

Software as a Service (SaaS)

G Cloud 15 (Lot 2b)

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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 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 – Software as a Service (SaaS)

We support public sector organisations to design, deliver and manage digitally enabled change, providing automation, analytics, data integration, modelling, insight and portfolio management SaaS capabilities. The service enables organisations to streamline processes, integrate data, improve decision making, and manage change using secure, configurable cloud-based tools aligned to government standards.

4. Service features and benefits

Features

1. Cloud-based robotic process automation(RPA) to reduce manual, rules-based administration.
2. Integrated business intelligence dashboards for operational, financial performance reporting.
3. Data integration services connecting and harmonising data across systems/sources.
4. Tools to support business, data, application, technology architecture design.
5. Scenario and options modelling to inform investment, prioritisation, planning.
6. Project/portfolio management functionality for tracking delivery, dependencies and risks.
7. Configurable workflows aligned to public sector governance and assurance.
8. Access controls and audit logging to support IG requirements.
9. Secure SaaS deployment hosted in UK aligned cloud environments.

Benefits

1. Reduced administrative effort through automation of repeatable processes.
2. Improved management insight through consistent, trusted reporting and analytics.
3. Better decision making supported by integrated and timely data.
4. Clearer understanding of complex systems and change impacts.
5. Stronger control of projects and portfolios across multiple programmes.
6. Improved readiness for business cases, approvals and assurance activities.
7. Reduced delivery risk through greater visibility of dependencies/constraints.
8. Faster mobilisation compared to bespoke or on-premise solutions.
9. Improved alignment between strategy, investment and delivery.
10. Better value for money through configurable, reusable cloud-based capability

5. Our experience

We have significant experience supporting public sector organisations to adopt and use cloud-based platforms that combine automation, analytics, data integration, modelling, and portfolio management to enable complex transformation. Our work spans NHS organisations, arm's length bodies, and local authorities, where these capabilities have been used to improve efficiency, decision making, and delivery control.

Across our engagements, a consistent focus has been on using shared SaaS platforms to align stakeholders around a common view of priorities, progress, and risk. By configuring tools to reflect local governance, workflows, and assurance requirements, we have helped organisations move from fragmented reporting to more transparent, evidence-led ways of working.

We bring strong experience in using integrated data and analytics to support planning and investment decisions. This includes configuring business intelligence and modelling capabilities for options appraisal, readiness assessments, benefits modelling, and business case development, underpinned by improved data quality and integration.

Our work frequently includes embedding programme and portfolio management capability within SaaS platforms to stabilise and accelerate delivery. We have implemented pragmatic governance and reporting structures that improve visibility of milestones, dependencies, risks, and escalation routes, supporting faster and more confident decision making.

We also have deep experience in enabling data integration and interoperability at scale, coordinating technical and operational teams to reduce duplication, redesign processes, and establish reusable, sustainable digital patterns. Alongside this, we support service optimisation and operating model change by using platform insight to assess service performance and design future, flexible operating models aligned to public sector standards.

Our delivery model is based on hands on partnership working, using SaaS platforms as a shared environment to support adoption, capability transfer, and sustainable use. Across our work, organisations have seen improved data quality, stronger governance, accelerated delivery, and more effective use of digital investment, demonstrating the practical value of Software as a Service as an enabler of lasting change.

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