



2023

TENNESSEE ORBIE[®] AWARDS

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TENNESSEECIO



KEYNOTE

ORBIE keynote Becky Blalock on key trends in the technology sector



LEADERSHIP RECIPIENT

ORBIE Leadership Award recipient Barry Vandevier on how technology helps set

The annual Tennessee ORBIE[®] Awards program 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 May 19 at Renaissance Nashville Hotel.

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For nearly twenty-five years, the Inspire Leadership Network has helped CIOs succeed in today's most challenging C-suite executive role. TennesseeCIO members grow their leadership through year-round, member-led programs and interaction. Working together, CIOs across public and private business, government, education, healthcare and nonprofit organizations collaborate, share ideas and best practices, and create enormous leadership value.

The ORBIE Awards bring together leaders facing similar challenges – and this year – the Inspire Leadership Network will grow to 30 chapters, including the first international chapter in Toronto, and 3 chapters exclusively for Chief Information Security Officers.

Security is top of mind for every leader and organization, and the same principles that have served CIOs can be applied to CISOs as well.

There is no textbook for how to be a great CIO or CISO. But relationships with other leaders facing similar challenges sharpen leadership acumen. Every leader's perspective is valuable and contributes to the conversation – and everyone wins by joining a peer leadership network.

Member-led, non-commercial programs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls. Successful leaders understand the 'superpower' of trusted relationships. In any gathering of technology leaders, the answer is in the room.

Together, we are transforming our economy using technology & security, and enriching our region and our world. On behalf of TennesseeCIO, 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

Carman Wenkoff

2023 Chair, TennesseeCIO
EVP and Chief Information Officer, Dollar General

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2023 KEYNOTE

Becky Blalock

IT Thought Leader | Author and Speaker



ORBIE keynote Becky Blalock on key trends in the technology sector

By The Business Journals Content Studio

During her 33-year tenure at Southern Co., a Fortune 500 utility company, Becky Blalock rose through the ranks to become senior vice president and chief information officer in a male-dominated industry. Her experiences led her to write the acclaimed “Dare: Straight Talk on Confidence, Courage and Career for Women in Charge,” a book that encourages women to take bold steps when career-defining moments arise.

Today she’s a sought-after speaker, IT thought leader, board member and champion of skill and relationship building to achieve success in the workplace. Blalock also is the managing partner at Advisory Capital, a consulting firm providing strategic insight for companies involved in the energy, information technology and medical industries.

Blalock recently talked with the Nashville Business Journal about key technology topics as part of the Tennessee ORBIE Awards. She is this year’s keynote speaker.

Leveraging new tech tools

Given recent advancements in the cloud, data analytics, artificial intelligence and cybersecurity, there are opportunities for the next generation of CIOs and IT leaders who are rising through the ranks in corporate America.

Cloud technology strategies provide opportunities for CIOs to become better at vendor management, Blalock said. Rather than providing the service themselves, they are now able to procure it, with more flexibility, through the cloud.

“The challenge then becomes picking the right partner, ensuring the contract is iron clad, has alignment with the business and holding the vendor accountable for reliability and security,” she said.

Data analytics and AI are significant opportunities to leverage IT tools to enable success in the business, she said. Companies with agility will take advantage of this new technology and compete with these tools to leap-frog their competition.

“Ignoring this technology is not an option if you want to be successful in the near future,” Blalock said. “With

the increase in machine learning, natural language processing and 5G, AI will better understand and perform complex tasks using technology.”

Robotics offer ways to streamline the business and allow it to operate with fewer people. “IT must partner with the business to help facilitate this offering and bring best practices forward for implementation where it makes sense,” she said.

Extended reality provides opportunities for companies to expedite training, enhance branding and the customer experience, she said. In some industries 3D printing will revolutionize the product and blockchain will have implications for how money, contracts and a host of other business processes are handled.

