

OCTOBER 28-NOVEMBER 3, 2022



The annual Georgia 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 & Healthcare categories will be announced November 4th at the Cobb Galleria.

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**KEYNOTE**

Accenture CEO weighs in on fostering meaningful connections in today's omni-connected world

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Coca-Cola Company

**KIM TREVISAN**  
Oldcastle APG

**DALE TUCK**  
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**BATES TURPEN**  
Travelport

**BRANDON VAN ORDEN**  
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**DANIEL VOLK**  
Crawford & Company

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Atlanta Braves National League  
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McLarens

**SIMON WOODS**  
Reliance Worldwide

**BRIAN WORK**  
Transportation Insight Holding  
Company

## 2022 CIO OF THE YEAR



## FROM THE CHAIR

## Technology Leaders are the X-Factor

**T**echnology is at the center of modern business transformation and leadership is the X-factor between surviving and thriving in today's digital economy.

GeorgiaCIO brings together leading CIOs of Georgia's 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.

GeorgiaCIO 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 GeorgiaCIO, 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, health-care 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 GeorgiaCIO, 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

### Brandon Van Orden

2022 Chair, GeorgiaCIO  
SVP & CIO, Cousins Properties

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Congratulations to the 2022  
Georgia CIO of the Year  
Award Winners and Nominees

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## 2022 CIO OF THE YEAR



## 2022 KEYNOTE

# Jimmy Etheredge

CEO | Accenture, North America

## Accenture CEO weighs in on fostering meaningful connections in today's omni-connected world

By The Business Journals Content Studio

As CEO for Accenture North America, Jimmy Etheredge leads nearly 80,000 people in the U.S. and Canada to deliver on the promise of technology and human ingenuity for Accenture's people, its clients and its communities. He's been with the company since 1985 and previously served as managing director of the global professional service firms' Southeast region, including the Atlanta, Charlotte and Washington, D.C., markets.

He recently spoke with Atlanta Business Chronicle in conjunction with the upcoming Georgia CIO of the Year ORBIE Awards. He will deliver the keynote address at the event.

**Top opportunities for CIOs.** "In my conversations with CEOs, all strategies lead to technology – especially cloud, data, AI and security – and the need for a strong digital core. Everywhere, companies are under pressure to change faster to create exceptional customer experiences, outrun competitors and survive constant disruptions. They need to be able to press the go button on the whole business, transforming everything, soup to nuts. That creates tremendous opportunity for CIOs to guide that transformation and lead their organizations through the process."



**"It's more important than ever that we take care of our people and help them succeed both personally and professionally. We are focused on creating a work environment that allows everyone to feel seen, safe, connected and courageous, and providing our people vibrant career paths."**

**Hybrid work challenges.** "Companies are facing a lot of challenges here and it's a constant conversation with senior leaders. I think we're on the right path at Accenture with what we call an omni-connected model. We're putting a premium on how people feel and their experiences at work, including using technology to collaborate and fostering meaningful connections that help people feel a sense of belonging.

"For example, instead of onboarding our global new joiners – all 150,000 – in person this year, we have been bringing them together on the 'Nth floor,' Accenture's enterprise metaverse. They learn about the company, interact with colleagues and leaders, and experience our culture in a meaningful and personal way. It also shows them how serious we are about innovation starting from day one.

"We're also investing in creating physical spaces that earn our people's commutes. This is what we had in mind when building our new innovation hubs in Accenture Tower in Chicago and 1 Manhattan West in New York City, where our people can engage with the latest collaborative tools, artificial intelligence and robotics. Our hubs are also great spaces to gather for client projects, 'ideathons' with peers, community projects and celebrations."

**Building a talent pipeline.** "It's more important than ever that we take care of our people and help them succeed both personally and professionally. We are focused on creating a work environment that allows everyone to feel seen, safe, connected and courageous, and providing our people vibrant career paths.

"We've also looked at some interesting ways to expand our talent pipeline by widening the lens and attracting talent from untapped sources. We've established a national apprentice program in our business to give more people access to the jobs of the future – digital jobs – and the paid training they need to be successful.

"Today, 20% of Accenture's entry level roles in the U.S. are filled with apprentices who receive paid training as they prepare for roles in areas including application development, cybersecurity, data engineering, cloud and platform engineering. These roles are among the nearly half of Accenture entry-level positions in the U.S. that are open to individuals who do not have a four-year college degree. We are proud of the success of this program, and the rich diversity these remarkable individuals bring to our organization. And that diversity matters – because it leads to innovation."



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## 2022 CIO OF THE YEAR

## SUPER GLOBAL FINALISTS

OVER \$3 BILLION ANNUAL REVENUE &amp; MULTI-NATIONAL OPERATIONS



### Keith Fulton

SVP & CIO Account Processing, Fiserv, Inc.



As CIO and head of Technology and Operations for the Account Processing business within Fiserv, Keith Fulton oversees product development, support and application operations for Bank Solutions, Credit Union Solutions, Next Generation Solutions and Deposit Solutions.

#### SUCCESS STORY

I led an agile and dev ops transformation across a team of more than 2500 developers and testers, covering 100+ products. This transformation increased productivity, as measured by feature throughput, by 71% and doubled the number of product releases per year. Both of these significant improvements benefit our clients by putting more new enhancements into their hands sooner. Achieving this transformation required a bottoms-up culture change within our group – encouraging our associates to be comfortable with learning by doing, and sharing early with clients – helping them see the potential of automation to raise velocity AND quality at the same time.



### Vijay Raghavan

EVP & CTO, LexisNexis Risk Solutions Group



Vijay Raghavan is the EVP and CTO of the LexisNexis Risk Solutions Group. Vijay oversees a global technology team that builds big data supercomputing platforms, machine learning algorithms, and high-availability, high-performance SaaS offerings to enable the secure delivery of content and advanced analytics.

#### SUCCESS STORY

The accomplishment I feel most gratified about is the career growth of many team members during my tenure, during which voluntary attrition on my team has been low (7-8% each year). Attrition among my senior technologists has been less than 5%. This was crucial, because I needed to retain talent so they could take on bigger roles as the company grew. Many former first-line managers stepped out of their comfort zone, and have led complex, global initiatives that fueled the company's growth. I take pride in helping to implement a culture of talent sharing and upskilling, which helped our retention.



