability to integrate enhancements and mandatory change with minimal disruption to service. The recent Gemini Sustain Programme provided a solid foundation on which to build and introduce innovation and enhance system capabilities and user experience. This investment proposal covers implementing new features over the coming years, improving system interoperability and ensuring the latest updates and security standards are maintained. By fostering a culture of innovation, we position ourselves to meet future challenges head on.
- **Risk Avoidance:** Managing potential risks is a key driver for this investment proposal, it is looking to ensure the Gemini system is protected and maintained with the latest security patches and software updates, that the processes and services remain compliant with regulatory and industry obligations while introducing change opportunities that may mitigate customer risks by introducing more automation and removing pain points. The continued sustainment of Gemini ensures we are protected from security threats/data breaches, protecting system availability and mitigating technical debt.
- **Opportunity:** This investment represents a significant opportunity to enhance the value the Gemini system delivers to stakeholders. By looking to address the backlog of customer driven change we can provide a more robust and feature rich system that meets the diverse needs of its users. This not only enhances customer satisfaction but also opens new avenues for service improvement and expansion. Embracing the opportunity ensures we continue to deliver sustained value to all customers.

Strategic Themes

In May 2024, Xserve introduced 5 strategic themes that plot out journeys that the organisation needs to take in order to delivery maximum value to its customers, stakeholders and consumers. Each theme represents a pathway from the current / to a future destination, each one being critical to the required evolution.



The criticality of the Gemini system makes the proposed investment key to us maintaining all of the current destinations, and as such, crucial to each of the 5 themes. In particular, the continued investment in Gemini proposed within this Investment Proposal is central to the themes, “From transparency to Trust” and “From stakeholder servants to serving stakeholders”, but all are represented within this investment in some way.

- **From transparency to trust:** As transparency-focused partners, our primary goal has been to ensure that we work closely with National Gas and our Service Provider about the roadmap of Gemini and its ongoing performance. The yield from Gemini Sustain Programme means we can react quicker, deliver changes (regulatory or customer driven) quicker and cheaper which in turn will build confidence and develop a deeper trust in our ability to meet customer needs and support their business operational activities/obligations.
- **From assurance to confidence:** The continuation of investing in Gemini and ensuring a stable, reliable system, while delivering innovative, valued customer and regulatory change that keep pace with evolving industry demands will continue to enhance stakeholder confidence in our ability to deliver consistent, high-quality services and

provide National Gas with the certainty that their critical infrastructure is not only maintained but continually optimised for long-term success.

- **From system custodian to transition facilitator:** By addressing the product evolution changes and proactively preparing for future regulatory updates, we demonstrate our commitment to not only maintaining but also enhancing system functionality and compliance. As we facilitate this transition, we empower our stakeholders with a more adaptable, efficient, and compliant infrastructure, solidifying our role as a proactive partner in their ongoing success.
- **From stakeholder servants to servicing stakeholders:** Gemini investment proposal exemplifies this strategic journey by prioritising customer satisfaction and regulatory compliance, we enhance the value and reliability of the critical infrastructure. This investment proposal looks to build on our strong relationship with National Gas but aim to become a more proactive partnership, ensuing long term satisfaction and success.
- **From code delivery to code management:** We’ve been engaging continuously for years on Gemini code changes and building on the Gemini Sustain Programme; we can promote our value

in executing our customers code obligations. Customers have actively stated that getting the basics right will build trust and aid our aim to move from code delivery to management, something we do very well in the Gemini space as services continue to be provided to a high standard, focusing on ensuring greater compliance, efficiency, and adaptability in our service delivery.

Benefits

The Gemini Investment Proposal is looking to ensure that the service is maintained, continues to meet the contractual KPM/PIs and is expanded through a number of customer raised “opportunities” to enhance the Gemini offering for the benefit of customer and the industry as a whole.

Enhanced System Functionality: By investing in product evolution and implementing in the backlog of customer change, this investment ensures that the system continues to improve and enhance the overall functionality, making it more user-friendly and capable of meeting the diverse needs of our customers and users.

