



Bronwyn Evans

B Math (Comp Sci), MBA, AFAIM, MIMC

Career Summary

Bronwyn Evans is an Information Technology career professional with a broad range of management and consulting skills. Her experience covers both operational line management and consulting roles with a particular emphasis on the perspective of the application of technology for business improvement

Prior to co-founding Tethys Consulting, Bronwyn worked in senior IT roles with a variety of organisations. She began her career as a Computing Science Trainee whilst simultaneously studying for her undergraduate degree, before progressing into senior management roles.

Bronwyn's strengths lie in her ability to understand the technology environment from both a vendor and a corporate perspective. Her experience has given her the ability to forge successful working relationships with both technical and non-technical personnel within her clients to ensure that technology projects contribute smoothly to commercial success.

Key Skills

As a principal with Tethys Consulting, Bronwyn's specialist skills include a mix of technical and management skills. She is the in-house expert on software selection, evaluation and implementation and utilises this expertise in the following fields:

1. Management Consulting

The management consulting methodologies used by Tethys Consulting for their client base of mid-sized Australian companies have largely been developed in-house, using the experience and skills of the principals. Bronwyn also utilises innovative emerging technologies to make this consulting work more effective. Examples include: Zing Technologies and Groupiter, Australian-developed group collaborative technologies that are used in Tethys Consulting assignments to deliver better results sooner.

Examples of other management consulting projects during Bronwyn's earlier career include:

- Consulting assignments with CSC Index, the management consulting arm of CSC specialising in business transformation, process reengineering and change management. Notable achievements here include conducting a series of process reengineering laboratories for one of Australia's leading financial services organisations.
- At Tech Pacific, using her consulting skills to rebuild the IT department from the ground up, using fundamental reengineering principles. This resulted in a changed operating model, consisting of roles and responsibilities, processes, organisational structure and management approach.
- Similarly at Oracle, Bronwyn took a leading role in the restructure of the regional consulting practices, shifting from a location-based perspective to a speciality-based perspective.

2. Business Process Improvement

Bronwyn has managed and facilitated various business process improvement programmes with a number of Tethys clients. Examples include:

- Improving and standardising business processes across the four brands of a premium retail group resulting in a software evaluation project to deliver the technology required to support the new processes.



Bronwyn uses the Bizkit™ approach to Business Process Improvement. This pragmatic, inclusive approach has resulted in immediate benefits for the client, as well as the establishment of longer term change programmes where appropriate.

3. Project Management

Many of Bronwyn's roles have required strong project management expertise. She has project managed both small and large projects and has also coached in relevant techniques. Examples include:

- Consulting to one of the world's largest wine and spirit companies to programme manage a significant technology refresh programme in Australia and New Zealand covering ERP, CRM, Business Intelligence and Viticulture / Winemaking systems. This involved establishing project methodology, leading the significant implementation teams and supporting the client in developing in house capabilities.
- Acting as "project director" for all projects within her remit at Oracle and Tech Pacific.
- Establishing a project management framework for a financial services organisation.
- Establishing a full Project Office set up at Tech Pacific.
- Participating in the Institute of Project Management Development whilst at CSC. This is a CSC facility established to develop the skills of its senior project managers. Each project manager was evaluated during an intensive five-day assessment in a simulated project environment. This evaluation was added to 360-degree reports from colleagues. Bronwyn's project management competence was highly rated.

4. People Development

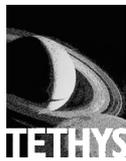
A key feature of Bronwyn's management style is her commitment to competency based people development. In each of her management roles - and indeed within Tethys Consulting - she has developed and instituted a professional development programme for staff. Examples include:

- Developing a structure of clear direction to staff at Tech Pacific about their specific objectives and their contribution to the overall effort.
- Establishing a successful overt career path for staff at Word Perfect, many of whom were in their first job out of university.
- Developing a Professional Development Programme at CSC to alleviate the problems caused by the fact that many staff had been working with the one client for years and had effectively "gone native". This programme helped staff re-integrate back into being a part of the international organisation.
- Building a network of mentors throughout the consultants at Oracle, to help develop and nurture the large graduate intake.
- Facilitating an IT Careers Workshop for the Sydney University Centre for Continuing Education for people transitioning in their IT Careers. This workshop has subsequently been delivered in the corporate domain and as a skills development programme for FITT.

5. Outsourcing

Bronwyn has in-depth expertise in both the selection process and service delivery relating to IT outsourcing that dates back to the early 1990s. Examples include:

- Constructing significant outsourcing deals at CSC, including the renegotiation of the existing contract valued at over \$500 million with a leading Australian financial services organisation to deliver greater customer value.
- Participating in the sales process and managing the service delivery of the mainframe and applications outsourcing for two life insurance companies for Continuum.



