

Corporate system 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 – Corporate system services

Channel 3 provides system services to help health, social care, and government organisations justify, procure, implement, assure and optimise corporate systems, including ERP, finance, procurement, HR, workforce, productivity, and estates solutions. Our proven, structured approach ensures safe, well-governed operational and technical delivery aligned to Public Sector standards.

Example systems supported include:

- Enterprise Resource Planning (ERP)
- Specialist systems supporting finance, procurement and HR
- Workforce and rostering systems
- Productivity and collaboration systems
- Estates management systems
- Asset management systems

4. Service features and benefits

Features

1. Strategic advisory to set programme direction and align objectives.
2. Structured support for preparing, refining SOC, OBC and FBC, in line with HM Treasury standards.
3. Critical-friend challenge to strengthen programme decisions and reduce risk, testing assumptions and improving delivery confidence.

4. Preparation and advisory for internal and external assurance reviews, including Health Gateway and IPA Gateway processes.
5. Structured delivery planning, governance and mobilisation, supporting programme readiness.
6. Specialist digital, leadership, PMO, change and engagement expertise throughout implementation.
7. Comprehensive operational readiness planning, including workforce preparation, risk management, go-live assurance, and cutover execution.
8. Structured assessment of system use, user experience, workflow performance to identify optimisation opportunities.
9. Targeted training and productivity interventions to increase system utilisation, improve user confidence, and enhance operational outcomes.
10. Ongoing support to accelerate and sustain benefits, combining benefits management, workflow and pathway optimisation, performance analytics, continuous improvement, and alignment with strategic priorities.

Benefits

1. Greater clarity on strategic priorities and investment decisions, enabling more confident long-term planning.
2. Stronger, more defensible business cases that improve the likelihood of internal and external approval.
3. Increased confidence in programme decisions through objective challenge and early identification of risks.
4. Reduced assurance risk through prepared teams and smoother gateway reviews.
5. Faster mobilisation and improved delivery readiness through structured planning and clear governance, aligned with Channel 3's Now, Next & Future framework.
6. More reliable programme delivery with experienced leadership and specialist support embedded throughout implementation.
7. Safer and smoother go-lives through improved workforce preparation, clearer roles, and proactive risk management.
8. Clear insight into system/workflow improvements enabling targeted change.

9. Higher user adoption and productivity, leading to better use of technology and improved operational outcomes.
10. More sustainable benefits realisation through continuous improvement, better processes, and alignment to strategic goals.

5. Our experience

Channel 3 has a strong track record of implementing corporate system solutions for health, social care and local government organisations. We have:

- Enabled health, social care, local government, and central government organisations to justify investment and build robust business cases for corporate system transformation, aligning digital change to strategic, financial and workforce priorities.
- Supported clients through end-to-end procurement, including requirements definition, market engagement, evaluation, commercial assurance and contract negotiation across ERP, workforce, collaboration and estates systems.
- Delivered safe, well-governed implementation and assurance of corporate systems, using structured methodologies that meet Public Sector standards and ensure operational continuity.
- Led process redesign and optimisation across finance, procurement, HR, workforce, rostering, and estates functions to maximise system capability, reduce duplication, and improve data quality and compliance.
- Managed data migration, cleansing and integration planning, ensuring accurate and secure flow of financial, workforce and asset information across corporate platforms and into frontline (e.g. clinical, social care) systems where required.
- Provided comprehensive change, adoption and readiness support, including stakeholder engagement, training, communications, scenario testing, cutover planning and post-go-live support.
- Established benefits realisation frameworks to track improvements in financial control, workforce efficiency, productivity, asset utilisation, and reduction of administrative burden following system 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