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AWARDS

The annual Ohio CIO ORBIE[®] Awards honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Large Corporate & Corporate categories will be announced February 20 at The Renaissance Downtown Columbus.

 CENTRALOHIO CIO

 NEOHIO CIO



CHAIRS

78 Ohio CIOs Beat
Executive Isolation



**LEADERSHIP AWARD
RECIPIENT & KEYNOTE**

Exploring retired Cincinnati Bell CEO
Ted Torbeck's tech-driven legacy

CONGRATULATIONS 2026 OHIO CIO ORBIE NOMINEES

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78 Ohio CIOs Beat Executive Isolation

Even the strongest executives can feel isolated at times. When chief information officers (CIOs) face challenges with trusted peers, isolation transforms into clarity and confidence.

CentralOhioCIO and NEOhioCIO bring together top CIOs from Ohio's leading organizations to build meaningful relationships, share what's working, and create real business value. While industries and organization sizes may differ, the challenges of leadership—and the power of connection—are universal.

The Inspire Leadership Network connects CIOs with over 2,000 C-suite executives across more than 50 chapters, spanning public, private, and

nonprofit organizations across North America. Beyond CIOs, Inspire also serves communities for chief information security officers (CISOs) and chief marketing officers (CMOs).

For more than 25 years, the ORBIE Awards have honored C-suite executives for leadership, innovation, and excellence. I encourage you to attend the 2026 Ohio ORBIE Awards to meet and support these outstanding technology leaders.

On behalf of CentralOhioCIO and NEOhioCIO, congratulations to all nominees and finalists on these achievements. Special thanks to the awards partners, chapter underwriters, and staff whose support makes the Ohio ORBIE Awards possible.

Sincerely,



Liam Durbin
2026 Chair, CentralOhioCIO
CIO, The Marzetti Company



John Fleischer
2026 Chair, NEOhioCIO
SVP & CIO, CBIZ

GREAT LEADERS NEVER LEAD ALONE

The pace of business has never been faster. As a CIO, what makes the difference isn't simply expertise—it's having the right relationships, conversations, and insights at the right time.

Inspire Leadership Network gives you access to exceptional peers, remarkable events, and practical insights—so you can turn today's challenges into tomorrow's wins.

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CENTRALOHIOCIO



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Ted Torbeck

President and CEO (ret.) | Cincinnati Bell

Retired Cincinnati Bell CEO Ted Torbeck on cybersecurity, AI and the future of business

By The Business Journals Content Studio

Technology has been the foundation of every role Ted Torbeck has ever held.

From his earliest days at General Electric to the myriad board roles that now fill his retirement, Torbeck leveraged technology to streamline processes, increase efficiency and secure foundational systems.

"For every company I've been involved with, technology has brought the company into a position of strength," said Torbeck, the retired CEO of Cincinnati Bell Inc. and a 25-year veteran of GE. "It will be even more critical as we look toward the future."

Torbeck will receive the Leadership Award as part of the 2026 OhioCIO ORBIE Awards at a live event on Feb. 20 at The Renaissance Downtown Columbus. The program honors CIOs who have demonstrated excellence in technology leadership.

A career takes off

Torbeck didn't have a passport until age 30.

Until that time, his life and career centered on his home state of Ohio. A Cincinnati native, he attended Miami University in Oxford, Ohio, and later earned his MBA from Xavier University.

When Torbeck joined General Electric, that changed dramatically.

Torbeck started in manufacturing at GE before rising through the ranks to

serve as the vice president of operations for GE Industrial Business, as president and CEO of GE's Rail Services business and as vice president of global supply chain for GE Aviation.

Torbeck seized opportunities that broadened his professional and personal experiences. He spearheaded innovation in the rail and aviation industries and led through challenging historic events. He also put that passport to good use: Torbeck has now visited nearly every country on the planet.

A new challenge

After more than 25 years at General Electric, Torbeck was ready for a new challenge. He planned to purchase a small manufacturing company and try his hand at entrepreneurship. But within 30 days of giving notice at GE, he got a call about an opportunity to join a private equity company, Freedom Group.

"I went to the interview, and it was all ex-GE guys," Torbeck said with a laugh. "I joined them, and we acquired six companies within three years and put them all together, and that was really exciting."

It was also tiring. Torbeck was commuting to Greensboro, North Carolina, from Cincinnati, and he was eager to get back home. He spoke with the CEO of Cincinnati Bell, who planned to retire in two years and wanted Torbeck to step into his role. Torbeck agreed and spent the next seven years

at Cincinnati Bell, five as its CEO.

