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BUSINESS JOURNAL



The annual Dallas CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Large Corporate, & Corporate categories will be announced February 25 at the OMNI Dallas.

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FROM OUR CHAIR

Technology Leaders
are the X-Factor **B3**

KEYNOTE SPEAKER

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events are irreplaceable' **B4**



LEADERSHIP AWARD

'We are in the midst of the 4th
industrial revolution.' **B6**

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2022 CIO OF THE YEAR

2022 DALLAS CHAIR LETTER

TECHNOLOGY LEADERS ARE THE X-FACTOR

Technology is at the center of modern business transformation and leadership is the X-factor between surviving and thriving in today's digital economy.

DallasCIO brings together leading CIOs of North Texas' largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

DallasCIO members collaborate locally and nationally with CIOs across industries because, successful CIOs understand the 'superpower' of trusted relationships. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO.

There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is by collaborating with other leaders facing similar challenges. The

industries and size may be different, but winning approaches to effective leadership are transferrable. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO has helped CIOs succeed in today's most challenging C-suite executive role. By joining DallasCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together - across public and private business, government, education, healthcare and nonprofit organizations - creates enormous value for everyone.

Together, we are transforming our economy using technology and enriching our region and our world. On behalf of DallasCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters, and staff who make the ORBIE Awards possible.



Sincerely

Michelle Johnson
2022 Chair, DallasCIO
EVP & CIO, Freeman

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2022 CIO OF THE YEAR

2022 KEYNOTE SPEAKER

BOB PRIEST-HECK

Chief Executive Officer &
Board Member | CEO, Freeman



Freeman CEO on why 'in-person events are irreplaceable'

For a global event company like Freeman, technology has always been an integral part of the corporate event business and event planning.

And while the pandemic accelerated the digital transformation for every part of lives, events included.

For Bob Priest-Heck, CEO of Freeman, that means many things are different.

"Technology of virtual events helped our customers reach their customers when we couldn't come together in-person," he said. "We've also found that by nature of virtual events meeting audiences where they are, they create more reach and help drive more inclusion and diversity."

But Priest-Heck says that while virtual formats work for training and content delivery, he says Freeman's audience is also saying that in-person events aren't going anywhere either.

"Virtual formats work for training and content delivery, but not so much for commerce and networking," he said. "Nearly 90% of attendees and exhibitors say that in-person events are irreplaceable. There's nothing better than in-person to kick the tires on a new product, collaborate with an expert and network."

Priest-Heck said the past two years have shown that consumers expect everything to be accessible from living rooms (shopping, dining, learning, health care, etc.)

"In addition, we bring our consumer expectations to our professional lives, so there is no longer a B2B vs. B2C experience," he said. "We expect the same level of ease and the flawless user experience with any interaction — whether buying groceries online, checking into a hotel, or attending an event."

Priest-Heck will be part of a Keynote Discussion at the DallasCIO of the Year ORBIE Awards on Feb. 25 with Michelle Johnson, CIO at Freeman and Chair of the DallasCIO advisory board.

He said the discussion will be focused around "leading through the pandemic, the impact of the digital transformation that was accelerated during by the pandemic, and leadership in our new normal."

We asked Priest-Heck additional questions about the current space of the larger-scale event space.

Can you talk about your company's (and your customers') initial plans for 2022 and how have the Delta and Omicron variants have changed those plans?

Overall, our customers are eager to get back to in-person events and are doing so. We produced more than 725 events from July through December 2021 in 105 cities and are seeing net square footage growing steadily. Exhibitors are seeing the positive impact of their events as NPS scores are at an all-time high for in-person events. So while attendance may be down at some shows, the engagement and quality of the attendee are better than ever.

The Omicron variant has had far less impact than Delta. Event cancellations due to Omicron represent smaller meetings and individual exhibitors while larger events continue to be planned. Some international exhibitors have been slower to return, and some corporate are events, too.

For readers who haven't been part of a large-scale event since COVID hit, what is the state of the large-scale event right now for 2022? How will it look and feel different from one in 2019?

I think they'll find an event that is designed with their safety, social anxieties and experience in mind. The in-person experience and digital experience are converging in the post-pandemic era, so event strategies are tailored to customer journeys based on intent — intent to learn, intent for certification or intent to be hands-on with new products and technologies and make in-person connections.

We help our customers design their events based on insights about their audience and by looking at trends impacting them. A few of the trends we're following include the fact that we have gotten good at being homebodies because of the pandemic, so getting together in person has to represent something demonstrably different than what's available to you at home or in your office. And no matter in-person or on-screen, our research shows that attention spans are shrinking, so sessions need to be shorter and content more captivating. We are also learning that unpredictability is the new norm, whether because of Covid or the weather or other factors. So there's always a need for "Plan B."

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Rashmi Jain

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DALLAS CIO OF THE YEAR

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2022 DALLAS BUSINESS JOURNAL CIO ORBIE AWARDS



2022 CIO OF THE YEAR

DALLAS CIO LEADERSHIP ORBIE AWARD

ROBERT DIXON

CIO | PepsiCo (ret)



'We are in the midst of the 4th industrial revolution.'

For a veteran CIO of the industry like Robert Dixon, what excites him the most about the current generation of technology leaders is the IQ of their bosses on digital and technology matters.

