



xserve

corporate summary

xoserve is at the heart of the British gas industry, constantly delivering high standards of service in an ever-changing business environment.

In such an important industry, relied on by millions of customers nationwide, xoserve manages the complex commercial interfaces between the major gas transporters operating in Britain and their customers, the gas shippers. Jointly owned by the five gas distribution Network companies and National Grid's gas transmission business, xoserve provides centralised services across the industry, which enable gas supply competition to operate efficiently in Britain.

xoserve offers a number of core services that support the contractual and licence obligations of the major gas transporters. In being able to deliver consistent processes across all our customers, xoserve is proactively focused on optimising efficiency and cost for the industry without individual customers being required to establish similar processes.



**in the time
it takes to
read this
brochure...**

...£154,109 worth of gas will have been transported
...xoserve will have billed 2569 individual charge items
...49 domestic customers will have switched gas supplier
...xoserve will have dealt with 35 gas shipper enquiries
...1200 hits on the internet data service will have been received by xoserve

services we offer

xoserve prides itself in the quality of service it offers its customers. Alongside meeting the relevant licence obligations and industry standards, xoserve has the necessary regulatory experience to help provide effective solutions to industry issues. The services we offer include:

supply point administration

In being able to efficiently manage data about the 22 million gas supply points in Britain (consisting of both domestic and industrial / commercial premises), xoserve is at the heart of providing the industry with the information which underpins supply competition. Alongside dealing with up to six million supply point transactions and over 150,000 shipper enquiries each year, xoserve is able to calculate transportation and energy charges accurately, billing each gas shipper correctly.

From its call centre handling gas-consumer enquiries to its Internet service for gas shippers, xoserve is committed to delivering exceptional customer service. Each year, on average, xoserve's call centre receives just under one million calls, there are 21 million hits on its website, and over two million supply point enquiry e-mails are received and dealt with.

As a member of APM, xoserve is in a position to develop and promote project management across all sectors of industry and beyond.

xoserve is committed to meeting ISO:9001:2000 requirements and the implementation and maintenance of efficient management systems.

recording, calculation and billing of transportation volumes

xoserve is responsible for ensuring that all of the 130 gas shippers and traders who use the transporters' networks are billed according to transportation volume and usage. xoserve invoices in the region of £3bn per annum on behalf of all the Network companies, generating 45 million charge items on approximately 24,000 invoices.

demand estimation

Alongside the recording, calculation and billing of transportation volumes, xoserve's demand estimation service derives the parameters that form the basis of the calculation of the amount of gas used daily by each supply point within each of the 13 Local Distribution Zones (LDZs) that cover the whole of Britain.



xoserve promotes a culture of learning and development enabling all employees to gain the right knowledge, skills and attitude to meet their full potential.

commercial analysis

xoserve provides an operational research service where quantitative techniques such as simulation, risk analysis and regression analysis are combined with sound business understanding to provide industry solutions. The success of this service is built on xoserve's knowledge of the industry and ability to use analytical techniques innovatively. The benefits we offer our customers include process improvement, optimisation of resources and the ability to make better business decisions.

change management

xoserve manages a programme of projects that deliver change on behalf of the Network companies. Change is primarily driven by major industry reform and modifications to the Uniform Network Code that impact on xoserve systems. All projects are managed to best practice standards and audited to demonstrate robustness of the processes – PRINCE2, ISO9001 and Sarbanes-Oxley.

In a typical year xoserve processes in excess of 400 change orders.

information technology

xoserve's information technology team is responsible for managing one of the largest customer databases in the UK. Carrying over two terabytes of data, this data and the systems that operate from it have to be constantly available to the industry.

xoserve manages the information systems that support the commercial gas regime. Through providing excellent customer service, xoserve has a strong track record of being able to oversee systems that enable gas competition and customer switching to operate effectively in Britain – the first truly liberalised competitive gas industry in the world.



Transmission

National Grid

xoserve and the industry

Our rich heritage allows us to play a key role in managing the administration of 22 million gas supply points in Britain, and by delivering transportation transactional services on behalf of our customers through major information systems, xoserve enables gas competition to operate effectively across the country.

xoserve manages and delivers change through effective systems, procedures and processes. The gas industry in Britain accounts for over 40 percent of the nation's energy supply to domestic consumers, industry and vital services such as hospitals. In a constantly changing business arena, xoserve is proud to be at the forefront of industry change.



expertise of service

Throughout its history, xoserve has been committed to delivering high standards of service. In being able to effectively manage change and having good working relationships with all its stakeholders – including industry regulator OFGEM, xoserve is not only reliable to do business with, but highly responsible. By building strong relationships with our customers and understanding their requirements, xoserve helps them to achieve their business objectives in a cost effective manner.



Agency Services Agreement

Uniform Network Code

Distribution Networks

National Grid, Scotia Gas Networks, Wales & West Utilities, Northern Gas Networks

Industrial / Commercial and Domestic gas competition



Gas Shippers / Suppliers



xoserve provides solutions



Thanks to our extensive experience in an ever changing industry, xoserve is ideally suited to dealing with administration services as well as managing complex information systems and databases in a dynamic business environment.

contact details

For more details and information on the services xoserve provides, please contact:

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xoserve can offer the evaluation and development of products to meet industry change. We also provide expertise to industry forums and change groups with the aim to deliver practical solutions to the benefit of the gas industry as a whole. xoserve has the ability to manage important sectors of the business world that are complementary to our extensive skills and knowledge.

By working closely with our customers, xoserve always meets their expectations and adds value to their businesses.



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