### Dr. Guido Sacchi

Senior EVP & CIO, Global Payments, Inc.



As senior EVP and CIO of Global Payments, Guido Sacchi's responsibilities include IT and digital business strategies, worldwide technology infrastructure and operations management, application development and support, information security, customer experience, project portfolio management, platform integration, analytics and artificial intelligence. He is a recognized leader in Information Technology and delivery of business value from IT, with a unique combination of strategic thinking and focus on results.

#### SUCCESS STORY

Guido is playing a critical role in transformational partnerships that position Global Payments on the leading edge of payments industry cloud modernization. In 2020, Global Payments' Issuer business announced a multi-year collaboration with AWS. The agreement changed the industry, enabling leading financial institutions to access state-of-the-art cloud native technologies to run their card businesses worldwide. In 2021, Global Payments partnered with Google on a cloud-based platform combining the best of Global Payments and Google. This game-changing collaboration democratizes technology for SMBs, enabling them to seamlessly manage payments, launch marketing campaigns, enable omnichannel ordering and more.



### Neeraj Tolmare

Global CIO, The Coca-Cola Company



Neeraj has more than 20 years of multi-industry experience in leading technology and digital functions for global consumer brands. At the Coca Cola Company, Neeraj has built and led global teams through transformation to modernize a legacy network and infrastructure footprint.

#### SUCCESS STORY

Generating enterprise value while making technology easy to consume has been my goal at The Coca Cola Company. Being able to balance funding between investing for future while reducing fixed costs to unlock value is my proud achievement. 100% public cloud with zero data centers, delivering one of the worlds largest greenfield S4 on Azure implementation, standing up hyper secure network, prioritizing modernization of our plants, enabling the entire workforce to not skip a beat on productivity when we went / stayed 100% remote thru the pandemic and to do this at a global scale are some of our success stories.



### Kim Trevisan

CIO, Oldcastle APG



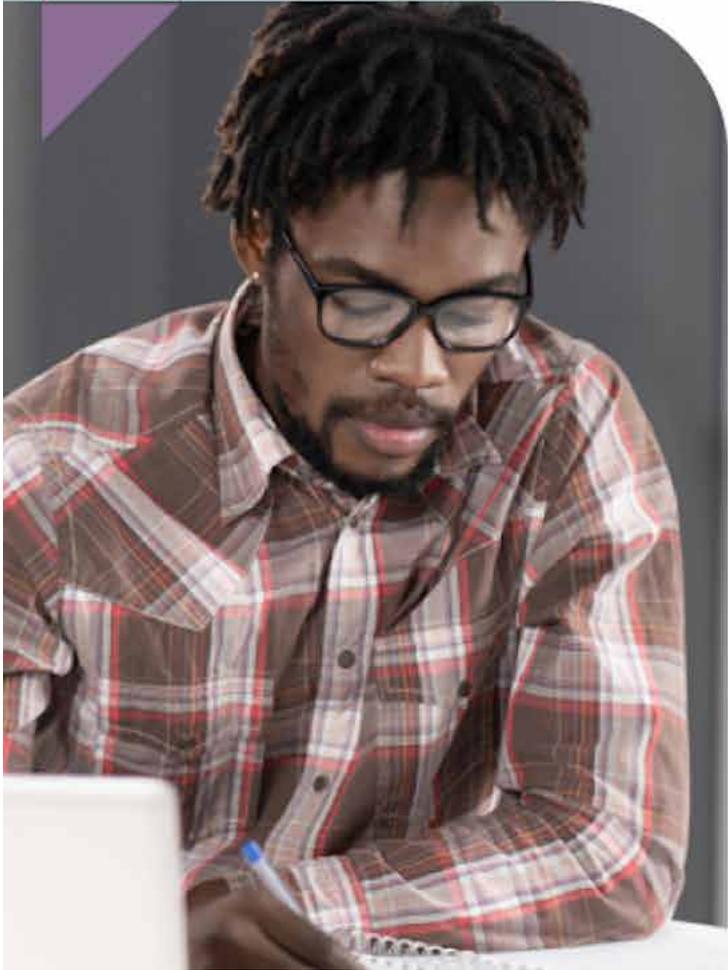
Kim Trevisan is the CIO for Oldcastle APG. Kim is responsible for all aspects of the company's IT strategy across APGs 27 companies in North America & Europe. As a member of the executive team, her work aligns business strategy with fit for purpose technology investments. Kim is also responsible for driving transformative change in the areas of BI / Master Data, supply chain optimization and M&A integration.

#### SUCCESS STORY

- Global business transformation. Automation & global process re-engineering to improve our way of working & increase productivity. Improve the way our customers do business with us to support accelerated top line growth
- Modernizing an IT landscape to stabilize infrastructure & improve system availability to increase the throughput of customer orders & better forecast product manufacturing
- Technology Innovation that is the scalable foundation for the future of manufacturing: Connected customer/digital channel, better data, faster & Smart Factory
- Improving the "business of IT" through agile & fit for purpose processes & tools
- Building a World-class IT team. Attracting, recruiting & retaining a diverse team of top IT talent, globally



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## GEORGIA CIO<sup>OF THE</sup> YEAR ORBIE AWARDS

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## 2022 CIO OF THE YEAR

## GLOBAL FINALISTS

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



### Lael Ellis

SVP & CIO,  
Primerica



A creative, dedicated, and empathetic Information Technology executive. Skilled in rationalizing how businesses leverage technology and focused on providing outstanding leadership to the teams and individuals tasked with designing and implementing solutions that enable businesses efficiency, profit, and scale. Driven to lead transformational technology initiatives that foster business growth, drive measurable results, and ultimately allow the business to reach its full potential.

#### SUCCESS STORY

My team. We all bring something incredible to the table, but they are extraordinary. It is their expertise, heart, and willingness that changes everything. I am just proud to represent them.



### Atul Gambhir

CIO,  
ACS Solutions



Atul Gambhir is the Chief Information Officer at ACS Solutions. He oversees corporate IT, including product management, product development, PMO, architecture, QA, IT operations, security, infrastructure, DevOps, Training, IT Support, and IT Helpdesk. He is also responsible for product/technology roadmap, third-party evaluation/integration, integration of acquisitions, and partnering with the business on key initiatives to create financial and operational efficiencies.