Improved Customer Satisfaction: This investment demonstrates our commitment to meeting and exceeding customer expectations by actively responding to feedback and enhancing the system based on needs and adherence to regulatory compliance, which strengthens our relationships and fostering loyalty and trust.

Regulatory Compliance: Having investments in preparing for future, regulatory changes ensures that the system remains compliant with industry standards and regulations and allows us to ensure a proactive approach to helping develop regulatory change and delivery cost effective and valued services & products.

Operational Efficiency: Regular updates and proactive maintenance prevent issues before they arise leading to smoother and more efficient system operations, which reduce downtime and improve overall performance.

Outputs

The main outputs from this investment is the continued development of the Gemini system aligned to customer and regulatory needs, delivery of complex change while meeting all KPM and PIs throughout 2025-2028.

3rd Party Provider requirements

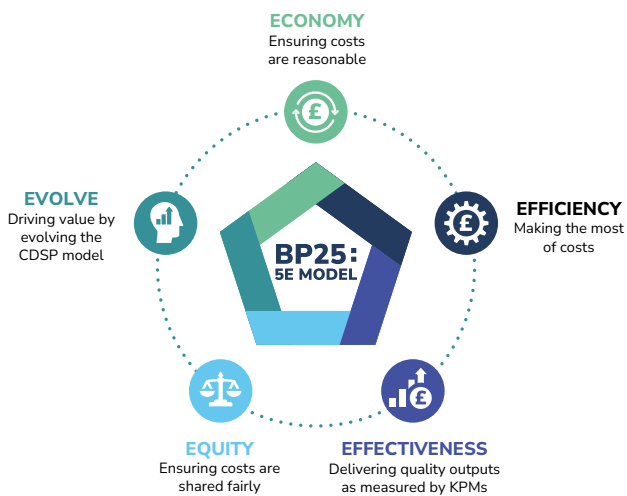
Correla maintains Gemini on Xoserve's behalf as the appropriate primary service provider under the GOA. As a result, they have provided input into this investment proposal by way of the current Gemini Roadmap and details surrounding the costs of the in-scope activities to be undertaken, including additional indicative elements over the three-year period covered under this proposal.

National Gas, as the system owner and only funding party, are heavily involved in the setting of the scope and feeding into the overall Gemini Roadmap that is needed to cover all known and proposed work for this Investment Proposal. This Roadmap will cover known regulatory changes, proposed system enhancements, maintenance/software upgrades and strategic decisions, to help shape the future of Gemini.

It is acknowledged that a number of potential activities over the next three years (specifically year 2 & 3) are unknown, so the funding being requested as part of this investment proposal will be indicative and any work initiated under the Gemini investment for years 2 & 3 would be made firm as part of future business plan cycles. For further control, several Change Orders will be used over the associated period to sanction spend when activities are agreed to be needed required and formally scoped between Xoserve, National Gas and the service provider, with any longer-term work being included into the Gemini Roadmap to feed next year's BP.

5E VfM Framework

Xoserve is committed to providing Value for Money (VfM) CDSP services. We articulate VfM via a '5E' framework. All costs presented will use the framework as a means to articulate the value of each IP.



Economy: Economy involves managing costs to ensure that expenditures related to the maintenance and enhancement of Gemini are both justified and clear value. A number of elements surrounding this investment proposal are not currently known, so each element will be reviewed, scrutinised and assessed throughout the investment period, with buy in to all stakeholders before proceeding. This is achieved by horizon planning, looking to the potential future changes, transparency and early visibility on maintenance activities. We achieve economy by conducting thorough cost-benefit analyses for each proposed change and enhancement, ensuring all expenditures are justified and deliver tangible value.

Efficiency: Part of this proposal is looking at the backlog of customer change, for which efficiencies are achieved by working closely with customers and the industry to carefully prioritise changes to ensure resources are used optimally and that they, where possible can compliment mandatory regulatory change that may be needed. This helps ensuring that any enhancements to system performance and functionality deliver maximum value with mitigation of regret spend and disruption.