“IT will lead the way in providing the underlying enabling technology to facilitate how companies leverage these new tools,” she said. “Sometimes the underlying infrastructure does not just appear when someone in the business wants to deploy these tools. CIOs must be thinking ahead to determine the best and most secure way to support these technologies when the business is ready to deploy them. This means the CIO must stay one step ahead and be anticipating these needs before they are realized.”

The cybersecurity journey

The business world is on a cybersecurity journey, Blalock said. For every new IT tool developed, there is a new cyber challenge. Legacy systems are embedded in everything companies do. Changing out these systems can be cost prohibitive, so finding risk mitigating strategies is essential.

“It is very important for CIOs to stay on top of what is happening in this space,” she said. “I have found the best place to do that is through best practices of your peers and trusted suppliers. There are no textbooks to teach you how to manage this massive risk, and if there was, it would quickly become obsolete. There are some great tools evolving in this space to manage the risk, but it is constantly a moving target with the evolution of sensor technology data now coming from everywhere. Making sure it is a trusted and secure source

and then transporting it in a method that is secure will be essential.”

Culture is a big cybersecurity challenge, Blalock said. The entire workforce must be aware of the risks and keeping everyone up to date is a difficult task.

“There must be a great partnership between IT, legal and the lines of business to ensure this is happening,” she said. “IT alone cannot hold others accountable for using tools in a secure manner. Cybersecurity needs to become a business imperative that is embedded in the business mindset, much like safety is in most companies.”

The IT talent pipeline

To attract and retain talent for the jobs of the future, Blalock recommends tech leaders create inclusive cultures for their teams.

“Females and minorities leave their positions in much greater numbers than white males,” she said. “The No. 1 reason they leave is because they do not feel included. This is easily fixable by ensuring programs are in place such as mentoring and affinity groups.”

Leaders also must be creative in recruiting IT candidates beyond avenues such as colleges, trade schools and career fairs. They should ask current employees to promote job openings within their networks. It’s important to stay in touch with former employees and to use exit interviews that provide information about what would help the employee return in the future, she said.

“Another key recruitment area is within the corporation, but outside of IT,” she said. “There are many IT subject matter experts within other functional organizations such as marketing and finance. These individuals have skills the CIO can leverage. They are easily adaptable to IT and can add great value due to their intimate business knowledge.

“There also are several nonprofit organizations, such as Year Up, that are identifying talent from underserved communities,” she said. “CIOs should be open to providing internship opportunities to these non-traditional IT employees.”

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2023 LEADERSHIP RECIPIENT

Barry Vandevier

COO | Asurion (ret.)

ORBIE Leadership Award recipient Barry Vandevier on how technology helps set new industry benchmarks

By The Business Journals Content Studio

Barry Vandevier began his career in 1993 as an industrial engineer for American Airlines where he was focused on business-process optimization and staffing algorithms for most aspects of airport operations.

When a division of the airline's parent company decided to launch a pioneering online ticketing reservation system in 1996, Vandevier took the role of lead software developer, where he was instrumental in contributing to Travelocity.com's functionality. Today, more than 30 million travelers visit the site each month to access travel deals, tips and advice. The business is now owned by Expedia.

Vandevier also served as chief technology officer at Travelocity before joining its parent company – global travel software company Sabre – as chief information officer in 2006. In 2012 he became CIO at Nashville-based Asurion, which provides insurance and tech support for mobile devices. He also served as chief operating officer of the company for six years before retiring in September 2022.

Vandevier recently talked with the Nashville Business Journal about key technology topics as part of this year's Tennessee ORBIE Awards. He is this year's Leadership Award recipient.

Technology and business transformation

Asurion has nearly 300 million customers and nationwide coverage, and can deliver a replacement device or repair tech at a customer's home, work or coffee shop within a few hours of a claim. That's because the company continuously listens to customers, pushing the business and the industry forward.