#### SUCCESS STORY

Atul Gambhir is a highly motivated, strategic and result oriented technology executive with 25+ years of global technology product, sales & solutions service delivery background. Atul partners with business teams to leverage technology as an enabler to drive the business solutions. Atul is an ethical servant leader who is committed to building strong & effective teams to lead and grow within & outside the organization. Atul is a firm supporter of cloud first technologies, data driven decisions, open platforms, service integrations and digital transformation to drive innovation.



### Easwaran Krishnamurthy

CIO,  
Fieldcore (a GE Company)



Krishnamurthy is a results-driven and seasoned technology transformation IT Executive with over 20 years of progressive IT Leadership experience in fortune 500 companies. Consistent track record of collaborating and partnering with Business to drive change and innovative solutions to deliver profit, growth, productivity and efficiency grounded solidly on business and economic values.

#### SUCCESS STORY

Krishnamurthy partnered with FC ELT and GE P&L Leaders and led the Digital transformation at GE Field-Core which helped sustain the scale of growth from \$500M to \$2B and 5K to 13K employees over 2 years. He deployed Scalable and Secured industry leading Solutions to meet the business needs across 80 countries. His work paved the way for continuous learning culture with IT team members and helped teams to achieve their fullest potential and internal and external recognitions. He deployed Augmented and Virtual reality-based training for Field Health and Safety to help reduce work related injuries.



### Bates Turpen

EVP & CIO,  
Travelport



As EVP & CIO at Travelport, Bates is responsible for application development of shared services, global operations, networks, security, architecture, as well as enterprise quality and assurance. He is a transformative leader and oversees the high-performing teams responsible for Travelport's performance and technology solutions that support the rapidly evolving global travel industry.

#### SUCCESS STORY

Travelport is a global technology company that powers bookings for hundreds of thousands of travel suppliers worldwide. Travel buyers and sellers are connected by Travelport's next generation marketplace, Travelport+, which simplifies how brands connect, upgrades how travel is sold, and enables modern digital retailing. As the Global CIO at Travelport, I am proud to achieve such high recognition among the GeorgiaCIO community not only for myself, but for my team. We work hard to maintain our "always on" availability for our customers, while consistently finding new ways to remain efficient and effectively improve our capabilities for our customers and partners.



### Daniel Volk

SVP & CIO,  
Crawford and Company



As SVP & CIO, Daniel leads the global information technology function with responsibility for infrastructure, end user computing, enterprise systems, enterprise architecture and governance. Additionally, as a member of the executive leadership team, he partners with the global service line technology functions on strategy and delivery.

#### SUCCESS STORY

Development and execution of a transformation program to meet the needs of the future and align to enterprise strategy. The significance of this transformation program was not in its conceptualization but through its execution and realization of value that is transformative to the enterprise as a whole. To do this I knew we had to:

- Reorganize to be led by business
- Become more efficient on cost and delivery
- Scale infrastructure at cost
- Be impact focused on technology application

I established keys to success and the technology foundations to standardize on and segmented the transformation program into executable tenets.



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**“Twilio is ranked #1 for market share in Customer Data Platforms.”**

– IDC, “Worldwide Customer Data Platform Market Shares, 2020”\*

\*IDC “Worldwide Customer Data Platform Market Shares, 2020: The Flight to First-Party Data Is On, and CDPs Win Big,” published July 2021 - ID #US48052920e

## 2022 CIO OF THE YEAR

## LARGE ENTERPRISE FINALISTS

OVER \$2 BILLION ANNUAL REVENUE



### Julie Elmore

VP & CTO,  
Dollar General



Serving as the CTO at Dollar General, Julie plays a major role in setting the technology direction, developing her team, and enable business differentiators. Through her commitment to this role, she has helped Dollar General improve advanced technology practices, implementing Digital, Store, Corporate and DC Technologies.

#### SUCCESS STORY

At Dollar General, our focus on customer engagement and employee experience provides opportunities to customize and tailor technology specifically for DG customers. We demonstrated this through our new point-of-sale interfaces for self-checkout options, which is currently available in 10,000+ stores and implemented a payment gateway for tap-to-pay and mobile payments. The payment gateway also provided advanced touch screen interfaces to store employees, allowing DG to provide new technology and event-driven future possibilities.



### Mike Guhl

CIO,  
HD Supply



Mike Guhl serves as Chief Information Officer (CIO) at HD Supply. Mike has 25+ years of experience in delivering IT solutions - largely in Retail. Most recently, Mike was a Managing Director at Slalom, a modern consulting firm focused on strategy, technology, and business transformation.

#### SUCCESS STORY

Our major accomplishment this year juggling many large initiatives, and successfully delivering them all. The largest component was migrating all of HDS Applications to Google Cloud. Almost 1400 servers, include our core SAP and eCommerce systems were moved, upgraded or re-written in 10 months. Our secondary data center was shut down in March. Our primary data center will close later this year. We also launched a new WMS for our distribution network and have converted four buildings to the new system. All of this while divesting a \$3B business (WhiteCap) and integrating with another multi-billion dollar business (Interline/HD Pro).



### Rohit Lal

EVP & CIO,  
Saia, Inc.



As the CIO of Saia Inc, a leading public North-American LTL logistics company, Rohit is an integral part of an industry-leading leadership team that increased the market cap 4X through business and digital transformation initiatives to drive revenues and improve margins by over 200% in the four years since joining Saia.

#### SUCCESS STORY

Saia is 98 years old and had legacy systems and processes when I joined. My greatest accomplishment is enabling digital transformation and the use of technology to drive revenues, profitability, and productivity. Data-driven decisions and IT solutions have become the competitive tools that fuel Saia's expansion and business strategies. We are a lean team, but the tight business-IT alignment allows us to deliver shareholder value through solutions ranging from highly available infrastructure, cybersecurity, and innovative applications to improve the customer experience. Over these five years, revenues have increased by over \$1B, while the EPS and stock price more than tripled.



### Edwina Payne

EVP & CIO,  
Varsity Brands



Edwina is the Chief Information Officer for Varsity Brands, where she leads the IT strategy and IT operations of their three divisions. She has held multiple roles in the life sciences space, most recently at McKesson Corporation where she was the Senior Vice President, Technology Strategy. She was responsible for McKesson's technology strategy, enterprise portfolio management office, and overall enterprise architecture design.

