

**Business Analysis and requirements
development**
G Cloud 15 (Lot 3)
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1. About Channel³ Consulting

Channel³ Consulting is a specialist digital transformation consultancy, founded in 2009, working primarily with the public sector to help organisations use technology to deliver better outcomes and more resilient services.

We work across health, social care and wider public services, partnering with organisations at national, regional and local levels; from policy-setting bodies to NHS Trusts and local authorities delivering change on the ground.

To date, we have supported over 100 public sector organisations on complex digital, data and cloud-enabled transformation programmes, including large-scale EPR implementations, shared care records, cloud adoption, service modernisation and operating model change. Our work spans the full lifecycle from strategy and business case development through to delivery support, assurance and benefits realisation.

2. Our approach – Power of Three: Now, Next and Future

We act as an independent advisor and delivery partner, combining strategic insight with hands-on experience of working in complex, regulated environments.

We bring together a multidisciplinary team spanning cloud, data and digital transformation, alongside practitioners with direct health and care experience who understand the realities of deploying technology in complex frontline operating environments. This ensures our work is practical, safe and sustainable.

Our work is guided by our Power of Three: Now, Next, Future.

- Now: addressing immediate pressures by stabilising services, assuring existing digital and cloud environments, and tackling delivery, performance and risk issues.
- Next: building stronger digital and cloud capabilities through improved architecture, governance, security, service management and supplier oversight.
- Future: shaping innovative models and future-ready services that deliver sustainable, long-term value.

Within G-Cloud Lot 3, Channel 3 provides independent cloud support services focused on advisory, assurance and enablement. We do not provide or operate cloud infrastructure or resell cloud services. Instead, we support clients to make informed decisions, manage risk, optimise cost and performance, and build internal capability to govern and evolve cloud services effectively.

We are guided by values of collaboration, integrity and impact. We work side by side with our clients, act as a trusted and independent advisor, and focus relentlessly on delivering outcomes that make a measurable difference.

3. Service description – Business Analysis and requirements development

Business analysis and requirements development provides structured, agile-aligned support to define, validate, and document business needs for digital transformation projects. This service ensures clarity of objectives, stakeholder alignment, and actionable requirements, enabling public sector organisations to deliver user centred solutions aligned with GDS Standards, service design principles, and procurement frameworks.

4. Service features and benefits

Features

1. Business analysis to capture objectives, processes, and stakeholder needs.
2. Requirements development for functional and non-functional specifications.
3. Current state process mapping to identify improvement areas.
4. Prioritisation and traceability of requirements throughout delivery lifecycle.
5. Compliance alignment with Government Digital Service-(GDS) standards and other frameworks.
6. Risk and impact assessment to inform decision making and governance.
7. Requirements documentation to support procurement and delivery assurance.
8. Market engagement activities to validate approach and inform supplier readiness.
9. Creation of both Outcome/Output Based Specifications (OBS) for tender documentation.
10. Agile delivery combining user research/service design for user-centred outcomes

Benefits

1. Clear, validated requirements reduce delivery risk and uncertainty.
2. Improved stakeholder alignment accelerates approvals and decision-making.
3. Compliance with public sector standards ensures assurance and audit readiness.
4. Accurate procurement documentation supports cost control and supplier engagement.
5. Reduced risk of scope creep and costly rework through structured analysis.
6. Evidence based business cases strengthen funding and governance approvals.
7. Optimised resource allocation through prioritisation and traceability.
8. User centred design and accessibility compliance improve service quality.
9. Market engagement insights enable better supplier fit and readiness.
10. Agile and service design approaches enhance adaptability and user satisfaction.

5. Our experience

We have extensive experience supporting complex public sector programmes with business analysis and requirements development. Our work spans large scale digital transformation initiatives, where we have consistently applied structured analysis, stakeholder engagement, and agile methodologies to deliver clarity and actionable outcomes.

Across multiple assignments, we have helped organisations move from fragmented processes to well defined requirements, enabling successful procurement and delivery. This includes facilitating collaborative workshops, mapping current and future states, and embedding service design principles to ensure user centred solutions.

Our teams have demonstrated capability in managing diverse stakeholder groups, aligning governance, and producing artefacts such as prioritised functional and non-functional requirements, Outcome Based Specifications, Output Based Specifications (OBS) and process maps. We have also integrated market engagement activities to validate approaches and inform supplier readiness, ensuring alignment with strategic objectives.

By combining business analysis expertise with agile delivery practices, we have supported iterative development, improved transparency, and accelerated decision making. This experience has enabled organisations to reduce risk, optimise resources, and achieve measurable improvements in service quality and operational efficiency.

6. How we work

We work collaboratively and side by side with client teams. Our aim is always the same: to leave organisations more confident, more capable, and better positioned to deliver lasting change.

Commitment to quality

Our work is supported by recognised standards including Cyber Essentials, ISO 27001, ISO 20000 and ISO 14001, giving clients confidence in our security, service management and environmental practices.

Quality assurance runs through every stage of delivery. We use clear governance,

defined checkpoints and senior-led reviews to keep programmes on track. Client feedback is captured through structured loops and regular step backs so we can adapt quickly and maintain momentum.

Our focus is on delivering measurable outcomes. We work with clients to define what success looks like and track benefits throughout delivery, ensuring real and sustained impact.



**Providing independent, delivery-focused
cloud support services for**
public sector organisations navigating
complex change.

www.channel3consulting.co.uk