"The thing that excites me the most is the fact that the corporate executive IQ around digital has grown exponentially," Dixon said. "And it's going to take another major inflection over the next five years. And all of that is because we are in the midst of a fourth industrial revolution. And digital is, at the core, a software-defined economy, and it is creating value for the world."

Dixon, the former CIO of PepsiCo, is being recognized with the DallasCIO Leadership ORBIE Award for 2022.

- > This award recognizes a current or former CIO who has:
- > A proven track record of successful technology leadership throughout their career
- > Made significant contributions to / had a meaningful impact within DFW's technology and business community
- > Inspired others through their personal, professional and civic contributions
- > Whose accomplishments have been acknowledged by peers, industry leaders and prior ORBIE winners

Dixon worked for PepsiCo as Chief Information Officer from 2007 until 2016, which made him the longest-tenured CIO in the company's history.

Before that, Dixon worked at Procter & Gamble for 30 years in various roles, with his final position as Vice President in the Global Business Services Organization.

We asked Dixon additional questions about his career.

What would you consider your signature accomplishments at Procter & Gamble?

I was one of the first African-American executives to take on an international assignment outside of the U.S. ... And that was a significant accomplishment because it opened the doors for people with

a lot more diverse backgrounds to go into those kinds of leadership roles at P&G. And mine was in Europe. That's where I cut my teeth on SAP.

The second most significant accomplishment at P&G was establishing the global center of excellence for SAP. ... The third most significant thing was stepping into a leadership role with the CEO's executive business council, even though I was not a function head or a president of an operating unit. That was a tremendous broadening assignment for me. ... I was also given responsibility for all of the IT programs that work with the presidents and their operating units.

What was your signature accomplishment at PepsiCo?

I was asked to lead the whole business transformation and technology transformation at PepsiCo related to SAP. It required changing and driving a standardization program and upgrading what I call the transactional processing engine of PepsiCo worldwide. It was a big initiative ... and it had a tremendous consistency of purpose. I came in probably a couple of years after it had been formed, and I took it and ran it for a 12-year window.

What did you learn at P&G that came in handy from PepsiCo?

The transition from P&G to PepsiCo was, in some regards, easy simply because they both were consumer package goods companies, even though they were very different business models, and culturally, they ran differently. I knew about the supply chain, and I knew about the procurement processes, and I knew about R&D and how HR would work across a global enterprise consumer goods company.

I understood the market and all of the functional aspects of running the business. ... Getting up the learning curve on how PepsiCo does business was a pretty, quick endeavor.

The more challenging part was cultural assimila-

tion because PepsiCo was a lot different from how P&G was operating at the time. P&G was much more of a "command-and-control from the center out", and PepsiCo was more ... "independent operating units, business model distributed." But the company wanted to move more towards the center.

Can you talk about the term VUCA and what that means to you?

I learned about VUCA at Procter & Gamble when I was part of the CEO's Executive Business Council, which was the top 30 or so executives in the company who ran the operating units in the P&L structures and the global functions.

(Then CEO A.G. Lafley) would always set the tone for the executive committee meetings. And he would quite say that we live in a VUCA world ... it's an old military term, which stands for:

- > V is for volatile
- > U is for uncertain
- > C is for complex
- > A is for ambiguous

(Lafley's) point was somewhere in the world, there will always be some volatility or something blowing up.

And we can't think of these as special events where we need to do something special with them. This is just going to be the way business has to get done, in these highly volatile, complex arrangements.

You need to be very agile to lead and learn how to lead over this kind of a context ... and you need playbooks for (these situations.) ... when you've got to shut a business down, or when you get into a country that is in a very intense geopolitical situation. How do you deal with still needing to do business in those countries even though there's a lot of political volatility?

You learn how to move in and out of those kinds of arrangements and still provide the proper leadership required both on the ground and at the corporate headquarters.



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2022 CIO OF THE YEAR

SUPER GLOBAL

OVER \$12 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



Madhuri Andrews
EVP, Chief Digital and Information Officer | Jacobs

She joined Jacobs in August 2018 and currently serves as the SVP, Chief Digital and Information Officer (CDIO). She brings 25+ years of experience leading business and information technology transformation and global digital strategies for major firms across a variety of industries.

SUCCESS STORY
“We are in exciting times. Sooner or later, every company will either become a digital company and/or be faced to compete against one. Technology and innovative use of data are at the core of every industry and transforming today’s world. For organizations to make positive and lasting contributions to the betterment of society, deliver business growth and create new value, they are going to rely more and more upon technology professionals to be at the forefront of those efforts. I am thrilled to be a part of shaping this future!”



Nancy Flores
EVP, CIO and CTO | McKesson Corporation

Flores has a record of transformational change and elevating performance. She is responsible for McKesson’s technology initiatives, including software, infrastructure, application development tools and processes, operations, and cybersecurity.

SUCCESS STORY
“McKesson plays an essential role in providing personal protective equipment (PPE), medical and surgical supplies, and medicines to hospitals, pharmacies and clinics. When the WHO declared COVID-19 a pandemic, it became evident that technology was foundational to our continued success, including scaling our core distribution information systems to accommodate the distribution of COVID-19 vaccines and ancillary supplies. As of July 31, McKesson has distributed over 185 million Moderna and Johnson & Johnson COVID-19 vaccines to administration sites across the country and has assembled enough kits to support the administration of more than 785 million doses for all vaccine types.”



