

Infrastructure Software (I-SaaS)

G Cloud 15 (Lot 2a)

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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 – Infrastructure Software (I-SaaS)

Infrastructure Software as a Service advisory and implementation support helping public sector organisations design, configure, and embed operations management, service management, cloud financial management, and identity and access management capabilities using SaaS platforms, aligned to public sector standards, governance, and operational needs.

4. Service features and benefits

Features

1. Assessment of infrastructure, service management, financial, and identity capabilities.
2. Requirements Definition IT operations management and ITSM SaaS tools.
3. Design of cloud financial management models, including cost allocation and forecasting approaches.
4. Configuration of FinOps tooling aligned to sector finance structures.
5. Design and implementation support for identity and access management using SaaS platforms.
6. Integration design between SaaS tools, cloud platforms, on-premise systems.
7. Development of operating processes aligned to ITIL and governance.
8. Configuration of dashboards and reports for operational/financial oversight.
9. Knowledge transfer and documentation to support internal service operation.
10. Transition support from existing tools/ways of working to new capability.

Benefits

1. Organisation owned capability – reduced reliance on external managed services.
2. Improved control/visibility across infrastructure operations and service performance.
3. Better governance and understanding of costs and financial exposure.
4. Reduced implementation risk through structured design and configuration support.
5. Stronger alignment between tooling, operating model, and organisational accountability.
6. Improved security and access control through well-designed identity management.
7. Faster, confident adoption of SaaS platforms by internal teams.
8. Reduced duplication/fragmentation across infrastructure and service management tools.

9. Greater readiness for audit, assurance, and regulatory scrutiny.
10. Scalable foundation supporting future digital and cloud transformation initiatives.

5. Our experience

Our experience covers large scale public sector digital transformation, with a strong focus on designing and embedding sustainable infrastructure, service management, financial governance, and identity capabilities using SaaS platforms. We support organisations to modernise their digital infrastructure, establishing a well-governed operating capability.

We are currently delivering a national cloud transformation programme, supporting the review and update of cloud strategy, the establishment of robust programme governance, and the design of the operating capability required to manage cloud services at scale. This includes incorporating cloud exit scenarios, designing assurance and performance frameworks, and implementing KPIs covering migration progress, service reliability, security, cloud costs, and benefits realisation.

We support the design and implementation of an end-to-end cloud operating model, including shared responsibility arrangements, IT service catalogue inputs, and operating practices across cloud engineering, service management, DevOps, and FinOps. We have also designed controlled self-service and automation approaches that integrate financial, security, and assurance requirements. This is supported by assurance and reporting frameworks that span the full cloud service lifecycle and provide appropriate insight for boards, executives, operational teams, and auditors.

Across our work, we consistently support skills development and organisational change, including training strategies, just in time enablement, and structured change management, demonstrating our strong track record in helping public sector organisations embed SaaS based infrastructure capabilities and build the internal capability needed to operate them confidently and sustainably.

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