#### SUCCESS STORY

I have established a strong IT function for Varsity Brands, creating an IT leadership team that incorporates divisional CIO's and shared services leadership, including a robust PMO process and consolidated infrastructure and security teams. We have a 5-year IT strategy, which delivers streamlined applications to enable business growth and reduce the rate of IT spending compared to business revenue growth. A key enabler is our ERP consolidation program, which consists of business and IT team members across all three divisions - the first project to do so at VB. This project is foundational to unlocking back-office synergies and revenue opportunities.



### Brian Work

EVP & CTO,  
Transportation Insight Holding Company



Brian Work is the Chief Technology Officer of Transportation Insight Holding Company (TIHC), where he leads the company's digital transformation and accelerates the development of data-driven technology and end-to-end services for the logistics industry that extend far beyond point-to-point transportation. Brian drives the company's development of digital technologies that better serve the transportation market.

#### SUCCESS STORY

I was hired with a mandate to lead a digital transformation project at Transportation Insight (TI). Two years later we produced a truly differentiated and industry-leading digital logistics platform. We have done something that has helped move massive amounts of shipments with increased efficiency. Its unique to get the opportunity to take risks and have that kind of investment and buy-in from the company. However, my greatest accomplishment was hiring an amazing team, many of whom were willing to give up long careers at a very stable place to follow me to TI.



## THE ANSWER IS IN THE ROOM... ARE YOU?



Leadership Unscripted is InspireCIO's quarterly national program where members connect, build relationships and meet leading CIO's from chapters across the country.

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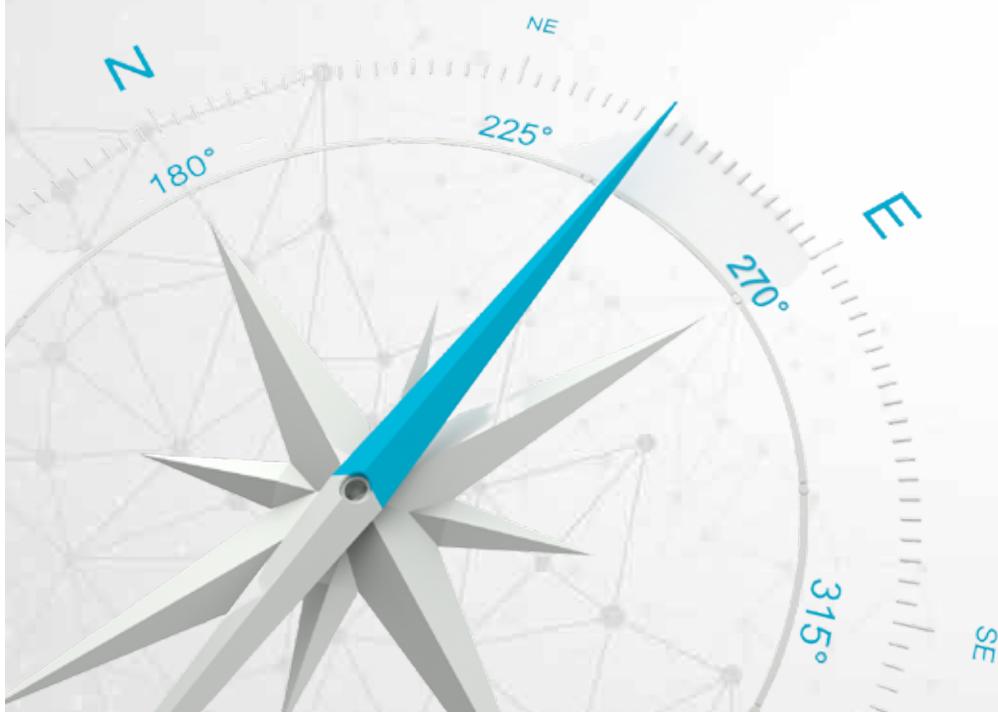
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## 2022 CIO OF THE YEAR

## ENTERPRISE FINALISTS

OVER \$1 BILLION ANNUAL REVENUE



### Dr. Timothy Chester

VP for IT,  
University of Georgia



Seasoned C-level executive with over two decades' experience in state-supported and private higher education institutions. Responsible for large-scale business transformation efforts through on-time, on-budget ERP implementations (Oracle PeopleSoft, Ellucian Banner), driving increased revenue and improved student outcomes through improved use of data and analytics.

#### SUCCESS STORY

My greatest accomplishment has been developing talent. Central to talent development has been stressing diversity and inclusion while instilling a culture of mutual teamwork and support. We continually discuss the need to cultivate trust and respect internally and with our stakeholders. Four of my direct reports have become CIOs at some of the most prestigious higher education institutions worldwide. Others have progressed to a deputy or associate CIO positions. As my career advanced, I've always been succeeded as CIO by one of my direct reports. Their succession is how I've known I've succeeded with talent and team development.



### Tommy Meek

CIO,  
Aaron's



Throughout his 20+ year career, Tommy Meek worked his way up through the infrastructure side of Information Technology. Initially on the vendor side with HP and Cbeyond, he then moved in-house in 2014 with Aaron's. Tommy is known as an inspirational leader with his ability to build and grow teams that excel in delivering technology innovation.

#### SUCCESS STORY

The biggest accomplishment as a CIO would be the influence on the business from a technology perspective. The increased visibility and focus on business outcomes throughout the IT organization has really helped drive both technology innovation and our ability to ensure that we are working on the right things to meet the business needs.

Going forward, we will continue to focus on business outcomes and implement a similar mindset with the recently acquired BrandsMart team. This is a significant opportunity and challenge for all of us and I am excited to be a part of the integration efforts.



### Glenn Melendez

CIO,  
Fulton County Government



A senior IT leader recognized by CIO Magazine's prestigious CIO 100 Award for operational and strategic excellence in technology. A seasoned professional who thrives on conceptualizing, analyzing, and delivering innovative technology solutions which serve as an enabler to achieving transformational business results. An inspirational leader that excels in leading a diverse workforce by fostering energy and enthusiasm at all levels of an organization.