A jam-packed retirement

Torbeck retired from Cincinnati Bell in 2017 but hasn't slowed down. He served on the board of directors for Cincinnati Bell until the sale of the company in 2021, as well as on the board of trustees at Xavier University and on the board of governors at the Queen City Club, a renowned Cincinnati business club. Torbeck currently serves on the boards of TriHealth, Archbishop Moeller High School (his alma mater), the Joel Cornette Foundation and two privately held local businesses – CTI and Americraft.

Even in his board work, technology plays a key role.

"At CTI, for instance, we've put Salesforce in place, and it's really turned the business around," Torbeck said. "The amount of information they have to make business decisions now is just incredible."

The challenges and opportunities of tech

Given the scope and span of his career, Torbeck has had a front-row seat to the fast rate of technological change that has affected almost every industry.

"I've been lucky to work with good people who really embrace change," he said. "When you put a new system in place, you need people who know the business best to help develop the system. I've been really fortunate and

have had great people to do that."

As he surveys the business landscape now, he sees challenges and opportunities.

"The biggest is cybersecurity, and we talk about this on boards all the time," he said. "There are people every day trying to figure out how to steal money or information, and IT plays a critical role in protecting businesses from these attacks."

Artificial intelligence is another important area for technology professionals and businesses, Torbeck said.

"AI is growing so fast, and there's so much opportunity and danger, too," he said. "Once again, IT plays a key role in determining how to protect businesses while seizing the opportunities."

Outside the office

Although Torbeck's many board commitments keep him busy, he carves out time in retirement for his children and grandchildren, which he refers to as "two of the most awesome grandkids."

They spend time at Norris Lake in Tennessee and in Hilton Head, South Carolina. Torbeck also wants to spend more time abroad.

"When I was with GE, we had a plant in Scotland, and people would always ask me if I took time to golf there. I never did — I'd fly in and out in the same day," Torbeck said. "I never took time to enjoy the places I visited. Now, I'd like to go back and play a little golf."



CONGRATULATIONS SUSAN CARROLL-BOSER!

At White Castle, CIO doesn't just stand for "Chief Information Officer" — it also means "Craving Information Optimizer"— and Susan Carroll-Boser exemplifies just that!

Congrats, Susan on being named a finalist for the 2026 Ohio ORBIE Awards. Your contagious curiosity and example of leading with compassion allow White Castle to be the best it can be. Thank you for sharing your gifts with us, and our entire community.

Susan Carroll-Boser, Chief Information Officer,
White Castle Management Co



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SUCCESS STORY: Launched in 2020, our goal was to build more than a tech team—and we built a trusted partner for our business leaders, users, and customers. Today, we lead transformation, globally and locally across 62 countries and 10 factories—not just through systems, but through people. We've built a culture of collaboration that delivers business solutions providing predictive analytics, automation, and real-time insights while integrating new factories seamlessly. Our success proves that when diverse teams across global timelines unite around a shared purpose, technology becomes a driver for business growth and industry leading innovation. Innovation Powered by Partnership.



Lisa Dietrich

Chief Digital
Information Officer,
Lincoln Electric



Lisa Dietrich joined Lincoln Electric in 2022 and serves as Executive Vice President and Chief Digital Information Officer, directing information technology and digital strategy for processes and supply chain operations. Previously, she was CIO and Vice President of Business Transformation at American Greetings for 11 years and served as Portfolio CIO at Key Community Bank. She holds a bachelor's in Marketing and International Business from Ohio University and an MBA from Case Western Reserve University.

SUCCESS STORY: Lisa Dietrich has driven a powerful transformation of Lincoln Electric's IT organization, shifting it from a traditional support function into a modern Digital Services powerhouse tightly aligned with business outcomes. Her leadership strengthened operational excellence, advanced cybersecurity maturity, and established clearer strategic focus. She implemented an enterprise-wide data strategy that fostered a data-driven culture and empowered teams to make faster, insight-based decisions. Lisa also digitized critical business processes, improving accuracy and efficiency across departments, and introduced a policy-first governance model covering emerging technologies such as AI and ML. Her vision and impact have elevated the company's overall digital capability.



Mark Macioce

VP & CIO,
Masco Corporation



Mark Macioce, Vice President of Information Technology at Masco Corporation, leads enterprise IT strategy across a decentralized business model. He drives digital transformation, cybersecurity, and data governance while advancing AI initiatives to accelerate innovation and enhance customer experience. Known for streamlining IT and positioning technology as a strategic partner, Mark also serves on Civista Bank's board (NASDAQ: CIVB) and actively participates in industry forums and peer groups advocating for manufacturers and technology leaders.

