

Process mapping 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 – process mapping services

Channel 3's process mapping service builds a clear understanding of current operations and designs future ways of working enabled by cloud and digital platforms. Through collaborative mapping, opportunity identification, and capability transfer, we help simplify processes, improve productivity, enhance service quality and creating foundations for transformation and technology enabled change.

We combine strong business analysis expertise with deep transformation experience to map current state workflows, expose inefficiencies, identify blockers and surface opportunities for automation, integration and simplification.

Working side by side with frontline and operational teams, we coproduce clear, high-quality current and future-state process assets that define new ways of working and inform programme design, configuration of cloud and SaaS platforms (e.g., clinical systems, EPRs, care coordination tools, rostering and workforce systems, CRM platforms, automation tools, and wider enterprise applications), benefits modelling, training and change planning. Our approach includes capability building: we train and coach client teams to use the methodology confidently, ensuring process mapping becomes a sustainable in-house capability rather than a one-off exercise.

The result is a robust foundation for organisational transformation, enabling smarter, cloud aligned operating models; improved productivity; and faster adoption of new digital platforms, including EPRs and wider enterprise technologies.

4. Service features and benefits

Features

1. End-to-end current-state mapping across frontline health and care, operational, corporate services.
2. Co-produced process maps developed collaboratively with practitioners and service leaders.
3. Structured interviews and workshops capturing real-world workflows, variation/ challenges and cloud enabled opportunities.
4. Clear, well-structured process maps that are easy to understand
5. Identification of inefficiencies, duplication, risks, variation and cross-team dependencies.
6. Assessment of where digital, cloud/automation technologies enhance processes, service quality, productivity and patient/citizen experience.
7. Future state process design aligned to improved service delivery, workforce experience and organisational performance.
8. Configuration ready outputs supporting transformation programmes and cloud/SaaS setup (e.g., clinical systems, EPRs, social care systems, case management platforms, workforce/rostering tools, CRM, automation tools, enterprise applications).
9. Prioritisation and options appraisal to identify highest-value improvement opportunities.
10. Capability transfer through hands on training and coaching, enabling teams to apply the method independently

Benefits

1. A shared, evidence-based view of how services operate today, providing a reliable baseline for cloud-enabled change.
2. Technology decisions grounded in real service delivery, ensuring cloud and SaaS solutions support outcomes rather than automate poor processes.
3. Reduced risk of misaligned system design, by identifying variation, dependencies and constraints before configuration begins.

4. Improved service redesign/future state, shaped around improved people-centred outcomes, not system limitations.
5. Clear inputs to cloud and SaaS configuration, reducing rework, delays and late-stage changes during implementation.
6. Better prioritisation of digital change, focusing effort on improvements that will make the greatest difference to service quality and productivity.
7. Improved collaboration between frontline, operational and digital teams, supporting smoother adoption of new ways of working.
8. Faster mobilisation of cloud-enabled programmes, because stakeholders align early on processes, options and design decisions.
9. Stronger benefits planning and tracking, with clear links between process change, technology enablement and service outcomes.
10. Sustainable improvement capability, enabling teams to continue refining services as cloud platforms evolve.

5. Our experience

Channel 3 brings a proven track record in delivering large-scale, high-quality process mapping across health, social care and the wider public sector. We have delivered complex current-state and future-state mapping at scale across acute, community and mental health services, adult social care, local authorities and national programmes, including organisation-wide, multi-service and system-level initiatives spanning multiple organisations and care settings.

Our experience ranges from large, multi-department programmes, engaging hundreds of frontline and operational staff and mapping multiple digital systems alongside paper-based workflows, through to nationally coordinated work focused on specific service areas such as mental health pathways, end-of-life care planning and prescribing processes. Across these programmes, we consistently uncover inefficiencies, variation and blockers, and identify clear opportunities for digitisation, simplification and automation.

Our work has also included targeted optimisation across high-volume operational pathways, such as outpatient communications, diagnostic results delivery and reconciliation processes. These reviews have identified early efficiency gains, reduced duplication and clearer, more reliable workflows that are ready to be supported by cloud and SaaS platforms.

Beyond hospital settings, our teams apply the same robust, co-produced methodology across adult social care, mental health, community services and local authority environments, adapting the approach to different service models and organisational contexts.

We also support clients to embed redesigned business processes into cloud and SaaS platforms. This includes delivering configuration-ready process maps and future-state designs for systems such as EPRs, social care case management, workforce and rostering solutions, CRM platforms and automation tools. Our approach combines structured “as-is” and “to-be” design workshops with hands-on support to ensure future workflows are practical, owned by teams and ready for configuration and implementation.

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