Effectiveness: With this investment, we focus on ensuring that the Gemini system continues to be reliable, valued and can deliver high-quality services that meet or exceed customer expectations. The introduction of a number of new KPMs during the Gemini Sustain project will help us measure the success of any enhancements and mitigate any degradation of service to an industry critical system.

Equity: Although there is only one funding party for this investment proposal, the Gemini system is used by a multitude of diverse customers. Proactive changes to the functionality of Gemini, as driven through customer raised opportunities, and investment to mitigate operational risks will look to add significant value to all users by ensuring the high availability and ease of use of the service.

Evolve: The continued investment in Gemini will look to enhance our ability to meet future challenges and opportunities by highlighting the value the CDSP offers customers in the provision and management of industry critical systems and services.

By adhering to these five E's we ensure that this investment proposal delivers comprehensive value for money. This approach not only meets the short term requirements of enhancing this critical system but also sets a foundation for sustainable, equitable and innovative growth that benefits all stakeholders involved.

Options Summary

For Gemini, the BP25 investment is looking at the period directly following the implementation of Gemini Sustain programme in early 2025, with the funding focusing on the Regulatory Change budget in year one. Discussions with National Gas relating to the two additional funding areas (Maintain/Enhance & Data Provision) have concluded in a period of stabilisation for FY25, where only Regulatory Changes will be included, with other elements to start in year 2 & 3 of BP25.

Although the above discussions around scope could be constituted as a separate “option”, it has been deemed an idiosyncrasy of the overall Gemini Investment Proposal solution and not a separate option in its own right. Because of this, no other options have been explored.

The “option” being proposed for Gemini Investment Proposal is to have, as in previous years, a drawdown budget of which National Gas can approve spend against to make changes to the Gemini system where required.

Scope

This Gemini Investment Proposal is looking to continue the Gemini budget to allow changes to Gemini to be made as and when required. It has been proposed that the overall budget for BP25 be split into three elements, Regulatory Change, Maintain/Enhance and Data Provision, with the latter two being zero value for the first year covered by the BP period. These budgets are to be drawdown and will only be used when required and approval sort from the funding party, with any unspent elements being returned.

Outputs

Outputs from this investment is the continued development of the Gemini system aligned to customer and regulatory needs, delivery of complex change while meeting all KPM and PIs throughout 2025-2028.

Costs

Only Regulatory Change budget is required for 25/26, but tentative figures have been included for Y2 & 3 to represent the need for funding on Data Provision and Maintain/Enhance activities. The costs for Y 2 & 3 will be finalised during the next BP cycle as per previous years.

These costings have been discussed with National Gas and for BP25/26 it has been approved and is in line with expectations following Gemini Sustain Programme. The forecast costs for years 2 and 3 will be refined ahead of future business plans.

Investment Area	BP25/26	BP26/27	BP27/28
Maintain/Enhance	£250,000	£250,000	£250,000
Data Provision	£0	£250,000	£250,000
Regulatory Change	£2,150,000	£1,940,000	£1,940,000
Totals:	£2,400,000	£2,440,000	£2,440,000

All costs associated within this Investment Proposal are associated to investment and not from other means or categorised as non-investment.

Impact on S&O

There are no impacts to S&O covered by this Investment Proposal option. Any changes in the operational costs for Gemini under the DSC have been discussed and agreed as part of Gemini Sustain Programme and therefore no changes are included within this IP. It is however noted that each change that will be funded via this IP budget will be reviewed on an individual basis to any potential changes to S&O associated with the Gemini system and processes.

VfM

Due to the nature of the investment proposal, it is difficult to quantify VfM in relation to a drawdown budget. Value can be provided by having funds available to streamline the governance needed to deliver changes to systems and processes related to Gemini.

It also should be noted that, for any change to be progressed via the Gemini budget will be discussed and assessed by a change-by-change bases from a VfM perspective as per the standard DSC Change Management Procedures and each decided to be progressed based on this assessment.

Risks

The main risk for this option is that the budgets proposed are not enough to cover the changed needed to Gemini, however this is mitigated by using historical budgets and leveraging the reduced change delivery in the new Gemini System. Furthermore, this is mitigated by prioritising Regulatory Change against Customer/Value add to ensure risk of being non-compliant is mitigated.