"One of Asurion's recent investments that set a new industry benchmark was development of the ability to track people and parts in real time, triggered off a customer claim, coupled with the ability to efficiently route, assist with service, and manage parts replenishment across many hundreds of locations," Vandevier said. "Ensuring parts and people are available across the U.S. at a moment's notice is not possible without a strong technology platform. And the company's 'Net Promoter Score' of over 75 (a score of zero is neutral) and a 4.9-plus star rating for its repair and replacement service is not only a testament to the service but also to the technology supporting it."

Top traits of IT leaders

Beyond an understanding of technology, there are leadership attributes that have helped Vandevier in his career.

"First, you need confidence in your seat at the executive table that you can contribute to business strategy, understanding how technology can be developed to enable a particular business outcome," he said. "Business strategy discussions seldom include the technological specifics required to achieve an outcome."

Those discussions focus on business goals and necessary investments to achieve the goals, he said. "The more adept you are at contributing to that kind of business conversation, the better prepared you are to enable it through technology," he said.

The second attribute, which he describes as "super important," is building a culture.

"When I look back at my career where I've had the most fun while achieving success, it has been during a time when our culture was at its best," he said. "In these times, there was no finger pointing and everyone acted as one team towards a common goal. Team members truly cared for each other. As a leader, creating that culture means you must first hire the best people possible and get excited when those hires are more capable than you."

With great people on board, Vandevier said a leader needs to demonstrate the following attributes to help foster a strong culture.

Be humble. "You are there to serve your team and remove obstacles, recognizing that people around you are smarter than you and only make you better."

Be available. "All too often I see senior leaders who believe their schedule is too crazy or simply aren't interested in engaging with multiple layers of the organization. Be responsive to anyone who needs your time."

Make fast decisions. "Removing roadblocks requires making fast decisions. Base those decisions on the facts and what is best for the company and the people, but do it quick."

Get to know your team and make sure they know each other. "This means creating time for in-person interactions before, during and after work. If you do not prioritize in-person interactions in order to build trust, it will be difficult for

your team to reach full potential."

How IT leaders can leverage their growing stature

The beauty of technology today is that few companies can meet business objectives without it, Vandevier said. From removing friction in the employee experience, to creating engaging customer experiences, to building efficient platforms that deliver strong business outcomes for shareholders, technology plays a critical role in every interaction.

"An IT professional has an advantage over many other leadership roles because an in-depth knowledge of technology is rare in most non-IT roles," he said. "If an IT professional also has good business acumen and can talk business in non-IT terms, it makes the leader an indispensable team member. This member can participate in developing the business strategy and then follow through by creating the associated technology required to achieve the outcome."

Importance of community involvement

Vandevier has been involved with two programs in Nashville he thinks are important to the community.

At Asurion, a partnership was developed with Fisk University to support an Asurion Scholars program that provides scholarships to four to five computer science students each year. It helps students financially and provides internship and mentorship opportunities.

Asurion team members participate in class instruction at Fisk in areas like data science and program management.

"This program has touched many dozens of students, providing a pathway through college into great tech jobs," Vandevier said. "Both Fisk students and Asurion employees have greatly benefited, while supporting the growth of Black tech talent in Middle Tennessee."

Outside of Asurion, Vandevier and his wife have been involved in Monroe Harding, an organization founded in 1893 to provide support to foster families and young people aging out of foster care who need a place to stay, work-force support or a pathway from high school into college.

"Monroe Harding is doing amazing work for our urban youth and is always in need of more support through donations and time," he said.

GLOBAL FINALISTS



2023
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UP TO \$25 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



Casey Santos

CIO
Asurion

asurion

Since joining Asurion in 2021, Casey Santos has guided the Technology and Procurement teams at Asurion through high growth, a challenging economic climate, and organizational change. With Casey's people-focused leadership, her team has partnered across Asurion to strategically deliver on its mission to care for people and their tech - whenever, wherever and however. While it has been a time of change and adversity, Casey and her team have been pivotal in supporting expansions into retail and major appliance repair, streamlining operations, reducing costs in a challenging economic climate, and continuing to innovate with customer focused products and services.