SUCCESS STORY: Masco's IT organization has driven enterprise transformation through the Enterprise IT Optimization initiative, mapping current vs. future state technologies and analyzing IT spend to uncover cost savings, simplify operations, and position IT as a trusted advisor. This effort, combined with a culture of innovation, inclusion, and accountability, has strengthened cross-business collaboration and career development. By eliminating inefficiencies and fostering open dialogue, IT has evolved into a strategic enabler of growth, delivering measurable value and aligning technology with modern operating models to support Masco's long-term business objectives.



Bhavik Rao

Chief Digital Officer,
Vertiv



Bhavik Rao is a visionary enterprise leader who combines strategic insight with pragmatic execution to deliver meaningful business impact. As Chief Digital Officer, he orchestrates large-scale transformations, elevates productivity through AI and emerging technologies, and builds operating models designed for speed and agility. Bhavik is known for empowering teams, aligning cross-functional priorities, and converting vision into measurable outcomes; creating a digital foundation that drives sustained revenue growth, resilience, and competitive differentiation.

SUCCESS STORY: Leading Americas "Lead to Cash Business Transformation" (moving \$2.5B business from legacy mainframes to Oracle cloud). It involved eliminating technical debt and security risks, digitizing end to end business processes, and modernizing our applications. We moved 5000+ users onto the new platform while streamlining Business Processes and making them more efficient. The success is significant because this had been tried a few times in last two decades. We continue to digitally transform our supply chain and procurement functions to counter the current supply chain challenges. This will position us far better than our competitors when the market conditions stabilize.



Annlea Rumfola

EVP & CIO,
Vantive



Annlea Rumfola is Executive Vice President and Chief Information Officer at Vantive. She leads global IT strategy, operations, and digital transformation initiatives that enable business growth and innovation. In 2025, Annlea guided Vantive through its separation as a new company, establishing a modern technology foundation and advancing enterprise data and automation strategies. With extensive experience in IT leadership, she is passionate about building high-performing teams and leveraging technology to deliver measurable business value.

SUCCESS STORY: In 2025, I led Vantive's IT transformation as we separated into a new company, creating a modern operating model and ensuring continuity for critical systems. We launched the Foundation Clone Program to accelerate independence, reduce complexity, and optimize costs. Alongside this, our enterprise-wide Data and Automation strategy is driving agility and innovation—enabling smarter operations and positioning Vantive for future growth. Our focus remains on building a resilient technology ecosystem that delivers efficiency and business value.



Doug Smith

CIO (fmr),
The Timken Company



Douglas H. Smith served as chief information officer for The Timken Company. Named to this role in 2019, Smith was responsible for leading the company's technology strategy, which is focused on customer-centric investments that help the company win in markets and applications with new technologies, digital advancement and sustainable operating practices. He oversaw Timken information technology operations and digital transformation initiatives, helping create technical solutions where they didn't exist.

SUCCESS STORY: I'm fortunate to work with an exceptionally talented IT team that has become a true strategic partner to Timken's global businesses – driving digital transformation, modernizing infrastructure, integrating acquisitions, and ensuring seamless global operations. Together, we've developed and launched digital tools and customer-focused platforms that empower engineers, drive business growth, and elevate service. We've pioneered secure, in-house AI solutions and real-time analytics, fostering a data-driven culture across the enterprise. Through adaptive leadership and talent development, we've built a collaborative, resilient IT function that accelerates innovation, supports rapid change, and helps Timken thrive in a digital-first, customer-centric world.



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Brooksource is a proud supporter of the Ohio InspireCIO chapter and is honored to be serving as an Underwriter for the third year in a row. Congratulations to all of the 2026 ORBIE Award nominees and winners along with our inspiring clients and partners here today!



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**Waco
Bankston**

SVP & CIO,
NiSource, Inc



Waco Bankston is the SVP & CIO at NiSource, with over 25 years of leadership in technology, utilities, and power generation. Recognized for driving digital transformation and large-scale M&A, he also led the first US nuclear plant cyber inspection, setting industry standards. Waco holds an MBA from UT Austin and has served on boards including CASA for abused and neglected children. He is recognized for his vision, cyber security expertise, and guiding organizations through transformative growth.

SUCCESS STORY: Our greatest success story is the enterprise-wide rollout of the Work and Asset Management (WAM) platform, which is transforming how NiSource plans, executes, and analyzes field operations. This initiative streamlined workflows, improved asset visibility, and enabled predictive maintenance—resulting in roughly \$22M in projected annual savings. By integrating mobile tools, GIS, and AI-fueled analytics, we empowered field teams with real-time data and decision support. The transformation not only delivered financial impact but also elevated safety, reliability for our customers, and employee satisfaction—solidifying IT's role as a strategic enabler of operational excellence. This will enable us to focus on Customer Affordability.



