

Digital Discovery
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 discovery

Digital Discovery provides a comprehensive assessment of ICT services, defining the current 'As Is' position across people, processes, systems, assets, and commercial obligations. This service supports transactions, mergers, or investment planning by delivering clarity, reducing risk, and enabling accurate pricing and transition planning for public sector organisations.

4. Service features and benefits

Features

1. Comprehensive review of ICT services, including people, processes, contracts/suppliers and systems.
2. Detailed organisational analysis of aspects such as roles, responsibilities, segregation, and site deployments.
3. Process assessment covering service management, governance, and demand management.
4. Technology audit LAN, WAN, Wi-Fi, remote access, security, and data centre infrastructure.
5. Inventory of assets such as hardware, software licences, and residual value.
6. Review of business applications, including externally provided services/integration points.
7. Assessment of contractual obligations, including novation rights and exit terms.
8. Identification of compliance requirements and legislative obligations.
9. Documentation of policies, procedures, and governance frameworks.
10. Delivery of a clear 'As Is' report to support procurement and transition planning.

Benefits

1. Reduces procurement risk by eliminating assumptions and unknowns.
2. Provides clarity for accurate pricing and cost modelling.
3. Supports due diligence for mergers, acquisitions, or investment decisions.
4. Enables informed transition planning for new suppliers.
5. Identifies potential compliance and legislative risks early.
6. Improves supplier confidence, reducing contingency costs (15–40%).
7. Highlights risks and opportunities for service improvement and innovation.
8. Ensures alignment with organisational policies and governance.
9. Facilitates better stakeholder engagement and communication.

10. Creates a foundation for future ICT strategy and transformation.

5. Our experience

We have extensive experience in conducting comprehensive digital discovery exercises for complex organisations, ensuring clarity of the current ICT landscape and reducing risk in major programmes. Our work spans health, care, and public sector environments, where we have assessed and documented the 'As Is' position across people, processes, systems, assets, and contractual obligations.

Our approach combines proven methodologies such as TOGAF and Agile with deep sector knowledge to deliver structured reviews of organisational roles, governance, and service management frameworks. We routinely analyse technology estates, including infrastructure, connectivity, security, and application portfolios, alongside financial and contractual commitments, to provide a holistic view that supports informed decision making.

This experience includes guiding organisations through procurement preparation, mergers, and large-scale transformation programmes. We have developed target operating models, unified service management capabilities, and created actionable roadmaps that enable smooth transitions and minimise supplier pricing risk. Our track record demonstrates the ability to manage complexity, engage diverse stakeholders, and deliver insights that underpin strategic planning and operational resilience.

By applying rigorous analysis and collaborative engagement, we consistently help organisations achieve interoperability, cost efficiency, and compliance, while laying the foundations for future innovation and digital maturity.

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