#### SUCCESS STORY

My mission as a public sector CIO is to leverage technology to make a difference in society. We are innovators who develop solutions that improve the lives of our friends, families, and loved ones. We innovate in ways that improve digital literacy for our youth; healthcare for the elderly; and public safety for everyone - not driven by profit, but simply the desire to make a difference. We stand in support of so many great public servants: educators, librarians, law enforcement, healthcare professionals, and more - leveraging technology to enable life changing services for our community.



### Robert Sheesley

CIO,  
Wrench Group



In his current role as Chief Information Officer of Wrench Group, Robert is responsible for the information, technology and computer systems enabling and supporting Wrench Group's enterprise goals and driving technology innovation and the adoption and use of technology across the enterprise to support data-driven strategies, information-based decision making and digital transformation to create competitive advantage and drive organic and transactional growth.

#### SUCCESS STORY

Since its inception in 2015, Wrench Group has become a leading provider of home services to residential customers in twenty-one markets. I have had the privilege of serving as CIO the past four years, leading teams to deliver solutions and shared services across twenty-six brands focused on creating customer delight with every experience. Our team made advancements in acquisition integration, data analytics, customer technology and digital transformation providing real-time visibility of key performance indicators enabling data-driven decisions. The principle of our strategy is to drive innovation, share best practices and increase scale to accelerate growth and create sustainable value.



### Grant Shih

CIO,  
National DCP



Grant Shih serves as the Chief Information Officer for National DCP, (NDCP) the \$2 billion supply chain management company serving the franchises of Dunkin'. In this role, Grant focuses on leading innovative technology solutions, improving infrastructure operations, performing systems implementations, integrating data sources, delivering end user support, and providing security around enterprise transactions and activities.

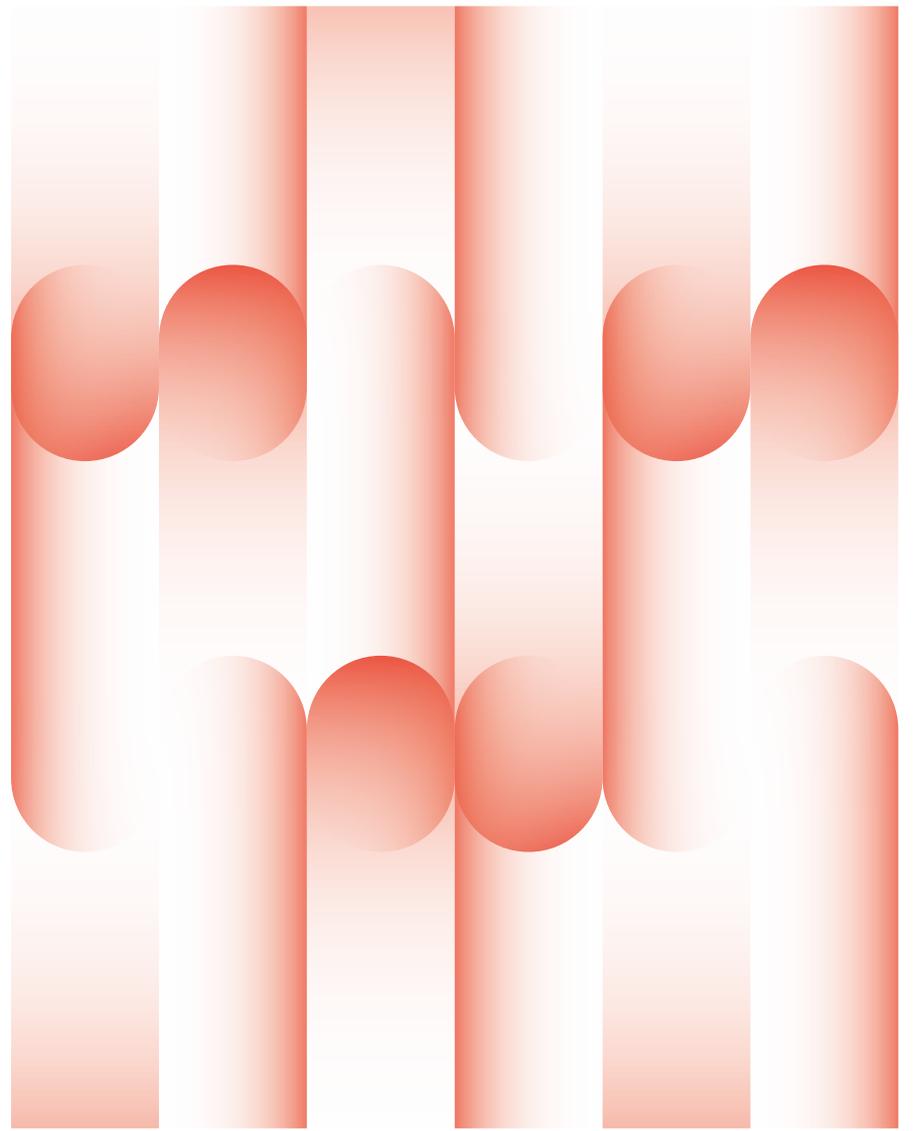
#### SUCCESS STORY

Promoting diversity and inclusion at National DCP has been incredibly fulfilling. It started by ensuring that my team understood that difficult topics that may not have been openly discussed in the past were proactively welcomed and appreciated. I worked intently to foster and sustain open dialogue through individual and team discussions. Realizing the importance of leading by example, I try to embody our values of treating everyone with respect and providing immediate, actionable feedback. This focus has improved role expectations, resulted in promotions for many people, and helped to influence a culture where inclusion is the right behavior to perform.

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## 2022 CIO OF THE YEAR

## LARGE CORPORATE FINALISTS

OVER \$400 MILLION ANNUAL REVENUE



### Vidhya Belasure

CIO & VP,  
JM Huber Group



Vidhya Belasure is the Chief Information Officer for the Huber Engineered Materials & CP Kelco, two Business Units of JM Huber Corp. During the last 25 years, Vidhya has had several roles in Supply Chain, Finance, Commercial, and IT. During his career, he has worked on several business transformation initiatives starting with ERP implementation to more recently Digital Transformation.

