

Digital strategy services
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 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 – digital strategy services

Channel 3 co creates digital strategies that set the future direction for NHS, social care, local government and wider public sector organisations. We assess digital maturity, prioritise investment choices and build clear roadmaps, enabling technology decisions that support organisational goals, financial sustainability and improved service outcomes.

The service combines strategy development with independent assurance. It assesses current digital maturity, capability and spend, and validates proposed strategic direction against proven models and sector benchmarks. It supports organisations to establish a clear digital vision, define strategic themes, identify required capabilities and set out sequenced roadmaps and investment plans.

Strategies are co-produced through structured interviews, workshops and validation sessions with stakeholders across digital, operational, frontline and corporate teams. This builds ownership, reflects frontline realities and aligns priorities across organisations, partners and wider public services.

Where organisations operate across systems or partnerships, the approach supports joint priorities, shared investments and improvement opportunities across multiple organisations at place or regional level.

This service enables organisations to prioritise investment, align digital, data and technology change to business outcomes and plan realistic delivery over multiple years. It supports choices on core systems, cloud, data platforms, integration, cyber, workforce capability and operating models. Strategies are tailored to local context but guided by established public sector experience, ensuring plans are realistic, affordable and deliverable.

4. Service features and benefits

Features

1. Independent assessment to establish digital maturity and improvement priorities – across NHS, social care, local government and wider public sector environments.
2. Analysis of systems, costs, contracts, governance and transformation pipeline, creating a robust evidence base for decision making.
3. Structured stakeholder engagement to understand needs/opportunities and frontline expectations.
4. Vision and strategic themes defining digital ambition, priorities, investment and outcomes.
5. Options and roadmap development sequencing investments, costs and benefits over time.
6. Architecture assessment validating current state and defining future requirements for cloud, data, integration, cyber, applications and infrastructure.
7. Organisational enablers identified across governance, capability, change and delivery.
8. Benchmarking against recognised standards and peer organisations to validate ambition, test assumptions and support value for money.
9. Objective assurance of cloud strategy before investment and delivery decisions.
10. Co-produced outputs including cloud strategy, roadmap, business case content.

Benefits

1. Clear alignment between digital direction and organisational goals, ensuring technology investment supports real operational and service outcomes.
2. Improved VfM through stronger investment prioritisation and business justification.
3. A clear, communicable strategy giving leaders a shared view of priorities.
4. Reduces delivery and investment risk through clear priorities and realistic plans.
5. Benchmarking against recognised public sector models, including NHS What Good Looks Like and UK Government DDaT capability

frameworks, identifying strengths, gaps and improvement opportunities.

6. Strong organisational ownership of the strategy, built through engagement that creates confidence, commitment and support for delivery.
7. Enhanced organisational capability and intelligent client function to support governance, delivery management and benefits realisation.
8. Improved readiness for future digital change through clearer architecture direction, better sequencing and modernised platform thinking.
9. Tangible benefits planning and tracking linked to outcomes, productivity and sustainability.
10. Enables shared priorities and joint investment across health&care organisations.

5. Our experience

Channel 3 has extensive experience delivering digital strategies across a wide range of public-sector settings. Our work spans NHS provider organisations, multi-trust collaborations, system-wide ICS digital programmes, local government digital reviews, and adult social care transformation, reflecting the breadth of environments in which our approach has been successfully applied.

Across NHS Trusts, we have developed board-approved digital strategies, running full-based baselining, stakeholder engagement, clinical, and operational workshops, and producing costed roadmaps aligned to clinical, operational and corporate priorities. This includes multiple iterations of strategies for large mental health and community providers, as well as acute and community services delivered through multi-site organisations.

We have also delivered digital strategies for multi-trust settings, creating shared visions, joint themes, and aligned investment roadmaps. Our experience includes managing the complexities of differing digital maturity levels, governance models and organisational cultures common in collaborative or merged environments. This work has reinforced shared care models, improved interoperability and provided clarity on collective digital priorities.

At system level, our strategy work has supported alignment with ICS digital strategies, population-health ambitions, and shared care record programmes. We bring experience in aligning local organisational plans to national frameworks (such as WGLL, PRSB, HIMSS),

ensuring coherence across partners and enabling scalable, standards-based transformation.

Beyond health, Channel 3 has led local government digital reviews, including work assessing digital maturity, strengthening data governance, enhancing business intelligence capability, and identifying long-term opportunities for sustainable transformation. This includes structured reviews of DDaT capability, IT infrastructure, analytics maturity and organisation-wide digital readiness.

We also bring experience relevant to adult social care, where we have undertaken assessments and strategic work on digital capability, workforce enablement, digital-enabled care models, data standards and regulated-environment considerations. This includes applying social-care-specific insight into transformation challenges such as integration, interoperability, outcomes-driven digital investment and workforce adoption.

Together, this portfolio demonstrates our capability to deliver strategies that are:

- evidence-based and benchmarked
- clinically, operationally and financially aligned
- co-designed with diverse stakeholder groups
- grounded in national standards and best practice
- deliverable, costed and benefits-driven
- adaptable across NHS, ICS, local government and social care settings

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