**Kendall
Kowalski**

CIO,
The Huntington
National Bank



Kendall Kowalski is Executive Vice President and Chief Information Officer at Huntington Bank. He is responsible for leading the bank's technology strategy, execution and operations. Prior to joining Huntington, Kendall served as Chief Technology Officer for JP Morgan Chase's Corporate Internet Group where he was responsible for Chase internet and mobile technology platforms. His previous experience includes 10 years in the Accenture financial services practice. Kendall earned his BS in computer science from Michigan State University.

SUCCESS STORY: I am particularly proud of our Elevate program. In partnership with Brooksource, the program is an immersive contract to hire providing a springboard to a IT career for recent college grads. During the program, candidates receive training surrounding professional and career development, banking, leadership and technology while learning through hands on experience. The program began in 2017 with 7 candidates and has expanded to 2 annual cohorts with 453 participants as of November 2025. Highlighted by program diversity averaging 67%, a 94% conversion rate and an 81% retention rate, the program has been key to our growth and culture agendas.



**Mike
Onders**

CIO, Institutional Bank
& Shared Services,
KeyBank



Mike Onders is EVP and Divisional CIO at KeyBank, overseeing technology strategy, delivery, and support for Institutional Bank, Finance, HR, and Risk. He also leads AI Engineering and Enterprise Architecture. With 30+ years in technology across healthcare, financial services, and retail, Mike has held leadership roles at Explorys, PNC Bank, National City Bank, OfficeMax, GE, and Ernst & Young. He holds a bachelor's degree from Miami University and a Master's degree from Ohio State University.

SUCCESS STORY: In recent years, I led three major initiatives transforming KeyBank's technology strategy: (1) shifted 2,100 staff from waterfall to agile delivery, creating 65 programs and 140 squads with new funding and governance for faster delivery; (2) executed a \$17M Commercial Loan System migration from mainframe to SaaS, moving 60,000 clients and 150,000 deals with minimal risk representing over \$220B in loan volume; and (3) launched KeyBank's Generative AI strategy, forming a cross-business council, approving 40+ use cases, and deploying enterprise-grade platforms in Google Cloud and Azure. These efforts modernized delivery, strengthened core systems, and positioned KeyBank as an AI-driven innovator.



**Guru
Vasudeva**

SVP & CTO,
Property & Casualty,
Nationwide Insurance



Guru Vasudeva is Senior Vice President and CTO of Property & Casualty at Nationwide, a U.S. insurance and financial services company. He has over 30 years of leadership experience, presently leading over 1,000 technologists supporting Personal, Commercial, Specialty, and Agribusiness Insurance, and drives operational excellence and digital transformation. Previously, he held several leadership roles ranging from Chief Architect to SVP of Infrastructure and Operations.

SUCCESS STORY: As Chief Technology Officer for Property & Casualty at Nationwide, I pride myself on the deep business partnership I've built. While the insurance industry clings to a repair and replace mindset, we are leading the shift to predict and prevent thinking—deploying 84,000+ smart home devices that differentiate Nationwide and help members avoid losses—powered by technology solutions. Simultaneously, we were charged with reducing expenses by \$40M annually. Through contract negotiation, system simplification, and reduced consumption, we achieved this goal while still delivering innovative solutions, which ultimately contributed to a \$1B improvement in P&C profitability in 2024.



**Emily
Wahl**

VP, Information
Technology,
Scotts Miracle Gro



Emily Wahl is the Vice President of IT at ScottsMiracle-Gro, a leading lawn and gardening company. Bringing more than 16 years of IT expertise, she has a proven track record of establishing enterprise-level technology and bolstering security architectures to enable business growth. Emily's visionary approach ensures ScottsMiracle-Gro's technology strategy not only leads the digital transformation in the lawn and garden sector but also remains adaptable to the ever-changing digital landscape.

SUCCESS STORY: Recognizing that data is our most critical AI asset, my team and I immediately prioritized standing up a robust data governance program. This early investment, done in collaboration with our business partners, ensured our data was clean and well-governed, making the development of our internal AI strategy seamless. Under my leadership, we deployed an AI chatbot on our branded websites that instantly enhances customer experience. It allows consumers to check order status, get personalized product recommendations, and even upload images of pests or plants to receive specific product solutions. We continue collaborating to expand the bot's capabilities and content.



**Bill
Wertz**

VP & CIO,
Worthington Steel



Bill Wertz is Vice President & Chief Information Officer for Worthington Steel. Prior to this position, Wertz served as vice president of Transformation for Worthington Industries. He began his tenure with Worthington Industries in 1997 as an inside sales representative in Steel Processing and has had leadership roles in commercial and supply chain. Wertz earned his bachelor's degree in business administration from The Ohio State University and his MBA from The University of Toledo.