Maya Leibman
EVP - CIO | American Airlines

Leibman has held a wide variety of leadership roles from technology to customer loyalty to business analytics, all within the complex, global operation of American Airlines. She currently leads all technology efforts, including systems development, infrastructure and cybersecurity.

SUCCESS STORY
“Along the way, my team has had a few notable successes like the flawless merger between AA and US Airways. But everything sort of pales in comparison to navigating the challenges of the last 2 years, doesn’t it? From developing all new priorities (a touchless kiosk? whoever thought that would be a thing?!) to following countless and ever changing government mandates to responding to new customer expectations... All these and more my team handled with determination, excellence, and grace. And did it all while transforming into a modern technology organization and, most importantly, caring deeply for our team.”

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DALLAS CIO OF THE YEAR
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CONGRATULATIONS

Paola Arbour
Tenet Healthcare
Executive Vice President &
Chief Information Officer



Dallas CIO of the Year
ORBIE Awards 2022 Finalist

We are proud of your accomplishments,
hard work, and leadership.



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CHRIS ANDREWS
has been an integral part of our record-breaking unit growth and sales increase in the three years he has been on our team. Thanks for every thing you do to Rule the Day, Chris, and congratulations!



2022 CIO OF THE YEAR

GLOBAL

OVER \$1 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



Christopher Holm
CIO | The Perot Companies

Holm leads all tech delivery and innovation the companies' businesses. He's driven both large and small initiatives for infrastructure and security, such as transitioning data centers and service providers and maturing a cyber security program to protect the company's information and reputation.

SUCCESS STORY
"Earning the confidence and trust from those I serve is my greatest achievement. The enterprise Team IT4U supports knows we have the right people, skills and tools to support their needs. We've fought from being "order takers" 10 years ago to being essential business enablers. While our business has grown 250%+ in size and become far more complex, we've kept ahead by delivering outstanding service and projects, world-class cyber security, and more recently strengths in modern applications & analytics. As a result, we've sustained a 96%+ 'Satisfied' rate in annual enterprise-wide surveys for the last 5+ years."



Christi Liebe
Global CIO | Omni Logistics, LLC

Liebe is responsible for leading the Omni Logistics global IT organization and developing and executing the transformative technology strategy that will support and enable Omni's growth. She is also developing Omni's IT talent and expanding new technologies.

SUCCESS STORY
"Omni is a large privately held 3PL providers, delivering technology-driven, high-touch supply chain solutions specializing in domestic & international freight forwarding, e-commerce fulfillment, warehousing & distribution and value-added services for time sensitive and mission critical freight. Omni has facilities in 21 countries, 4,050 global employees & 6,500 customers. We reinvest 5%+ of annual revenue into technology. Posting 100% YoY revenue growth, this demonstrates our continually escalating commitment to technology spend. Simply, we view ourselves as a technology-first company. Under Christi Liebe, Chief Digital & Transformation Officer's, using a "People+Technology = Possibilities" mantra, Omni is transforming to a digital marketplace platform product-oriented company."



Kimberly Mackenroth
VP & CIO | Textron

In this role, she leads the business unit chief information officers and the Textron Information Services (TIS) organization. She oversees Textron's Information Management Council and manages the company's IT supplier and outsourcing relationships.

SUCCESS STORY
"Textron's IT organization serves colleagues and customers in a multitude of industries and geographies. Technology spans the enterprise and is core to the design, manufacture, delivery and support of our products and customer missions. Our global IT organization is now recognized as a trusted business partner capable of delivering strong business outcomes. Today, our business unit CIOs have a dotted line to their respective CEOs and are on their business unit senior leadership teams and I am part of Textron's executive leadership team. This is a testament of the recognition of the IT organization's contribution to Textron's bottom line."



Jonathan Manis
SVP & CIO | CHRISTUS Health

CHRISTUS Health is one of the nation's largest faith-based provider organizations. Manis is a seasoned CIO with more than 25 years of IT leadership experience. He joined CHRISTUS Health in 2019 from California-based Sutter Health, where he served as Senior Vice President and CIO for 13 years.

SUCCESS STORY
"Leading the CHRISTUS Health Information Services team and responding to the COVID-19 crisis in support of our physicians, nurses and allied health professionals across the Southwestern United States and Latin America; enabling telehealth and virtual care solutions for our patients and consumers; and providing timely, trusted health and wellness information to the many diverse communities we exist to serve has been both an honor and the most satisfying accomplishment of my career. I could not be more pleased for my opportunity to represent the many selfless and dedicated Information Services professionals working in direct support of the CHRISTUS Health Ministry."



Pankaj Patra
SVP/CIO | Brinker International

Patra oversees information technology and data security for Brinker and its brands, known leaders of technology and convenience for the casual dining industry. Being a technologist at heart, he and his team focus on balancing business and tech needs.