#### SUCCESS STORY

Historically, the IT function was not treated as a strategic function and was not considered part of the Business Unit's leadership team. But we have built trust with our business partners through active listening and delivering on our promises that each of our business units now has an "IT Strategic Partner" on their leadership team.



### Kelsie Daniels

VP of IT,  
Cobb EMC



Kelsie Daniels, Vice President, Information Technology, is responsible for I.T. across the organization, including governance, project execution, and operational performance of Cobb EMC. Additionally, he provides the vision for the strategic planning, management and implementation of information technology systems in support of the mission and strategic goals of the company.

#### SUCCESS STORY

My greatest accomplishments at Cobb EMC include repositioning IT for stronger business alignment and delivering on key priorities of the cooperative. As the IT leader, I focus on building trust with all business partners through strategic planning sessions, ongoing technology discussions, program execution, and technology change management. EMCs have a unique and unifying mission of delivering value to their members / customers. As a result, I received great support from all levels of the organization (Board, Staff, IT and employees) which ensured the success of the initiatives I have led.



### Tim Moody

CTO,  
City of Savannah



In February of 2020 Tim joined Team Savannah as the Chief Technology Officer. During the COVID-19 pandemic, the ITS team excelled through the storm of supporting a remote workforce, council meetings via ZOOM, an expedited migration to Office 365 as well as employee turnover because of the pandemic.

#### SUCCESS STORY

Transforming IT in municipal government at a time of overall global change has proven to be the most rewarding season of my career. Navigating a global pandemic was just the opening act in my tenure with the City of Savannah. A coordinated and secure pivot to the Cloud has produced innumerable process improvements as well as business continuity for a region in which hurricane threats are routine. This City is now positioned with a skilled team of IT professionals that is delivering efficiencies and meeting citizen expectations. A burgeoning data culture is unlocking a future of exciting possibilities.



### Scott Waid

SVP, Head of Technology,  
Atlanta Braves National  
League Baseball Club



Scott Waid currently is the Senior Vice President/ Head of Technology for the World Champion Atlanta Braves. He is responsible for identifying, deploying, and supporting technology solutions for Truist Park and The Battery Atlanta that helps drive the business and delivers the best fan experience in the industry.

#### SUCCESS STORY

Innovation, Perseverance, and Excellence!  
A World Series Championship for the Atlanta Braves ended 2021 on a high after overcoming adversity and uncertainty introduced by Covid. We used innovation and creativity to address these challenges and obstacles. For the business, we supported secure, digital, and virtual work from home solutions to run the business. Truist Park guests experienced less physical contact and congestion with the further adoption of digital ticketing and the introduction of mobile ordering for concessions. New security surveillance and wireless networks (5G and Wi-Fi6) served the record, capacity crowds at Truist Park and The Battery Atlanta. Go Braves!

## 2022 CIO OF THE YEAR

## 2022 LIFETIME ACHIEVEMENT

# Jean Holley

Board Director | Herc Holdings Inc. &amp; Accord Financial Corp.



## GeorgiaCIO ORBIE Lifetime Achievement Award winner on developing successful IT strategies

By The Business Journals Content Studio

Jean Holley is a global business leader who has a record of success developing strategic plans, executing digital transformations and turn-arounds, and leveraging technologies in various industries.

She serves on two boards: Herc Holdings and Accord Financials, where she provides guidance on corporate strategy development, spinoffs, acquisitions, cybersecurity, establishing new management teams, board recruitment, rebranding and developing operational performance goals.

"Jean's strong voice on the Accord Financial board keeps us focused on having the right team in place, aligned around the right strategy, pulling in the same direction. And when tough choices have to be made, Jean never fails to shape those problems into opportunities," said Simon Hitzig, president and CEO of Accord Financial.

"Jean has brought deep knowledge and expert guidance on critical cybersecurity matters, digital business transformation and strategic IT initiatives to both Herc Holdings' board and management team. Her current and future state understanding of technology and cybersecurity have proven to be crucial in assisting the business to adapt and anticipate the challenges of these evolving domains. While Jean is widely recognized for her IT-related expertise, the company equally benefits from her contributions to the board in other areas, such as in business strategy, human resource management, and compensation," said Larry Silber, president and CEO of Herc Rentals.

Most recently Holley was the global chief information officer of Brambles, a worldwide leader in supply chain and logistics solutions.

Holley recently talked with the Atlanta Business Chronicle about key technology trends as part of this year's Georgia CIO of the Year ORBIE Awards. She is the Lifetime Achievement Award winner.

### Throughout your career, what role has technology played in business transformation, process improvement and productivity gains?

**Holley:** Technology has been at the core of transformation in terms of changing business practices for

process improvements, insights leading to operational efficiencies and competitive opportunities. The funny thing about technology is if used incorrectly it can create an expensive mess. However, if engineered and designed correctly, managed tightly it can yield amazing results.

### A lot has changed in the tech space over the past two decades, but I imagine some best practices still apply today.

**Holley:** The pandemic changed how we run and operate businesses dramatically. It required many companies to quickly implement remote staffing and new online capabilities. Many companies already had these capabilities, but they were used by small subsets of the company, such as only IT staff working remote. While this shift seemed huge to many, it was often more of the same for IT, just larger numbers of workers and customers with higher demand.

Remote access, online customer services and collaboration are at the core of this shift. As companies pivoted during the pandemic, these capabilities were foundational to continuing operations and became front and center for virtually all customers and employees.

### Can you share an example of how IT is serving as the backbone of enterprise resilience as we move through this next phase of the pandemic?

**Holley:** IT has always been a backbone for companies' operations, but during the pandemic it simply became much more visible and critical.

At the board and C-levels, discussions shifted to include technology as core remote capabilities no longer limited to certain employees or customers or used periodically. Technology instantly shifted to critical core daily operations.

Clever CIOs and boards quickly explored different ideas to enable their companies to deliver different capabilities to their customers, creating new revenue opportunities. They also quickly shifted operations away from dependencies on traditional practices that would be suspended during the unknown pandemic time frame. Secondary markets for used items and

equipment exploded as customers wanted goods that were stuck in supply chains. Remote services also exploded as on-site support was limited. Companies that could pivot quickly were often solutions for desperate customers and yielded new revenue streams.