SUCCESS STORY: On December 1, 2023, Worthington Steel (NYSE: WS) split from Worthington Industries (now Worthington Enterprises, NYSE: WOR) to become a standalone public company. The IT team split all required systems to create two independent publicly traded companies, including infrastructure, end user systems, business applications and security. Additional requirements continue as a result of the separation in 2023. In the past year, we have selected a new global HQ location that is again calling on many of the same IT experts to help the organization seamlessly transition to a new location while maintaining continuity and positioning the business for success.



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CONGRATULATIONS
Ricardo Bartra

**2025 ORBIE
Awards Finalist**



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ANNUAL REVENUE



Brittaney Carter

CIO,
Ohio Department of
Children and Youth



Brittaney Carter, CIO for the Ohio Department of Children and Youth, leverages innovative technology to improve outcomes for Ohio's most vulnerable children. With extensive private-sector experience and executive public-sector roles, including CTO for the City of Atlanta and Assistant CIO for Ohio's Department of Job and Family Services, she fosters a culture of growth, trust, and collaboration, delivering transformative solutions. Brittaney is an advocate for human trafficking survivors and enjoys family, fitness, and creative endeavors.

SUCCESS STORY: We have successfully stood up secure infrastructure, transitioned multiple legacy systems, and are implementing a unified Data and Marketing Cloud platform. Key workflows have been automated using low-code tools, improving efficiency, and reducing manual processes. We've consolidated siloed applications, applied an MVP approach to deliver programmatic solutions quickly, and are integrating AI tools to enhance decision-making and service delivery. Despite significant change, continuity for employees and end users has been maintained with minimal disruption. Through creative problem-solving and a collaborative culture, the team has driven measurable impact and helped strengthened the agency's ability to serve children and families.



Chris Deakin

Director, IT,
Kokosing, Inc.



With over 30 years of experience across Fortune 50 enterprises and entrepreneurial ventures, I have built my career on service, collaboration, and developing others. I measure success by the satisfaction of those I support and the growth of the teams I empower. Today, I am proud to serve as a technology leader for my organization, working alongside a highly skilled IT team dedicated to innovation, excellence, and meaningful business impact.

SUCCESS STORY: Under my leadership, our IT team has become a catalyst for organizational growth by driving a company-wide digital transformation initiative. We have successfully aligned technology strategy with business goals, ensuring every IT investment and support function directly enhances efficiency, quality, and competitive advantage. My team is pursuing modern, scalable solutions that streamline operations, improve decision-making, and create measurable value across the enterprise. Through these accomplishments, we are working to position the organization to expand market share, increase revenue, and establish ourselves as an industry leader in our industry.



Dave Fiser

Senior VP & CIO,
MetroHealth System



David Fiser, MBA FABC, is the Senior Vice President and Chief Information Officer at the MetroHealth System. Mr. Fiser joined MetroHealth in July 2018, and has over 38 years of experience in the Healthcare Information Technology field delivering leading-edge Information Technology solutions. Prior to MetroHealth, he served in numerous IT leadership roles at Akron General Health System, with progressive levels of responsibility before being appointed CIO, a position he had held for over 10 years.

SUCCESS STORY: MetroHealth leads the way in digital health innovation. In 2025, we advanced pharmacy automation and robotics, scaled enterprise imaging, and deployed AI solutions that improve outcomes and efficiency. Our cybersecurity initiatives safeguard patient trust, while enhanced electronic health records create seamless, connected care. Through our partnership with Ovation and the Medical University of South Carolina, we expanded Virtual First Care, giving patients easier access to providers. These advancements earned global recognition, including CHIME Digital Health Most Wired Level 10 and KLAS/CHIME Synergy Awards, honors reserved for organizations setting the standard in digital health. MetroHealth is shaping the future of care.



John Fleischer

SVP & CIO,
CBIZ



John A. Fleischer has served as Chief Information Officer of CBIZ since August 2014. Prior to joining CBIZ, Mr. Fleischer held CIO roles at Ferro Corporation, The Goodyear Tire & Rubber Company, Volkswagen, and Deutsche Telekom. He began his career as a commissioned officer in the U.S. Army serving 12 years on active duty. He is a Distinguished Military Graduate of Princeton University and received his MBA from The Ohio State University.

SUCCESS STORY: During the past year, our IT team integrated our largest acquisition in company history. We created a new IT organization with a blended leadership structure and harmonized processes. We consolidated and migrated 34 client delivery systems and 200 individual productivity applications, integrated financial/HR platforms, and migrated 4,000 PCs. We unified email and security software, merged seven data centers into two, converged networks, deployed new wireless and phone systems, and launched a new ITSM platform. These accomplishments enabled seamless operations for 10,000+ employees in 160+ offices supporting CBIZ's growth to almost double our revenue, while enhancing client service and team performance.