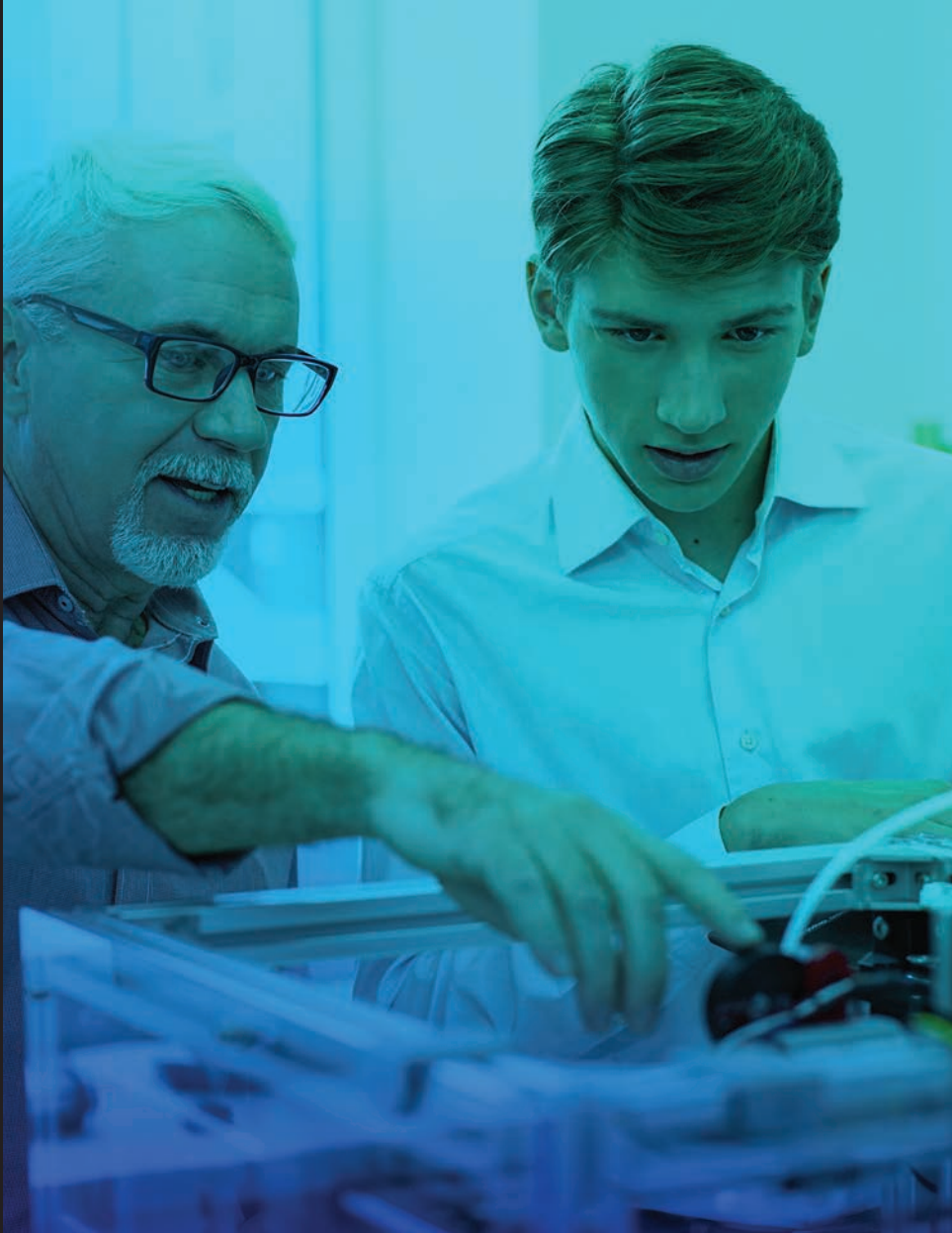
SUCCESS STORY
"Pankaj Patra serves as senior vice president and chief information officer at Brinker International, Inc. Pankaj oversees information technology and data security for Brinker and its brands, which are known leaders of technology and convenience for the casual dining industry. Being a technologist at heart, he and his team focus on the balance between business and technology needs, while implementing solutions to improve the Team Member and Guest experiences and drive key results. Pankaj is a longtime BrinkerHead and has served in multiple information technology leadership roles to help transform Brinker into a leader in restaurant technology."



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2022 CIO OF THE YEAR

LARGE ENTERPRISE

OVER \$2 BILLION ANNUAL REVENUE



Paola Arbour | EVP & CIO | Tenet Healthcare

Arbour oversees the leadership and strategic direction for Tenet's information technology systems and identifies opportunities to support the company's network through the application of digital technology, data analytics, automation, and customer experience.

SUCCESS STORY
"After joining Tenet as CIO, there was an immediate opportunity to drive more transparency with costs and business outcomes. Delivering on this objective was challenging. On the heels of the launch of our Voice of the Customer program – which began a cultural movement around listening, engaging, collaborative design thinking, and shared problem-solving – we realized an overdue need to modernize our financial reporting tools and processes. An achievement was building a level of trust which has resulted in cost savings, mitigate risks, and improve the ability of our employees to deliver the best care possible to patients."



Todd Kackley | EVP & CIO | Bell

Kackley is responsible for developing and executing a high-performance IT and digital strategy, ensuring business systems, infrastructure, cybersecurity and development capabilities are aligned with the needs of the business today and in the future.

