

Contractor Profile – CUAICTS2021

Nous Group

ACN: 086 210 334

ABN: 66 086 210 344

Categories

1

Contact information

Contact Person: Craig Knox Lyttle

Telephone: (08) 9222 5208

Mobile: 0400 260 397

Email: craig.knoxlyttle@nousgroup.com.au

Website: www.nousgroup.com

Postal Address: Level 16/240 St Georges Terrace, Perth, WA 6000

Orders Via: Email (preferred), online at www.nousgroup.com or phone

Hours: 8.00am to 5.00pm Monday to Friday

About us

Nous Group is an international management consultancy with over 350 staff operating in 10 locations across Australia, the UK and Canada, including a local team of 35 in Perth with four principals and strong ICT experience. We bring a bespoke approach to ICT strategy and advisory that marries strong ICT expertise with deep knowledge of government agencies, and the specific needs of each portfolio. For over 20 years Nous has partnered with leaders to shape world-class businesses, effective governments and empowered communities. Our work reflects our optimism and ambition for a better future. We are your partner in the pursuit of performance and positive influence.

Skills, experience and services

Nous improves the performance and influence of our clients by combining insights from across our digital, design, data & analytics, economics, transformation, organisational performance, public policy, strategy and Indigenous consulting capabilities. We design our solutions with clients, responding to their exact circumstances and needs. Within our digital capability, we design digital strategies, analytics solutions, products, services and programmes for a dynamic, customer-centric world. We also advise clients on efficient and effective implementation, with a focus on clear, tangible actions to directly connect strategic direction with practical, measurable change. Our approach is technology-agnostic, so we can provide the most appropriate advice without giving undue weight to a predetermined platform or solution. Our work includes:

Digital strategy: our approach to digital strategy is deeply connected to business need, defining the role of technology in enabling business success and meeting organisation-wide needs. Our equally deep experience and expertise in policy, service design, and public sector organisational performance complement our strength in ICT, to ensure we consider the whole context. We define a clear, business-driven digital narrative, paired with channel strategies for streamlining staff and

customer experience, and information management approaches that maximise the immediate and future benefits of big data.

Digital transformation advisory: we advise on the design of programmes, uplifting people, process and technology capabilities, addressing risks and realising benefits and efficiencies across the whole life-cycle of digitally enabled transformation.

Digital products and services: we partner with our clients to design digital products and services using a human-centred approach that starts and ends with user experience. We engage deeply to understand what aspects of a product or service matter most, and will have the biggest real-world impact, then work iteratively to refine a digital solution that works in practice for the business and its customers.

Cyber security capability and culture: we develop people, culture and process interventions that enhance cyber security resilience. We are strong in people as well as systems, so we can break through communication barriers that purely technology-focused providers cannot, and help keep your organisation and its customers safe.

Recent examples of our digital work include:

- a digital transformation roadmap for a major government ICT provider
- information management design for the Department of Defence
- an IT strategy and operating model for a top Australian research university

Industry partners or affiliations

Nous deliberately maintains an independent stance in our ICT planning, consultancy and advisory services. We are an advisory firm that assists organisations to get maximum value, and reduce risk, from the use of technology – not sellers of specific solutions. We have no alliances with any software or hardware vendor or systems integrators and thus always act in the best interest of our clients. By not promoting or implementing specific predefined software solutions we are able to provide clearer and better strategic advice – while remaining open to close collaboration with software and hardware vendors and systems integrators on any project.

Major clients

Nous' clients include major government departments, ASX 100 companies and national not-for-profit organisations. They work in the following sectors: education, financial services, utilities, infrastructure and resources, health and ageing, human services, environment and agriculture, defence and security, justice and emergency management and government. We have experts in each sector and a pool of approximately 100 associates with unique skills and expertise on which we can draw.

Nous draws insight from across its practices to inform ICT advisory work with our clients. Our major clients for ICT services include: the Digital Transformation Agency; the Department of Defence; Services Australia; the Department of Water and Environmental Regulation (WA); the Department of Primary Industries and Regional Development (WA); and the Department of Human Services (Vic).

Delivery point

All of State

Insurance cover

Policy Type by Risk Level	High Cover
Public Liability	\$20 million
Professional Indemnity	\$5 million
Workers Compensation	\$50 million

Other insurances

Technology (Cyber) Liability