Ryan Hale

CIO,
Lithko Contracting



Ryan Hale is Chief Information Officer at Lithko Contracting, leading technology, data, and digital transformation for one of the nation's largest concrete contractors. His leadership has helped modernize core systems, advanced AI and analytics, and established a cloud foundation that powers Lithko's scaling operations. Beyond Lithko, Ryan serves on the board of The Circuit and on the Executive Team for the Cincinnati American Heart Association. He lives in Cincinnati with his wife and two children.

SUCCESS STORY: Under my leadership, Lithko's IT team has transformed how technology supports our business as we've grown into one of the nation's largest concrete contractors. We built a 100% cloud-based foundation, modernized our ERP and HR systems, and developed a powerful data and analytics platform that delivers real-time insights to thousands of coworkers daily. Our AI and field technology initiatives are improving efficiency, capturing valuable expertise, and enhancing safety across hundreds of active jobsites. What began as an IT support function has become a strategic enabler driving growth, innovation, and continuous improvement across Lithko.



Congratulations, Bhavik

Recognizing **Bhavik Rao**, VP, Data Analytics & IT Governance and Regional CIO – Americas at Vertiv, on being named a finalist for the 2026 OhioCIO ORBIE Awards in the Global category.

Bhavik's leadership in digital transformation and AI innovation has strengthened how Vertiv operates globally. We're proud of his accomplishments and for this well-deserved recognition by OhioCIO.



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Ricardo Bartra

Chief Digital &
Information Officer,
Arrow International



Ricardo, a seasoned Tech-Leader driving differentiated value at multinational giants like PHILIPS, GlaxoSmithKline, DHL, Constellation Brands, ScottsMiracle-Gro, and Arrow International. Experienced in complex businesses fueling competitive advantage through technology. "My proudest moments aren't launches or awards. They're people. Legacy isn't what you build. Legacy is who you build." Recognized as a "Most Influential Hispanic in Technology," he holds an MS in Information Systems from the US Naval Postgraduate School and a BS in Systems Engineering.

SUCCESS STORY: Under my leadership at Arrow International, the global leader in end-to-end charitable and social gaming solutions, we're advancing our technology platforms. Through strategic investments, we're modernizing infrastructure, core applications, and innovation practices, bolstering capabilities and culture. Our DART (Digital Acceleration for Rapid Transformation) program is key, unlocking advanced tools to empower operations, partners, and customers while aligning with our mission, vision, and strategy. We're progressing at unprecedented speed and scale, fueled by deep trust and team commitment. Our successes reflect dedication to innovation and efficiency. At Arrow, we envision gaming solutions revolutionizing fundraising, amplifying community impact, and forging seamless partnerships.



Susan Carroll-Boser

CIO,
White Castle



Susan Carroll-Boser is the CIO of White Castle, leading enterprise technology strategy across Technology Departments. She has an MBA specializing in Software development and is a CISSP. She has chaired the National Restaurant Association's Cybersecurity Committee and IT Group and is Outgoing Board Chair of the CSB. A recognized industry leader, Susan has been named a Top 30 Women in Food, a Top Ten Women in Tech, and a Hospitality Technology Lifetime Achievement Award recipient.

SUCCESS STORY: Our team's greatest accomplishment is delivering the majority of development and integration for our enterprise ERP system internally, enabling a full positive ROI within three years—including the cost of implementation support. Through strategic long-term negotiation and exceptional workload capacity, we significantly reduced external dependency and overall project cost. Despite unexpected challenges, including early retirements and fewer resources than planned, the team remained focused, agile, and committed. We not only met every milestone—we finished on time and on budget. This achievement reflects our team's resilience, technical excellence, and unwavering dedication to delivering value to the organization.



Katherine Lowry

CIO,
BakerHostetler



Katherine Lowry, CIO at BakerHostetler, is renowned for aligning business strategy with digital innovation, leading IncuBaker®, an award-winning ALSP, and achieving remarkable outcomes through collaboration and technology. Recognized as the Most Innovative Intrapreneur and AI Visionary, she co-chairs the Emerging Technology team, serves as an AI Practice Team Lead, and guides the firm and clients in digital transformation and data initiatives. Katherine excels in driving operational excellence and fostering a culture of creativity and growth.