SUCCESS STORY
At Bell, we are a technology company redefining flight, and I am grateful to have a role that contributes on the Executive Leadership Team to enable this vision. The IT led innovations and outcomes at Bell are not just the result of the CIO or the IT team alone, but are the collective successes of an entire company focused on driving a winning culture. This recognition is shared with the talented professionals at Bell and Textron, who show up every day bringing their best to be a technology company redefining flight.



Ajoy Kodali | SVP & CIO, CVS Pharmacy Services Segment | CVS Health

Kodali is focused on the challenge of integrating technology, data, tools and outcomes across various channels for continuous improvement of a single consumer experience.

SUCCESS STORY
"After joining in March 2020, realized we were not treating customer experiences holistically at an enterprise level. Kicked off an initiative called C360 experiences which was about taking a customer-centric approach to solving service issues across business units which is moving all the service center technology stacks into a single CRM stack, single Contact Center as a Service and single view of the customer. We created integrated road maps (Digital, Analytics and IT) which is a significant culture shift. Co-presented to the board with our Chief Customer Officer to gain support on approach and investment and now executing them."



Joseph Longo | SVP & CIO | Parkland Health

Longo is a recognized health care technology executive with a history of developing innovative and transformational technology strategies while creating alignment amongst the IT service lines and clinical operations.

SUCCESS STORY
"Over a century ago, Parkland opened to fulfill a mission created by inherent goodwill. During public health crises like the current COVID-19 pandemic, our mission continues as we care for individuals outside of the traditional "four walls" care model. I'm gratified by the way we've applied and/or shared our critical systems, mold-breaking technologies and world-class data services with our partners, our neighbors, and the community in which we serve. I see these as the critical elements to effectively remove barriers in public health today and leave a legacy that can be leveraged for future solutions to public health challenges."



Dalia Powers | SVP and CTO, Digital Health & Analytics Platform Innovation and Engineering | Humana

Powers leads the Longitudinal Human Record (LHR), Population Health platforms, software applications for digital channels, and the migration of data products to the cloud while working closely with IT to partner on these key initiatives.

SUCCESS STORY
"Establishing cloud-native digital experiences and an Enterprise Data Platform to power Humana's AI/ML as well as our analytical and operational reporting is the greatest accomplish to date in my current role. Data is critical to a person's health journey. Our judicious analysis of population-level data, aided by machine learning, is assisting our team with making predictions to enable providers to offer personalized care strategies for our members. Humana is using AI to identify and assist members who need help accessing the right care and assisting people with social determinants of health in order to help them achieve lifelong wellbeing."



Mike Santimaw | SVP, CIO | Rent-A-Center

Santimaw has been responsible for transforming the Rent-A-Center technology team into a world-class technology organization that fosters innovation and operational excellence to evolve their consumers' customer experience and value proposition.

SUCCESS STORY
"The experiences developed by the Rent-A-Center technology team have led to improved quality of life for our customers, fueling the Rent-A-Center mission, and has created mechanisms for IT to explore the next wave of innovation ensuring long term value creation for the communities we serve, our employees, and ultimately, our shareholders."

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2022 CIO OF THE YEAR

ENTERPRISE

OVER \$400 MILLION ANNUAL REVENUE



Chris Andrews

CIO | Smoothie King

Andrews has held similar roles at Pei Wei Asian Diner and On The Border. He has built out high-performing IT organizations, implemented a best-in-class digital platform and utilized an all cloudbased approach to support infrastructure and systems.

SUCCESS STORY

“Being a part of a team and industry that had to battle through the pandemic and come out successful is, and will be a career highlight for me. I watched not only my team, but the whole company pull together to move mountains. We launched Online Ordering, App ordering, Curbside pickup and third-party delivery to almost 1100 locations in a matter of weeks. Overnight, we went from 0 digital sales to well over 20+%. The daily calls, late night sessions and onsite installs was all worth it as we kept the majority of our owner’s open for business.”



Jason Chancellor

SVP & CIO | Brinks Home

Chancellor is a transformation specialist with a passion for partnering with the business to identify needs and opportunities while demonstrating how technology can transform business opportunities into strategic differentiators.

SUCCESS STORY

“The greatest BHS achievement has been turning IT from “an expense required to operate” into “a strategic investment partner who will transform our business.” The team and I did this by: Bringing in a diverse set of people to fill expertise gaps; Focusing on Agile processes, demand intake, and aligning IT to better match the way the company is organized; Implementing an ultra-light business case process to ensure we understand metrics and value before we start a project; Focusing on implementing a highly advanced, technical architecture allowing us to be faster at Go-To-Market, security, etc.”



Brett Lansing

CIO | AccentCare

Lansing has had nearly two decades of experience in IT strategy and execution include leadership roles at global manufacturing, telecom software and health care companies. Before joining AccentCare, he served as CIO for an integrated health SAAS company.

SUCCESS STORY

“As CIO, my accomplishments are broad across the organization from identifying cost reductions to optimizing IT and establishing clearer lines of accountability. Our IT key theme this year is “Elevate IT”. Elevating the IT organization means recruiting a good mix of diverse top talent seasoned leaders from different industries who bring innovation, industry best practices and experience to the organization, but most importantly a customer first mentality. The greatest accomplishment in my role is integrating the five companies AccentCare has recently acquired with a guiding light that ensures we integrate and consolidate without impacting service continuity, most importantly patient care.”