SUCCESS STORY

Casey Santos is Chief Information Officer for Asurion. As CIO, Santos is responsible for Asurion's core technology development and operations behind the company's tech care products and services. Casey began her career at NASA's Mission Control as an aerospace engineer supporting multiple Space Shuttle missions including the first Mir/Space Shuttle docking mission and the first Hubble Space Telescope repair mission. She left NASA to be an IT consultant, implementing technology to serve multiple industries.



Taren Rodabaugh

CIO
Bridgestone Americas

BRIDGESTONE

In February 2022, Bridgestone was impacted by a significant ransomware attack. Our IT team rallied in an unprecedented manner to restore, rebuild and modernize while implementing more robust security controls. Ultimately, we resumed operations nearly three times faster than benchmarks of similar attacks. With highly aligned prioritization, our organization and business partners focused on system restoration and business continuity improvements. We also took advantage of opportunities to modernize systems and improve resiliency. Our entire enterprise has a newfound appreciation for crisis management and business continuity planning, adherence to modern security standards and practices, and simplification and modernization of business solutions.

SUCCESS STORY

Taren Rodabaugh joined Bridgestone Americas as Chief Information Officer in 2020. As a strategic CIO, she is transforming the organization by spearheading the modernization of enterprise systems, the infrastructure and security backbone, and the IT operating model. Taren is responsible for connecting the Bridgestone America's vision to the strategy, evolution, and daily operations of the Information Technology function which includes more than 300 employees and contractors across North America and Latin America.



Aldo Nosedo

VP & CIO
Eastman

EASTMAN

Eastman is changing the way material companies think about digital innovation. In recent years, we have launched digital products teams to develop services that complement our physical offerings. We quickly stood up those services, leveraging our digital capabilities with our strong leadership position in the marketplace. Those services (like Fluid Genius and CORE) are delivering to our bottom line: strengthen the relationship with our customers and protecting business against agile competitors as well as directly generating new revenue for the company.

SUCCESS STORY

Aldo Nosedo is Vice President, Chief Information Officer for Eastman Chemical Company. Aldo joined Eastman in August 2018 and his responsibilities include the digital strategy of the company. Aldo has led the activation of a comprehensive digital plan including capabilities to better serve our customers, accelerate our innovation and improve our operations. In addition, Aldo led the activation of new Digital Products to the market enhancing Eastman's portfolio offering.



Jason Landrum

Global CIO
Sedgwick

sedgwick

Sedgwick IT has achieved many wins during my tenure as CIO. One key to our success has been our structure. We aligned IT with our operations unit, a model referred to as "fusion teams." This has enabled us to better understand our operations and deliver more value. Another is our proprietary platforms, which has enabled us to introduce new industry innovations. Our development teams work hard because they know they're creating the resources to help people during difficult times. We're also hyper-focused on the user experience in designing systems to be more efficient for everyone in this complex industry.

SUCCESS STORY

Jason Landrum is Global CIO of Information Technology at Sedgwick. As the leader of Sedgwick's extensive technology team, Jason has responsibility for Sedgwick's IT, cloud, cyber security, and infrastructure global operations. Jason joined Sedgwick in 2010 and has over 23 years of leadership, systems development and implementation experience for the insurance and third-party administration industries. Jason's team is essential to Sedgwick's ability to deliver the customized, innovative solutions that set Sedgwick apart in the marketplace.