Employment History

Tethys Consulting, Principal

2000 - to date

Bronwyn's main focus within Tethys Consulting is to promote and lead the company's technology practices. The solutions offered here include:

- Enterprise Software Selection, Evaluation and Implementation
- Business Process Improvement
- Project Management
- Staff Development
- Outsourcing

Bronwyn is committed to developing an holistic approach to the solutions she delivers. Her skills and experience allow her to embed exceptional change management principles into any project to ensure full company buy-in and overall project success.

Tech Pacific Australia, IT Manager

1999-2000

Bronwyn joined Tech Pacific with the brief of taking over and running the IT department. In addition, she also had group strategic responsibilities. Her key achievements here include:

- Cancellation of a major systems implementation project that would not deliver the necessary business benefits
- Development and implementation of an upgraded transactional website
- Creation of a range of e-commerce initiatives
- Evaluation of ERP solutions for the group

Oracle Corporation, Various Roles

1998-1999

Bronwyn worked for Oracle as a Regional Practice Director for Oracle Managed Services and as an Applications Practice Director and Manager. With initial responsibilities for NSW, her promotions put her in charge of operations in both Australia and New Zealand. Bronwyn's primary responsibilities included:

- Services and business development/delivery
- Staff and business management (including P&L and utilisation)
- Contributing to the restructure of regional consulting from a location base to a speciality base – this involved developing a new structure, processes (e.g. resource management and allocation), competency requirements and regional communication

Bronwyn achieved all of her objectives – and also established herself as a key consulting expert with a number of major customers.

SOCOG, Technology Program Manager

1997-1998

Bronwyn joined SOCOG's Technology Division to co-ordinate integrated IT delivery from technology sponsors so that systems and infrastructure deliverables met organisational business needs. Her primary responsibilities included:

- Vendor and client management
- Management of integrated programme and project plans



CSC Australia, Various Roles

1994-1997

During her time with CSC, Bronwyn worked as an Outsourcing Executive, a Principal Consultant and a Customer Relations Manager. Her responsibilities included:

- Bid management for large outsourcing deals
- Development of a strategic marketing plan for CSC's Australian outsourcing division
- Process reengineering consulting projects
- Implementation of a 'value metric' incentive scheme
- Implementation of a Professional Development Programme for technical personnel

Highlights of her time with CSC include leading a team shortlisted for a \$AUD 5 billion contract and leading proposal management and contract negotiations for an outsourcing project for a leading Australian financial services organisation which brought in revenue of \$AUD 520 million.

WordPerfect Pacific, Customer Services Manager

1993-1994

Bronwyn's responsibilities here encompassed Customer Support (telephone technical support), Key Account Support (telephone technical support, consulting, pre-sales support) and Management Information Systems (telecommunications, network services, information systems, user support) groups. Key achievements in this role included:

- Call centre productivity improvements
- Establishment of fee paid support programs to both consumers and corporates
- Development of consulting programmes (both consumer and corporate)
- Creation of a customer satisfaction monitoring process
- Implementation of a Customer Information System to manage customer registrations, customer support and telemarketing activities

Continuum Australia Ltd, Various Roles

1987-1992

(formerly Computations Australia Ltd)

Bronwyn began her career with Continuum in various sales and project related roles – these included Account Manager, Project Manager and Account Executive. In her final role as Life & Investments Client Services Manager, Bronwyn undertook full departmental managerial responsibility – the department was responsible for consulting, development and maintenance services and also outsourced the systems support, maintenance and system development for several life insurance and unit trust companies. Her primary responsibilities here included:

- Business unit management
- Resource management
- Client management

During her time in the Life & Investments Client Services department, Bronwyn delivered significant over-achievement of budgeted revenues and profits.

Friends' Provident Life Office, Various Roles

1983-1986

Bronwyn successfully worked her way up through various technical roles whilst working at Friends Provident. These included Analyst/Programmer, Senior Analyst/Programmer and Team Leader.



Australian Iron & Steel, Computing Science Trainee 1980-1983

Bronwyn began her career in IT here by joining the company's computing science trainee programme.

Related Experience/Activities

Bronwyn is an Associate Fellow of the Australian Institute of Management and a Member of the Institute of Management Consultants.

She has also served as a committee member of Females in Information Technology and Telecommunications (FITT) and on Australian Information Industry Association (AIIA) Special Interest Group for Local Industry.

In addition, Bronwyn has been a committee member of Pioneer Business SWAP and a member of the national executive of Business SWAP. She is a rebuker speaker at technology related conferences (e.g. Movex Australian User Group, SAP Kick Off), has presented for ACS's Education Across the Nation and has had a number of articles published in e-zines and AIM's Management Today.