

Benefits planning, management and realisation services

G Cloud 15 (Lot 3)

January 2026



Contents

- About Channel³ Consulting
- Our approach: Power of Three (Now, Next and Future)
- Service description – benefits planning, management and realisation services
- Service features and benefits
- Our experience
- How we work

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 operating 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 – benefits planning, management and realisation services

Channel 3 provides structured benefits planning, management and realisation services that align clinical, social care, departmental and corporate system programmes with measurable operational, financial and patient/people-centred outcomes. We define benefit profiles, track delivery through implementation, assure progress, and embed sustainable practices that enable organisations to realise and evidence lasting value.

4. Service features and benefits

Features

1. Strategic advisory to shape benefits-led programmes and align investment and priority outcomes with organisational objectives.
2. Structured benefits cases compliant with HMTreasury and sector standards, strengthening investment justification and decision-making across SOC, OBC and FBC stages.
3. Independent challenge/assurance to test assumptions and validate baselines, strengthening the credibility of projected clinical, service, operational and financial benefits.
4. Preparation for internal and external assurance gateway reviews, providing evidence, benefit profiles and delivery plans required for Health Gateway, IPA Gateway and equivalent public sector assurance processes.
5. Creation of benefits-led delivery plans, governance and measurement models to ensure programmes are set up to realise value from day one.
6. Programme, change, digital, clinical, social care and corporate expertise to embed benefits thinking throughout implementation and ensure benefits are owned, monitored, and actively managed.
7. Comprehensive readiness planning tied to benefits objectives, including workforce preparation, risk management, go-live assurance, and alignment of operational processes.
8. Structured system-use discovery to identify workflow and value opportunities – optimisation, user experience improvements, and better use of functionality.
9. Targeted interventions to drive adoption and productivity, increasing utilisation of clinical, social care, departmental and corporate systems to enable measurable benefit delivery.
10. Benefits management and optimisation, combining analytics, continuous improvement, pathway/process redesign, and leadership support to sustain long-term value.

Benefits

1. Clear strategic alignment, focusing investment on priority outcomes.
2. Stronger, evidence-based benefits cases, improving likelihood of internal/external approval.
3. Greater confidence in benefits projections through objective challenge, validated baselines and early risk identification.
4. Lower assurance risk through robust documentation and benefits evidence, and smoother gateway approvals.
5. Faster mobilisation and accelerated value realisation through benefits-led planning and governance.
6. More dependable delivery of benefits with experienced leadership and specialist support guiding implementation.
7. Smoother and safer go-lives through benefits-led readiness, protecting performance and accelerating early value realisation.
8. Clearer optimisation opportunities, focusing investment on the highest-value changes.
9. Higher adoption and better utilisation of systems, translating directly into improved frontline, operational and financial outcomes.
10. Sustained long-term benefits realisation through continuous improvement, better processes, and strong alignment to organisational strategy.

5. Our experience

Channel 3 has a strong track record of delivering benefits services to NHS trusts and boards, local authorities, and central government organisations. We have:

- Delivered end-to-end benefits planning for major clinical, departmental and corporate system programmes, defining measurable outcomes aligned to organisational strategy and national standards.
- Developed robust benefits cases and value frameworks, integrating baselines, quantified projections and delivery assumptions into SOC, OBC and FBC submissions.

- Provided independent benefits assurance, testing logic models, validating data sources and strengthening confidence in expected clinical, operational and financial impacts.
- Designed benefits-led delivery and governance models, ensuring programme structures, reporting mechanisms and ownership roles were aligned to achieving measurable value.
- Conducted structured discovery and workflow assessments to identify optimisation opportunities, improve system utilisation and enhance the conditions for benefit realisation.
- Supported organisations with benefits-focused readiness, change and adoption planning, ensuring behaviours, processes and workforce practices were aligned to the intended outcomes of new systems.
- Implemented ongoing benefits realisation management and optimisation cycles, combining analytics, continuous improvement and pathway/process redesign to accelerate and sustain long-term value.

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