

Change management and training
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 – Change management and training

We provide comprehensive Change Management and Training services to support digital and cloud transformation. Using proven frameworks such as ADKAR, we deliver practical change and engagement approaches, and tailored training programmes that accelerate adoption, embed capability, and support sustained new ways of working across public sector organisations.

4. Service features and benefits

Features

1. Rapid discovery and stakeholder impact assessment.
2. Co-created Change Management Strategy and Communications/Engagement Plan.
3. ADKAR based methodology for structured change delivery.
4. Role-based learning journeys and training, aligned to operational processes and day-to-day roles.
5. Skills and capability assessments using a proven matrix.
6. Training aligned to professional standards, certifications, building industry-recognised skills.
7. Establishment of Change Champions Network and Communities of Practice.
8. Scenario based training for migration and adoption readiness.
9. Continuous improvement forums and benefits dashboards.
10. Embedded knowledge transfer through our See-Do-Teach model, where clients teams see change in action through active participation in sessions, gain hands-on experience working with us to co-develop materials and artifacts, and also receive targeted coaching.

Benefits

1. Accelerates adoption and reduces resistance to change.
2. Aligns culture, operations, and technology for sustainable transformation.
3. Builds internal capability, reducing reliance on external consultants.
4. Provides measurable engagement and readiness insights for governance.
5. Ensures staff understand the purpose and benefits of change.
6. Supports leadership advocacy and consistent messaging.
7. Delivers targeted, impact driven training aligned to organisational needs.
8. Embeds continuous learning through Communities of Practice.

9. Improves confidence in delivery through structured frameworks.
10. Leaves organisations equipped for future digital transformation.

5. Our experience

We have extensive experience delivering complex change and training programmes across health, care, and public sector organisations. Our work spans large scale digital transformations, operating model redesigns, and technology adoption initiatives, where success depends on aligning people, processes, and technology.

Our approach consistently combines structured change methodologies such as ADKAR and Kotter with practical delivery models that embed cultural and behavioural change. We have supported organisations through readiness assessments, stakeholder engagement, and co-design of change strategies, ensuring alignment with governance and strategic priorities. This includes building capability through tailored training programmes, role-based learning, and establishing Communities of Practice to sustain knowledge and skills.

We are experienced in managing change in highly regulated environments, balancing operational continuity with innovation. Our teams have delivered programmes that required close collaboration with leadership, frontline staff, and technical teams, often under challenging conditions such as tight timelines, resource constraints, and coordination across multiple organisations. We have successfully introduced new ways of working, including agile delivery and service management improvements, while embedding continuous improvement and knowledge transfer to reduce future reliance on external support.

Our track record demonstrates the ability to deliver measurable outcomes such as improved adoption rates, enhanced digital maturity, and strengthened organisational capability, while maintaining a strong focus on user experience and stakeholder confidence. This experience ensures we can provide a proven, adaptable approach to change and training that meets the needs of diverse public sector organisations.

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