Theresa Meadows

SVP & CIO | Cook Children's Health Care

Her team currently supports 140 project initiatives that include deploying business intelligence, advanced clinical systems, cybersecurity and enhancing the digital experience for patients, employees and clinical staff.

SUCCESS STORY

“My greatest accomplishment was gaining approval for Peaks Tech Zone in our Medical Office building in Prosper, Fort Worth and Virtual locations. Some of the main goals are to increase engagement in home monitoring to promote digital literacy and awareness of how to utilize these tools. Ensuring patients/families learn about how new and existing technology and medical devices can be used to provide a seamless care experience regardless of care location. This is significant as healthcare models change to more consumer driven mobile experience, having the ability to provide a safe place to learn about technology is extremely important.”



Mark Overton

SVP & CIO | Greyhound Lines, Inc.

Overton is well-versed in strategic planning, operational optimization, strategic delivery, & global collaboration. Returning to Greyhound in 2018, Mark has come full-circle.

SUCCESS STORY

“Since rejoining Greyhound in January 2018 as SVP and CIO, Mark Overton has re-defined the company’s technology strategy by transforming and modernizing the technology solutions. Mark partnered with the commercial and operations teams to deliver revenue and savings initiatives. He has recruited top talent to build a dynamic leadership team that has a successful track record of execution. Mark is leading Greyhound’s innovation team and is working in conjunction with the executive team to ensure that Greyhound is poised for the future.”



Amer Waheed

EVP and CTO | Neighborly

Waheed is the largest provider of home services. He is leading the company’s digital transformation and serves as President of ZorWare, and leads Product Management for Neighborly.

SUCCESS STORY

“A major accomplishment has been to lead the technology transformation at Neighborly to support the company as the best company in home services. The transformation included augmenting the talented team with diverse expertise. Established a modern architecture with microservices, cloud and data analytics. The development process adopted SAFe agile framework, product management and ITIL framework. The teams are delivering amazing solutions to provide excellent service to our customers. All of this in less than a year!”



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2022 CIO OF THE YEAR

LARGE CORPORATE

OVER \$200 MILLION ANNUAL REVENUE



Mark BeMent

CIO | Jackson Walker LLP

BeMent provides leadership for advancing an innovative, strategic, and secure environment. His responsibilities include governance and policy, resource allocation and management, risk management, financial analysis, and operational improvement.

SUCCESS STORY

“Given our many successes, I believe my single greatest accomplishment has been the building of a rock-star technology team. While it has taken years, I believe Jackson Walker has some of the best IT professionals in the business, and their teamwork, professionalism, and technical knowledge make them the lifeblood of an organization that progressively engages technology to be more effective in the role of supporting their clients. This success has less to do with the specific technology that we have in place today and is more a reflection of the aptitude of my team to integrate the technologies of tomorrow”



Heidi Cox

SVP & CIO | HKS, Inc.

Cox has 20+ years experience in technology within the AEC industry and has been instrumental in helping to drive technology advancements in infrastructure, networking, telecommunications, security and support.

SUCCESS STORY

“Building a culture that exceeded even my own expectations is my greatest accomplishment. We pushed hard to hire for culture over skills. Moving to a flexible work environment put responsibility on our employees to manage their own time and goals. We broke down old workplace barriers and truly leaned into the person. Making the place safe for everyone to be their genuine selves. Families, personal interests, mental health, all topics were on the table and treated with real compassion. If there’s anything a pandemic has taught us, was that people coming together and respecting each other is essential.”



Satish Dave

CIO and Operating partner | AEG Vision

Dave has held senior technology and operations leadership roles at AEG Vision, Vision Source, MedSolutions, Coventry Healthcare, and General Electric and has focused on driving total enterprise performance through the successful deployment of tech solutions.

SUCCESS STORY

“Under Mr. Dave’s leadership, AEG Vision, a 2017 start-up company, grew 35% YoY for the last four years and now operates more than 265 optometry locations across 12 states. As a result of Satish’s hard work and his team’s dedication to their initiatives, AEG Vision now possesses award-winning and the best platforms best in the optometry industry. Satish is best known for growth and transformation leadership within the industry for his expertise and intuitive understanding of integrating technology solutions successfully and throughout an organization. In addition, he is Riata Capital Group’s Managing Director for their Operation Group. RCG is the parent PE company of AEG Vision.”



Carissa De Santis

CIO | Dickey’s Barbecue Pit

De Santis oversees all company technology platforms. She has over 20 years of experience in the restaurant industry in operations and technology and previously served in various leadership roles for TGI Fridays.

SUCCESS STORY

“We have seen a dramatic increase in digital sales in the wake of COVID and the pandemic. We believe that customers have become accustomed to ordering online and using technology that we put into place during the height of Covid when it was sink or swim for businesses. Now more customers see the convenience, and the ease of placing an order and picking it up, having it delivered from a third-party service or picking up curbside. We have enhanced our website and created a smooth ordering process we’ve also enhanced our speed and performance to further optimize the user experience.”