Benefit

The Gemini Investment Proposal is looking to ensure that the service is maintained, continues to meet the contractual KPM/PIs and is expanded through a number of customer raised “opportunities” to enhance the Gemini offering for the benefit of customer and the industry as a whole. The benefits for this focus on capability and risk reduction, allowing us to carry out changes to Gemini system and processes and ensure the operational integrity is maintained.

Delivery Approach

Each project that is required to be delivered will determine, on a case-by-case basis, the appropriate delivery approach. This will be influenced by the solution chosen, the related technical changes that are being delivered, and the delivery principles related to the solutions being changed or impacted.

Impact on Service Levels

Following Gemini Sustain, a number of KPM/SLAs are to be introduced, so no new or amended Service Levels are being proposed as part of this IP. It is however noted that each change that will be funded via this IP budget will be reviewed on an individual basis to any potential changes to Service Levels associated with the Gemini system and processes.

Approach

Each project or change being progressed for Gemini will determine, on a case-by-case basis, the appropriate delivery approach. This will be influenced by the solution chosen, the related technical changes that are being delivered, and the delivery principles related to the solutions being changed or impacted.

Following the delivery of the Gemini Sustain Programme, projects and change will follow the agile delivery methodology, but some elements, depending on the type of change may follow the waterfall delivery methodology, but each change will be assessed as to which methodology will be used.

Preferred Option

As there is only one option being assessed for the Gemini IP, there is no one that is “preferred”. The need for a Gemini budget is known and the only consideration is the amount needed to cover the potential work that is needed, as the majority of work over the three year period is unknown.



Solution Option 1 Detailed Analysis

Overview

The singular solution for this Gemini Investment Proposal is to stand up a drawdown budget that can be called upon throughout the BP period to make changes to Gemini system and process, primarily for mandated Regulatory Changes but also, within years 2 & 3, value add customer change and sustainment elements. The proposed budget has been split into these three elements to highlight the need for all but at different points over the BP period and all changes will be individually assessed whether they are to be progressed and approval given by the budget holders.

Research / market test / discovery

Due to the nature of this investment and the singular funding party, the elements related to research and market testing is minimal. For Gemini IP, National Gas set the scope and budget with Xoserve and the Service Providers to consider the extent of funds needed to cover the unknown.

The budget being proposed is for unknown work over the next 3 years and to assist with this and mitigate risk, a number of factors such as looking at previous BP budgets, the level of regulatory change processed previously and any agreements/expectations that have been made. For this Gemini IP, the budget for BP25 has already been set during the process for BP24 and RIIO period and no indications have been given by any stakeholders that this is inappropriate. National Gas Transmission have advised and approved the costs for BP25 and also approved the indicative costs for BP26 & 27 as reference in this IP.

Outputs

Outputs for the Gemini IP are the delivery of changes to the Gemini estate and can be technology or process changes. These individual changes can have various customer requirements and outputs themselves which could manifest themselves as process flow diagrams, technical documentation or changes to KPM/PIs, all to be provided, reviewed and approved on a project-by-project basis.

Capability requirements

No specific capabilities or requirements are needed for the overall investment, with available funds from each budget being drawn down upon to secure the necessary resource and technology, tools and systems to be able to deliver agreed solutions.

Approach

Each project/change will determine, on a case-by-case basis, the appropriate delivery approach. This will be influenced by the solution chosen, the related technical changes that are being delivered, and the delivery principles related to the solutions being changed or impacted. Following Gemini Sustain Programme implementation the agile methodology has been adopted, however waterfall will be considered dependent on the type of change to be delivered.

Timeframe

This section is nonapplicable for the type of investment that is being proposed under this IP. Each individual project/change to drawdown on the investment funds from this will have its own timeline and milestones for delivery, which will be influenced by the type of change/solution needed and the regulatory timescales needed as discussed with the industry as part of the modification process.

Risk

The only risk identified associated with this type of investment is that there might be more mandated regulatory change that costs more than what has been budgeted for, however this is mitigated by the principle that Regulatory Change takes priority over value add/customer change and that if any additional funding is needed, the singular funding party will be required to subsidise this.

