

Stabilisation and recovery

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 – stabilisation and recovery

Channel 3's stabilisation and recovery service helps organisations regain control of fragile or under-performing digital systems. We identify immediate risks, stabilise critical services, reduce unnecessary cost, and set out a realistic, affordable recovery plan that improves performance and resilience using existing cloud platforms.

4. Service features and benefits

Features

1. Assessment of current digital systems and associated operational risks.
2. Prioritisation framework for essential system upgrades within capital budget limits.
3. Optimisation of existing digital platforms and associated business processes to maximise functionality and reduce duplication.
4. Digital skills gap analysis, including training and adoption needs, and workforce enablement planning.
5. Efficiency review across systems to streamline expenditure and improve interoperability.
6. Budget impact modelling for stabilisation and recovery initiatives.
7. Supply chain management review to enhance collaboration and innovation.
8. Risk mitigation strategies for ageing digital systems and service continuity.
9. Recovery and improvement roadmap covering technology, process, people and adoption – aligned to financial constraints.
10. Engagement, communication, governance approach and reporting framework to support recovery and rebuilding confidence.

Benefits

1. Reduced operational risk from outdated digital systems.
2. Clear prioritisation of upgrades within limited capital budgets.
3. Improved utilisation of existing platforms, reducing unnecessary spend.
4. Enhanced workforce capability through targeted digital skills planning.
5. Greater efficiency and cost control across digital systems.
6. Increased confidence in budget allocation and investment decisions.
7. Improved supply chain collaboration and innovation potential.
8. Assurance of service continuity during stabilisation and recovery phases.
9. Practical roadmap for sustainable digital transformation.

10.Transparent governance and reporting for stakeholder confidence.

5. Our experience

We have extensive experience supporting organisations to stabilise and optimise their digital systems under challenging conditions. Our work spans complex environments where fragmented systems, budget constraints, and operational risks have impacted performance (including frontline services) and innovation. We have successfully delivered programmes that:

- Reset and stabilise critical digital programmes by clarifying governance, simplifying delivery structures, and introducing agile methodologies to accelerate progress and improve collaboration.
- Optimise existing digital assets through technical assessments, architecture mapping, and financial modelling, enabling organisations to maximise value from current investments while reducing duplication and inefficiencies.
- Develop future ready operating models that unify digital and IT functions, improve service management, and enhance interoperability across multiple organisations.
- Embed sustainable capability by addressing digital skill gaps, fostering cultural change, and co-producing operating models that empower inhouse teams to maintain improvements.
- Deliver measurable outcomes such as improved system performance, cost savings, enhanced user experience, and readiness for future transformation initiatives.

Our approach combines deep sector knowledge with proven frameworks for governance, architecture, and agile delivery, ensuring that stabilisation efforts create a strong foundation for recovery and long term 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