Muthusamy Nagarajan

CIO/CTO | ReliableParts

Nagarajan is a relentlessly passionate business leader and a technology executive with a unique love for delivering on complex challenges. He focuses on “bimodal agility” and “innovation through experimentation” and disruptive technology and ecosystem partnerships for results.

SUCCESS STORY

“We transformed our customer experience through innovations and sustained, rapid iterative delivery. We reinvigorated Reliable Parts as a digital-first enterprise with IT aligned to achieve strategic business objectives. Heightened levels of operational efficiency and growth were achieved as we reduced the company’s “technology debt” and rescued a failing ERP project. Simultaneously changing our “How,” “What” and “Who” accelerated results. We now have a future-ready API foundation, built within compressed schedules and lower IT funding than peers. This provides scalable real-time interactivity with partner ecosystems. Our new landscape, powered by Cloud and DevOps, delivers tremendous customer value via microservices.”



Jan Ross

CIO | nThrive

Ross is passionate about aligning IT to deliver business value and focused on establishing a long-term cloud strategy, introducing enhanced capabilities, and optimizing the IT infrastructure to serve as an industry competitive differentiator.

SUCCESS STORY

“My greatest accomplishment in my current role has been driving a positive atmosphere and inspiring a vision during and following the split of nThrive into two separate organizations. With our commitment to deliver our software solutions to our clients our technological direction has morphed to meet the new needs of the business. We have re-established a strong leadership team, empowering them to drive change in alignment with business initiatives. We have a dedicated focus on security and solution availability to meet the needs of our customers. We have expanded education and communication across the organization driving technology / security awareness.”



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2022 CIO OF THE YEAR

CORPORATE

UP TO \$200 MILLION ANNUAL REVENUE



Michael Bullock

Vice President | Rangers Baseball LLC

Bullock is responsible for a broad spectrum of technology from Core Systems and Infrastructure to Cloud Technologies and Business Systems. He passionately believes in the responsibility of IT to deliver innovative business solutions.

SUCCESS STORY

“The greatest accomplishment in my current role was the completion of technology related to the construction of Globe Life Field, the new home the Rangers. This was an extraordinarily complex, time-compressed construction project. We took risks in integrating leading edge technologies at Globe Life Field. Those risks paid off in a big way to create great fan experience while also creating a technology infrastructure footprint that is manageable on a very large scale. But, this was not my accomplishment but the accomplishment of the exceptional team of talented, dedicated individuals in the IT Department that made Globe Life Field possible.”



Brent Chapman

CIO | Fay Financial

Chapman is responsible for technology strategy and operations across all corporate business units and subsidiaries. He is a successful senior executive who drives corporate growth by delivering strategic vision, success culture and operational excellence.

SUCCESS STORY

“The IT team exists to enable the business to be successful and we are proud of the success we’ve had to improve technology at Fay Financial through partnership, relationships and showing value to gain the trust of the business. At Fay, we strive to be thought leaders and change agents and the spirit of servant leadership is strong throughout the organization. The IT team is focused on collaborating and working seamlessly with all business units believing that by working together as one-team we can continue to achieve any goal to create a great experience for our customers.”



Zubair Faiz

CIO | AIRROSTI

Faiz has performed various leadership roles focused on enterprise transformative projects ranging from digital/ cloud transformations to customer service/ engagement platforms and processes and enterprise-level projects.

SUCCESS STORY

“I am very humbled and honored to be on the Finalist list. I am very grateful for support from my CEO, Senior Leadership, Colleagues, and more importantly my team for achieving tremendous success for all the key initiatives we set out to do from Digital/Cloud transformation journey to Security Program, Omni Channel, Call Center, and Data Warehouse. In addition, harnessing the power of data for bringing more innovation toward our Telehealth solution - Airrosti Remote Recovery so we can help more and more people all over the country live a pain-free life.”



Rashmi Jain

CIO | Careington International Corporation

Jain oversees information systems & IT areas for Careington and is responsible for planning, organizing, coordinating, directing and personally participating in all phases of information systems.

SUCCESS STORY

“With over 20 years leading Careington’s IT department, I’ve introduced technology for company and client needs, including telecommunications systems, CRM system, core IT platform, custom portals and client-oriented and self-service web platforms. Careington has grown to a company with a fully virtualized private network cloud environment of servers, in addition to our MS Azure endeavors. Careington expanded business operations from U.S. and U.K. dental network management to launch virtual healthcare platforms under our telemedicine affiliate company, DialCare. My greatest accomplishments are contributing to the growth of Careington and our clients and our mission of providing affordable access to healthcare.”



William McLemore

VP & CIO | GuideStone Financial Resources

McLemore has more than 20 years of experience as a senior IT executive in financial services and the global transportation sector.

SUCCESS STORY

“GuideStone IT has transitioned from being an excellent service provider to also being a strategic partner and enabler of business growth. This has been vocalized repeatedly by our lines-of-business leadership teams and evidenced quantitatively by having: Accelerated value created through projects by shortening successful completion times from 9 months to 2 months while improving quality 64%; Improved IT Total-Cost-of-Ownership 10% while increasing cost elasticity by migrating 98% of our infrastructure to the cloud; and Developed and launched AI-enabled hyperautomation pilots which thus far have significantly reduced customer request completion times while saving 1,500 annualized hours of employee manual labor.”