SUCCESS STORY: Katherine Lowry led BakerHostetler's ambitious journey to responsibly harness Generative AI. After years of investing in data and innovation, she secured a three-year partnership with vLex to bring Vincent AI's award-winning legal workflows to the firm. This is more than an enterprise license, it's a first-of-its-kind technical collaboration to embed Vincent AI into BakerHostetler's proprietary practice intelligence platform. Attorneys across 18 offices now access AI-driven workflows, with deeper integration underway. This initiative empowers smarter legal service delivery while upholding the firm's commitment to Responsible AI, data protection, and ethical use setting BakerHostetler apart as a pioneer in legal technology innovation.



Andy Norman

CIO,
Bob Evans Farms



Andy Norman, CIO at Bob Evans Farms, brings over 25 years of IT leadership experience, including roles at The Wendy's Company and NetJets Private Aviation. Known for his business acumen, growth mindset, and collaborative leadership, he drives strategic innovation and execution. Andy serves on the Ohio University College of Business AIS Board and is the executive sponsor of Bob Evans Farms Military & Veterans BRG. He holds both a BS and MBA from Ohio University.

SUCCESS STORY: I'm proud of my team's achievements during my tenure as CIO. We established a strong Business Relationship Management function, improved project governance, and optimized technology investments. We deployed AI-powered tools to enhance supply chain responsiveness and reduce inventory obsolescence, onboarded a new facility, and implemented a modern cloud-based product lifecycle system. We virtualized our data center, built an internal cybersecurity team, and achieved strong results in an external maturity assessment. We advanced zero-trust architecture, strengthened infrastructure security, expanded safety technologies, enhanced end-user support, and shifted to a best-in-breed solutions strategy all driven by a high-performance culture.



Brad Stokes

VP, IT,
TriplePoint MEP



Bradley Stokes is a veteran technology executive with 25+ years leading enterprise-scale IT transformation across manufacturing, healthcare, retail, and technology. As Vice President of IT at TriplePoint MEP, he drives strategy, modernization, and operational excellence for a ~\$1B+, multi-division MEP platform. A three-time CIO and seasoned private-equity technology leader, Brad specializes in digital transformation, ERP consolidation, M&A integration, and data and cloud strategy, consistently delivering measurable value and building high-performing, business-aligned IT organizations.

SUCCESS STORY: Under Brad's leadership, TriplePoint is transforming its digital foundation across data, AI, and cybersecurity. He is unifying fragmented systems into a modern data warehouse with governed, standardized metrics, enabling real-time insights and better decision-making. By normalizing project, labor, and financial data, he will position the company to leverage predictive analytics for improved forecasting and resource optimization. Brad also advanced a Zero Trust security model with centralized identity, MFA, and modern endpoint protection. These innovations reduce cost, strengthen competitiveness, and de-risk operations creating meaningful enterprise value and positioning TriplePoint as a digitally advanced, PE-ready platform.



Zack Storer

CTO,
Health Carousel



Zack Storer is the Founder of Angel Equity and the CTO at Health Carousel. An expert in scaled value generation, technology innovation, cybersecurity, and executive leadership, Zack is transformative as a Board Member, Chief Digital Officer, and Investor. In pursuit of lifelong transformation, he has attended programs at MIT, Cornell, and Stanford's d.School, has been celebrated as a distinguished alumnus by UC's College of Technology, and was recognized as 'The Most Trusted CTO in America'.

SUCCESS STORY: "The most rewarding aspect of leading technology transformation and industry innovation at scale has been working with great teammates to make the world a better place for everyone." Zack Storer's leadership has not only generated billions of dollars in value but also improved millions of lives worldwide across diverse industries throughout his career. He credits success to teammates and those he has had the privilege of learning from and partnering with, across enterprises of every size, including notable names like The Kroger Co. (NYSE:KR), International Paper (NYSE:IP), News Corp (NYSE:NWSA), Grainger (NYSE:GWW), Bowery, and Health Carousel.

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**Michael
Farrar**

CIO,
City of Westerville



Michael Farrar is an accomplished IT leader with over 25 years of domestic and international experience, holding an International MBA. As CIO for the City of Westerville, Ohio, he guides technology strategy and manages the unique WeConnect Data Center. He is a committed member of the Central Ohio IT community, using his engagement to actively help drive funds for local non-profits.

SUCCESS STORY: My path to becoming CIO was defined by courageous vulnerability and a commitment to protecting my team. Early in my career, I managed a complex IT merger in the UK, saving every team member's job by finding critical consolidation efficiencies. This experience cemented my servant leadership philosophy. Arriving at Westerville, I leveraged this resilience, pushing myself beyond my comfort zone—inspired by my mentors and family—to earn IT a true seat at the decision-making table. My success stems from putting people first and proving that technology leadership, built on transparency and impact, is essential to delivering excellence.