### What are the top challenges CIOs are facing these days?

**Holley: Developing an agile strategy:** One thing we have learned over the last two years is that things can change on a dime. Company strategies must be agile and have the ability to change quickly, which means CIOs' IT strategies must have on and off ramps that support quick changes to a company strategy.

CIOs must always be prepared to answer the following:

- How would I speed up or slow down key projects?
- What additional projects can we launch?
- What projects would I shut down if needed?

The speed in which CIOs can shift IT strategies often defines company success or failure. I always had three to four great ideas in my pocket and was on the constant hunt for more.

Addressing security, which is changing: It's no longer about keeping the bad actors out or training people not to click on things. Security is an end-to-end requirement and the entire process must be secured. This is often a challenge as solutions address specific parts of the process, leaving CIOs to stitch together solutions. CIOs must look at the entire process to ensure safe, secure environments.

Ensuring you have the right people: A CIO can have the best strategy and operating plan, but it requires the right people to execute and bring it to life. CIOs need to ensure they build teams with diverse backgrounds, skills and experience. Be creative managing teams and ensuring high performance is recognized. In my opinion one of the most critical team members is the head of human resources. They can assist in being a magnet for talent and point out areas that are not optimal. A top HR team member is gold in my book.

## 2022 CIO OF THE YEAR

## CORPORATE FINALISTS

UP TO \$400 MILLION ANNUAL REVENUE



### Drew Bingham

CTO,  
OTR Solutions



As Chief Technology Officer for OTR Solutions, Drew oversees all aspects of technology in the organization, from Help Desk and traditional IT to packaged software and custom solutions that enable the business and OTR Solutions clients. He draws on his previous consulting background and more than 20 years of IT architecture and delivery experience to enable the business to grow and scale.

#### SUCCESS STORY

My greatest accomplishment is taking the organization from tech-dysfunction to an elite tech shop in less than 1 year. I was charged with building a team AND using technology to remedy the risk of business failure. While OTR strived to innovate, they didn't have the vision to carry out such a transformation.

In year one, we've grown our tech team to an organization of over 50 people driving technology projects across departments and delivering new solutions to our clients. I changed the low-confidence perception of our tech team to a high functioning and strongly communicative foundation for the company.



### Reggie Brinson

CIO,  
Morehouse School of  
Medicine



A highly accomplished information technology executive with over twenty-five years of progressive leadership experience in leading large teams, strategic enterprise application development, business intelligence and data management initiatives for multi-billion-dollar companies across the Insurance, Banking, Transportation and Retail industries. Additionally he has significant experience leading technology for higher education institutions.

#### SUCCESS STORY

The Information Technology Services team played a critical role in standing up technology to manage the return to campus starting May of 2020 through a joint effort with Microsoft to manage daily compliance attestations from constituents and the generation of reports to track the campus infection rate which has consistently hovered around 1 to 2% to present. We also provided creative technology solutions to support our campus drive-through vaccination clinics. In these ways we demonstrated the effective use of technology to provide solutions to support Morehouse School of Medicine's mission and promote health equity for all.



### Charles Cooper

AVP & CIO,  
Clark Atlanta University



Charles F. Cooper Jr., serves as the Chief Information Officer at Clark Atlanta University, since April 2019. In this role, he is responsible for the strategic vision and execution of information technology for the organization. Prior to his current role, Mr. Cooper served as the Workplace Technology Leader for the American Chemical Society in Columbus, Ohio.

#### SUCCESS STORY

My greatest accomplishment is the transformation of IT to become a strategic partner that allows the University to move forward.

- Safeguarded IT systems to ensure security compliance within the University standards and ensured CAU systems met accessibility requirements.
- Successful implementation of a robust Risk Management/Cyber Security program according to NIST 800-53, ensuring identity management efforts across campus are coordinated and reduce overall risk.
- Reduced number of major incidents by 50%, overall increasing response time and repair by 20% resulting in system availability across business-critical platforms.
- Realized \$1.4M in cost savings through replacing hardware by introducing server and storage virtualization.



### Elizabeth Hoemeke

CIO,  
One Inc.



Elizabeth has over 20 years' experience in Product Development and Information Technology. As Chief Information Officer of One Inc, she oversees the implementation of the company's global IT strategy, leads all aspects of technology including cloud, product development, infrastructure services, and automation, drives transformation and innovation initiatives, and ensures the security of technology solutions in support of One Inc's insurance partners and customers.

#### SUCCESS STORY

As a global company, it is critical to constantly enhance and test continuity plans. World events caused concerns around potential internet and workforce disruptions which could impact our customers and our company. To ensure preparedness, I focused my team on how to fully support our systems and customers by implementing the worst-case scenario BCP. We stood up a new CIGD pipeline, transferred work to our North American offices and proved we could operate effectively. During this live test of our processes, we had zero impact to our customers or systems which was incredible. I am so proud of my team!



### Lisa McVey

CIO,  
National Christian  
Foundation



As CIO, Lisa McVey provides visionary direction for the development of all of NCF's technology platforms. Her passion is building an integrated technology system to enable our teams to deliver a world-class giver experience. With more than 25 years of experience in designing technology systems to achieve maximum operational efficiency, her most rewarding role was serving as business unit CIO for McKesson, the oldest healthcare company in the world.

#### SUCCESS STORY

I was brought to NCF to help create a healthy IT team and provide leadership. Bringing synergy, training and support to the team was my highest priority. My greatest goal and accomplishments in my role are to provide leadership for a multi-year, organization wide, process and technology transformation. As we build toward the future, in 2022 alone, we have completed over 40 projects. These projects have been focused on stabilization of existing systems, improving integrations, adding new capabilities, enabling multi-factor authentication, addressing security and compliance issues, IT Service Management, and assisting to open new affiliate offices.



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## 2022 CIO OF THE YEAR

## HEALTHCARE FINALISTS

## HOSPITALS &amp; HEALTHCARE ORGANIZATIONS



### Ravi Acharya

SVP & CTO,  
National Vision Inc.



Ravi Acharya is the Senior Vice President & Chief Technology Officer at National Vision Inc. [Nasdaq: EYE], a \$2B optical retailer in the United States. He is responsible for the organization's technology strategy and execution. Ravi is driving the technology transformation across consumer and enterprise solutions to help serve customers & patients gain affordable access to quality eye care.