Marty Smith

CTO | Abatix

Smith oversees IT, Software Development, Marketing and all other aspects of Digital Operations. Abatix believes digital transformation is the path forward and keeps all projects aligned with technology.

SUCCESS STORY

“AIMS, which stands for Abatix Inventory Management Solutions, allows us to mobilize “mini-stores” for customers who may not be close to one of our branches, or who may want better control over their inventory. AIMS can be launched in three ways - via a traditional vending machine, via a secure section in a warehouse called a “tool crib”, or via a jobsite container. AIMS tracks inventory, spend by employee, spend by product category, etc. Customers use a touchscreen Kiosk or a mobile/tablet to “check out”. Data is fed in real-time to admin dashboards and our ERP for easy replenishment and invoicing.”

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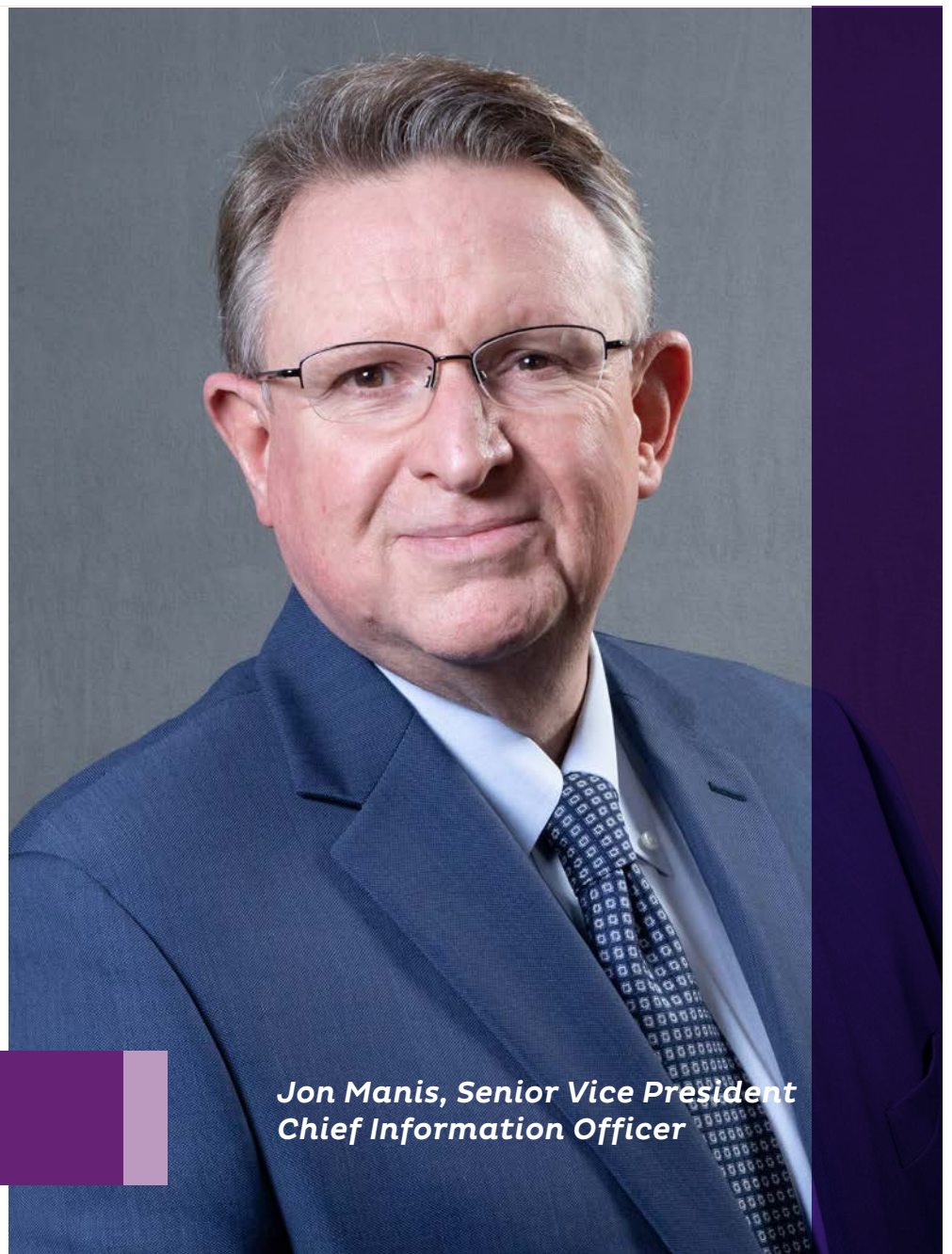
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As Chief Information Officer, Jon Manis oversees the technology of one of the largest Catholic health care systems in the world, with a growing international network serving communities from Texas, New Mexico and Louisiana to Mexico, Chile and Colombia. For those of us who work with Jon every day, we get to witness firsthand his exceptional leadership and his ability to champion innovative ideas.



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*Jon Manis, Senior Vice President
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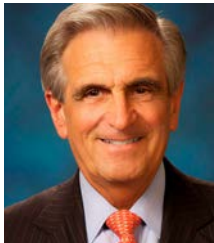
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