

Disaster Recovery 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 – disaster recovery services

Disaster Recovery Services provide end-to-end assurance for critical digital systems, enabling organisations to recover quickly and effectively from major incidents. Building on a robust risk assessment methodology, this service identifies, prioritises, and protects clinical, diagnostic, corporate, and infrastructure systems, ensuring continuity of operations and minimising business impact.

4. Service features and benefits

Features

1. Identification and validation of critical digital systems across frontline service delivery, operational, corporate, and core infrastructure domains, for example clinical and diagnostic systems, social care case management, customer contact, revenues and benefits, and emergency response.
2. Risk-assessment aligned to best-practice digital and business continuity standards.
3. Heatmap-analysis of digital estate based on likelihood and impact of risks.
4. Development of prioritised disaster recovery strategies for high-risk systems.
5. Integration with existing business continuity and resilience frameworks.
6. Assurance against a critical systems blueprint for completeness and compliance.
7. Recommendations for remediation and resilience improvements.
8. Support for governance and stakeholder engagement throughout the process.
9. Documentation of recovery plans and dependencies for critical services.
10. Alignment with NHS, GDS, and public sector continuity requirements.

Benefits

1. Reduces operational risk by ensuring critical systems are recoverable.
2. Provides clear prioritisation for investment in resilience measures.
3. Enhances organisational readiness for major digital disruptions.
4. Minimises impact on frontline/business services during incidents.
5. Supports compliance with public sector continuity and assurance standards.
6. Improves stakeholder confidence through transparent risk analysis.
7. Enables faster recovery and restoration of essential services.
8. Identifies hidden risks from unregistered or shadow digital systems.
9. Strengthens governance and decision-making for digital resilience.
10. Delivers actionable insights for long-term risk mitigation.

5. Our experience

We have extensive experience supporting organisations to strengthen resilience and continuity across complex digital estates. Our work spans large scale digital transformation programmes, infrastructure reviews, and operating model redesigns, all of which embed robust risk management and recovery principles.

Through these engagements, we have consistently delivered:

- Comprehensive risk and resilience assessments, applying best practice frameworks to evaluate digital systems, identify vulnerabilities, and prioritise remediation strategies.
- Target Operating Models for Digital, IT and Service Management, designing and implementing scalable, agile models that integrate disaster recovery planning with governance and service delivery.
- Enterprise Architecture and infrastructure standardisation, aligning fragmented systems to unified blueprints, ensuring interoperability and resilience across clinical, diagnostic, corporate, and infrastructure domains.
- Stakeholder engagement and governance reform, building consensus across diverse organisations, clarifying responsibilities, and embedding accountability for continuity and recovery.
- Roadmaps and heat maps for risk mitigation, developing actionable plans that focus investment on areas of highest impact and likelihood, enabling organisations to recover quickly and effectively.

Our approach combines technical assurance with business continuity planning, ensuring that recovery strategies are practical, prioritised, and aligned with organisational objectives. This experience enables us to deliver disaster recovery services that not only protect critical systems but also enhance long term resilience and operational confidence.

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