**Chris
Hickok**

CIO (fmr),
Home City Ice



Chris is a technology leader that came from the business. Having depended on technology for success in a variety of roles from plant operations to sales, in his role as CIO at Home City Ice, he prioritized serving and advancing the people that drive the business. Leveraging his background and education in both technology and business, Chris prioritizes a balanced perspective between strategic innovation, security posture and talent growth and retention.

SUCCESS STORY: Home City Ice has grown for 100 years by keeping core value #1 as a North Star- We work for the customer. It's not just a poster or a rallying cry, but more importantly the core of their strategy. Technology plays a major part of that strategy. Last mile logistics is an extremely seasonal and weather dependent industry depends on just in time delivery. Too late, and the retailer has no product, too early and costs eat into retailer margins. The technology team has continually added capabilities that make the right deliveries at the right time- with outsized impacts for customers.



**Sophia
Mohr**

Chief Innovation &
Technology Officer,
COTA



Sophia serves as Chief Innovation and Technology Officer for the Central Ohio Transit Authority (COTA), leading the organization's transformation into one that relies on technology, data and analytics in its strategy decisions, while completely reshaping the agency's digital infrastructure. From the implementation of new digital payment systems to the launch of the first on-demand bus service in North America, Sophia is laying the groundwork for how COTA delivers innovative transit solutions for Central Ohio residents.

SUCCESS STORY: In the last five years, COTA's Innovation and Technology Team has completely modernized the organization's technology foundation, transforming it from a single department into seven functions that now drive agency-wide strategy. This restructuring allows COTA to integrate the advanced data and analytics, cybersecurity, architecture, product management and digital systems essential for a region that expects 3.15 million residents by 2050 and a 45% transit expansion through the LinkUS mobility initiative. The result is an innovative, data-driven organization where technology now shapes every major decision, improves the customer experience and enables COTA to deliver accessible, reliable mobility across Central Ohio.



**Gregg
Oosterbaan**

VP,
The Columbus Foundation



In his roles as VP of Information Technology, Gregg is responsible for driving strategic technology direction, corporate information security, and technology operations and support. Gregg has over 30 years of progressive experience in Information Technology with 17 years in leadership roles. He holds a BS in Business Administration from Franklin University, is an active participant in several technology leadership forums, and has served as a trusted technology advisor to organizations throughout central Ohio.

SUCCESS STORY: We come together as one to serve our customers and community. That is what my role has taught me. In 2023, we made the bold decision to undergo a complex transformation of our technologies that resulted in reduced business risk, improved data quality, and a stronger foundation for the future. Leading this initiative, in deep partnership with coworkers across the organization, is one of the greatest success stories of teamwork in my career, and one that showcases the heart of this organization to move mountains to assist donors and others in strengthening and improving our community for all its residents.



**Michal
Slominski**

EVP, Information
Technology,
The Wasserstrom Company



Michal Slominski is a technology leader with 25+ years of experience transforming business processes, driving innovation, and building high-performing teams. As Executive Vice President of IT for Wasserstrom and RackSquared, he leads technology strategy and development across Distribution, Manufacturing, and Managed IT. Michal previously spent 18 years modernizing systems at M/I Homes and has consulted for 450+ Midwest clients. A former diving coach, he is passionate about developing talent and empowering teams to succeed.

SUCCESS STORY: We are transitioning into a data-first organization. As part of this effort, we've begun building a data warehouse and using it to create analytical reports supported by proper governance and controls. This approach positions us to embrace exception-based decision-making while laying the groundwork for our AI strategy.



**Sean
Ware**

CIO,
City of Cincinnati



Sean Ware is Chief Information Officer for the City of Cincinnati, bringing over 20 years of municipal IT leadership. He is recognized for aligning technology with city priorities, delivering secure, scalable solutions, and leading digital transformation to improve citizen services and efficiency. Sean builds collaborative teams and manages complex IT operations. He is dedicated to practical innovation and creating sustainable, future-ready government services that benefit the community.

SUCCESS STORY: Through strategic IT investments, we transformed public safety operations. Law enforcement now uses rugged, FBI compliant Mobile Data Computers with RFID-based multifactor authentication, reducing data entry errors by 30% and saving 400+ officer hours annually. Enhanced capabilities include mobile fingerprint ID and driver's license barcode scanning, improving field accuracy and safety. Emergency communications were modernized with an interoperable radio system, achieving 99.99% uptime and cutting downtime by 80%, enabling faster multi-agency response. Cybersecurity upgrades reduced phishing incidents avoiding \$250K in potential losses. Collectively, these initiatives deliver a \$3 return for every \$1 invested, strengthening compliance, efficiency, and public trust.

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