

**Operating Model design and
implementation**
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 – operating model design and implementation

We design and implement digital operating models that define how services are designed, delivered, and run end to end. We review strategic ambitions, assess current capabilities, develop and embed a target operating model integrating digital, data, and technology functions, ensuring alignment with organisational priorities and readiness for transformation.

4. Service features and benefits

Features

1. Review of organisational strategic objectives and digital ambitions.
2. Assessment of current operating model effectiveness and capability.
3. Gap analysis against best practice and public sector standards.
4. Digital target operating model design covering end-to-end service lifecycles, defining governance, structure, roles, responsibilities, and decision making frameworks.
5. Recommendations for process optimisation and service alignment.
6. Integration of compliance with relevant government frameworks.
7. Development of implementation roadmap for transition.
8. Implementation support, including organisational change, process alignment, and capability building.
9. Stakeholder engagement and validation workshops.
10. Clear documentation of findings and proposed model.

Benefits

1. Ensures digital functions align with and enable organisational strategy and priorities.
2. Improves clarity of roles and responsibilities across teams.
3. Reduces operational inefficiencies and duplication of effort.
4. Provides a clear, actionable roadmap for transformation, aligned with Channel 3's Now, Next & Future framework.
5. Enhances governance and decision-making processes.
6. Supports compliance with public sector standards and frameworks.
7. Builds organisational readiness for future digital initiatives.
8. Enables better resource allocation and cost control.

9. Strengthens stakeholder confidence in delivery capability.
10. Accelerates implementation, embedding change, enabling sustainable, scalable digital operations.

5. Our experience

We have extensive experience supporting public sector organisations to define and implement sustainable digital and IT operating models. Our work spans complex, multi-organisation environments, where we have:

- Demonstrated deep understanding of digital and IT landscapes across health and care systems.
- Delivered clear, evidence-based options and operating model recommendations aligned to recognised frameworks and best practice.
- Successfully engaged senior stakeholders across multiple organisations to achieve consensus on practical, affordable change.

Our approach combines strategic review, technical assessment, and financial modelling with collaborative design workshops to ensure ownership and adoption. We have produced target operating models, convergence roadmaps, and architecture optimisation plans that deliver measurable benefits, including cost avoidance, efficiency improvements, and readiness for future transformation.

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