Assumptions

There are no assumptions related to this Gemini Investment Proposal.

Costs

Only Regulatory Change budget is required for 25/26, but tentative figures have been included for Y2 & 3 to represent the need for funding on Data Provision and Maintain/Enhance activities. The costs for Y 2 & 3 will be finalised during the next BP cycle as per previous years.

These costings have been discussed/approved with National Gas and are in line with expectations following Gemini Sustain Programme and RIIO submissions.

Investment Area	BP25/26	BP26/27	BP27/28
Maintain/Enhance	£250,000	£250,000	£250,000
Data Provision	£0	£250,000	£250,000
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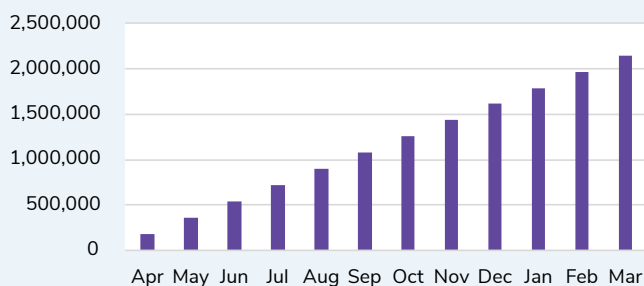
All costs associated within this Investment Proposal are associated to investment and not from other means or categorised as non-investment.

There are no impacts to S&O covered by this Investment Proposal option. Any changes in the operational costs for Gemini under the DSC have been discussed and agreed as part of Gemini Sustain Programme and therefore no changes are included within this IP. It is however noted that each change that will be funded via this IP budget will be reviewed on an individual basis to any potential changes to S&O associated with the Gemini system and processes.

Expenditure profile

Expenditure Profile for this Gemini Investment Proposal is indicative based on equal 1/12 instalments in the absence of a chartable path of expenditure. Utilisation of the budget will depend on iterative scope (and funding) as it becomes known / approved for spend.

Indicative expenditure profile



Benefits

The Gemini Investment Proposal is looking to ensure that the service is maintained, continues to meet the contractual KPM/PIs and is expanded through a number of customer raised “opportunities” to enhance the Gemini offering for the benefit of customer and the industry as a whole. The benefits for this focus on capability and risk reduction, allowing us to carry out changes to Gemini system and processes and ensure the operational integrity is maintained.

- **Enhanced System Functionality:** By investing in product evolution and implementing in the backlog of customer change, this investment ensures that the system continues to improve and enhance the overall functionality, making it more user-friendly and capable of meeting the diverse needs of our customers and users.

- **Improved Customer Satisfaction:** This investment demonstrates our commitment to meeting and exceeding customer expectations by actively responding to feedback and enhancing the system based on needs and adherence to regulatory compliance, which strengthens our relationships and fostering loyalty and trust.
- **Regulatory Compliance:** Having investments in preparing for future, regulatory changes ensures that the system remains compliant with industry standards and regulations and allows us to ensure a proactive approach to helping develop regulatory change and delivery cost effective and valued services & products.
- **Operational Efficiency:** Regular updates and proactive maintenance prevent issues before they arise leading to smoother and more efficient system operations, which reduce downtime and improve overall performance.

Cost Benefit Analysis

Costs benefit for this Gemini Investment Proposal is ensuring that the costs set out is in line with and appropriate as per the funding parties expectation. For this Investment Proposal, National Gas set the budget in which Xserve and its Service Providers adhere to, however, as a responsible provider, we aim to advise and discuss any elements with the customer that may need to be accounted for during the period. For BP25, the costs for Regulatory Change budget had already been agreed to a reduction of 33% from BP24 as a result of the Gemini Sustain Programme, something that has been adhered to within this proposal, highlighting the value of previous investments in this area to drive down change delivery costs and ensure that benefits are realised.



BPIR Assurance

The independent [BPIR Assurance report](#) can be downloaded from the BP25 hub.



xserve

Lansdowne Gate, 65 New Rd, Solihull B91 3DL | 0121 229 2000

www.xoserve.com