

**Capability, Capacity and Digital
Maturity Assessment**
G Cloud 15 (Lot 3)
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Contents

- About Channel³ Consulting
- Our approach: Power of Three (Now, Next and Future)
- Service description – capability, capacity and digital maturity assessment
- Service features and benefits
- Our experience
- How we work

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 – capability, capacity and digital maturity assessment

Comprehensive assessment of organisational capability, capacity and digital maturity across people, processes and technology. Applicable to ICT, cloud readiness, digital services, and wider organisational change, this service provides an objective baseline to inform strategic planning, investment decisions and transformation roadmaps, supporting public sector bodies to deliver value and reduce risk.

4. Service features and benefits

Features

1. Independent assessment of organisational capability, capacity and digital maturity.
2. Coverage across people, process, technology, contract/supplier and governance domains.
3. Benchmarking against sector best practice and peer organisations.
4. Objective scoring and prioritised recommendations for improvement.
5. Analysis of readiness for cloud adoption and digital transformation.
6. Identification of risks, constraints and opportunities.
7. Expert review of architecture, systems and service design.
8. Recommendations aligned to strategic goals and compliance standards.
9. Time-bound improvement roadmap, aligned with Channel 3's Now,Next&Future framework.
10. Optional integration with wider strategy and business case development.

Benefits

1. Provides a clear, evidence-based baseline for planning and investment.
2. Reduces risk by identifying gaps before major change programmes.
3. Enables informed decision-making for technology and service transformation.
4. Supports development of realistic, achievable roadmaps.
5. Highlights opportunities for efficiency and cost savings.
6. Improves organisational readiness for cloud and digital adoption.
7. Offers objective, independent assurance for stakeholders.
8. Aligns improvement actions with sector standards and best practice.
9. Enhances clarity on people, process and technology interdependencies.
10. Builds confidence in delivering value-for-money outcomes.

5. Our experience

Channel 3 brings extensive experience in delivering capability, capacity and digital maturity assessments across a wide range of public sector environments. We have supported organisations at local, regional and national levels to understand their current state, identify gaps and define actionable roadmaps for improvement. Our work spans health, social care and local government, as well as integrated care systems and national bodies, giving us a deep understanding of the complexities of multi-stakeholder environments.

Our approach combines structured assessment frameworks with collaborative engagement, ensuring that findings are evidence based and aligned to organisational priorities. This provides clarity and consistency, enabling us to benchmark against best practice, highlight opportunities for efficiency and resilience, and support organisations in building sustainable capability.

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