#### SUCCESS STORY

As the second-largest optical retailer in America, we know that when someone comes to a National Vision location, it may be the only time that year they'll see a medical professional. I'm proud to be using technology to enhance our ability to do more good for more people, while continuing to prioritize cost-consciousness and convenience.

I've led the building of enterprise-wide tech infrastructures that will support and scale our people-first operations for 15k+ employees across 1300+ physical locations and omni-channel, and, through our philanthropic efforts, help 1mil+ people around the world.



### Karen Baker

CIO,  
Savista



As Chief Information Officer, Karen is charged with the development of strategic IT initiatives that align with the company's short- and long-term goals. She works closely with operational leaders to deliver innovative programs and services that enhance the revenue cycle services Savista delivers to its hospital clients and support the company's colleagues.

#### SUCCESS STORY

My greatest accomplishment in this role has been to lead our company through a divestiture in 2021, which impacted the entire organization and all underlying technology. This large program included the green-field build of new cloud infrastructure, network, security, end-user support, corporate applications, active directory, domains as well as managed partner services. These changes were completed on time, honoring an eleven-month transition services agreement. The team experienced very little turnover during this time and all stayed very focused on supporting Savista colleagues as we moved forward as One Team.



### Dr. Hank Capps

EVP, Chief Information  
& Digital Officer,  
Wellstar Health System



Dr. Hank Capps, executive vice president and chief information & digital officer for Wellstar Health System, is the lead architect for Catalyst by Wellstar. He advances the System's digital strategy to design the healthcare system of the future while evolving and optimizing operational technology-based platforms, processes, and partnerships.

#### SUCCESS STORY

Dr. Capps led the creation of Catalyst by Wellstar, a global digital health and innovation center. By partnering with consumers, the Catalyst team re-imagines ways to create leaps in delivering better healthcare.

Committed to changing the model from sick care to PeopleCare, Catalyst harnesses smart technologies and networks to make care more personalized, affordable and focused on well-being through prevention. Capps and his team identify gaps in healthcare delivery and then design solutions that enhance the consumer journey and experience. This transformative work is accomplished through meaningful strategic partnerships and collaboration within healthcare, designing a better solution for all.



### Chris Paravate

CIO,  
Northeast Georgia Health  
System



Chris Paravate is Chief Information Officer (CIO) for Northeast Georgia Health System (NGHS) where he oversees the information technology, clinical informatics and telecommunications departments for the system's four hospital campuses, as well as more than 100 ambulatory clinics and a variety of outpatient locations. Chris has served as CIO for NGHS since October 2014.

#### SUCCESS STORY

When I led our EHR system selection/Epic implementation, NGHS needed a tool to provide a continuity of care and a strong business partner to help us innovate. We built a great structure that allows us to consistently be one of Epic's top performers and innovators.

We've recently pushed that performance to a new level. Since last arch, our IT team completed almost 200 COVID projects. We launched telehealth visits, created dashboards/analytics, set up mobile units and deployed our EHR to community nonprofits.

As COVID persists, we're focused on using digital solutions to transform and expand care delivery across the region.

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## FOR THE FUTURE



  
**Crawford**

**Congratulations** to the 2022 CIO of the Year ORBIE award finalists, including Crawford's own Daniel Volk!



**Daniel Volk**  
Chief Information Officer





*Congratulations!*

**TIMOTHY CHESTER**

Vice President for Information Technology

2022 Georgia CIO ORBIE Award Finalist



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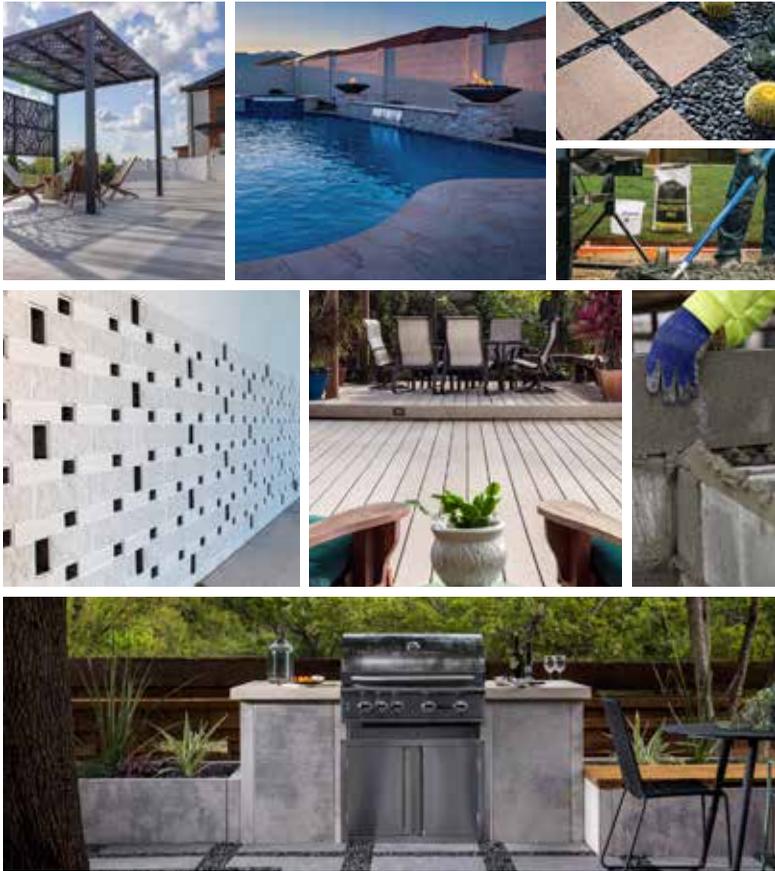
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## CONGRATULATIONS SCOTT WAID

The Atlanta Braves congratulate  
Scott Waid on his recognition as one  
of the Georgia CIO of the Year  
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*Vijay Raghavan, CTO  
LexisNexis Risk Solutions*

LexisNexis® Risk Solutions congratulates **Vijay Raghavan** for being named a finalist for the 2022 Georgia CIO of the Year ORBIE Awards.

Not only is he an expert in his field, Vijay passionately champions the diversity, equity and inclusion goals of the organization and contributes to our collaborative culture.

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## 2022 CIO OF THE YEAR



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