LARGE ENTERPRISE FINALISTS



2023
ORBIE
AWARDS

UP TO \$75 BILLION ANNUAL REVENUE



Ameet Shetty

CDO
Pilot Company



A 65-year-old company with 800 locations across North America, Pilot supplies 14 billion-plus gallons of fuel annually and serves over 1 million travelers daily. As a growth company, we started our modernization journey two years ago to revamp our technology stack. We built a modern infrastructure allowing us to adapt quickly in an ever-changing market; manage our immense amount of data; drive a better, personalized retail experience; oversee our tanker fleet logistics; and more. This resilient, scalable and cost-effective tech stack positions Pilot to execute rapid innovation and serve guests, professional drivers and team members now and in the future.

SUCCESS STORY

Ameet Shetty serves Pilot Company as Chief Data Officer, leading the Enterprise Data & Analytics Office with responsibility for driving the strategic vision and effective deployment of data and business intelligence capabilities to improve efficiency, reduce risk, and enable strategic business growth. This includes deploying various analytical approaches to data management and governance programs, maintaining data operations, and managing business-aligned data teams.



Michelle Borninkhof

SVP & CIO
AutoZone



The relationships I have built and the opportunities that I have been able to provide for our team are what I am most proud of as a CIO. I have had some amazing mentors along the way and paying it forward to develop and grow our talent to reach their full potential is my true legacy. I hope when people talk about my legacy, they talk about how I was known to be an exporter of amazing talent across the organization, and how we were instrumental in growing and developing our next generation of leaders.

SUCCESS STORY

Michelle joined AutoZone as Senior Vice President of Information Technology and Chief Information Officer (CIO) in August 2021. Michelle came to AutoZone from McDonald's where she was Chief Information Officer (CIO) and Vice President for U.S. Technology. Prior to McDonald's, Michelle spent 11 years with Walmart Stores in a number of leadership roles from senior director, store innovations and central operations, to Vice President, International Technology Delivery.



Steph Flood

CIO
Clayton



I'm proud of the technology modernization, innovation focus and data utilization that we have achieved in the time I've led technology. Through the modernization of our technology, we not only improved platform stability, but we created resiliency and disaster recovery, efficiencies, and improved usability for Team Members, as well as provided new features, capabilities, and automation to support continued growth of our business. Our team has focused on creating great experiences and efficiencies for Team Members and Customers, including IoT solutions, automation, and advanced digital experiences. Additionally, we partner to provide advanced, predictive analytics to assist in making strategic decisions.

SUCCESS STORY

Steph Flood is the Chief Information Officer of Clayton Homes, one of the largest homebuilders in the United States, and a Berkshire Hathaway company. Steph is a proactive and energetic technology leader passionate about building great teams that are focused on personal growth, business value, innovation, and phenomenal customer experiences. In addition to leading Technology, Steph has been recognized for implementing and leading Clayton's Innovation Process and their Diversity and Inclusion program.



Paul Novak

CIO
Community Health Systems



In my role as CIO at CHS, I led the team in maturing the IT operating model and implementing innovative programs for patient care and hospital operations. My team has partnered with the business in implementing a lifecycle management and application rationalization program that reduced disparate applications and older technology. Additionally, we converted multiple hospitals to our EHR standard and migrated our data warehouse to a cloud-based solution allowing for real-time analytics. Even with those projects, my team's greatest accomplishment was bringing in a new culture of servant-leadership - improving collaboration and partnership across the organization, tearing down the existing walls.

SUCCESS STORY

Paul Novak is currently CIO of Community Health Systems. With over three decades of Information Technology experience, Paul has held leadership roles at top companies such as A.O. Smith, Target, and Ecolab. Paul is a skilled and knowledgeable leader who has a proven track record of implementing successful IT strategies and driving positive business outcomes. Paul is dedicated to using his expertise to help Community Health Systems continue to thrive and succeed.



Nir Yatziv

CIO
Delek US



Following its acquisitions, Delek US ended up with three different ERP systems. In 2020, IT initiated a project to demonstrate to leadership what an effective ERP system could look like. This involved eight months of analyzing and comparing two major systems. Ultimately, Delek selected the SAP S/4 system and set an ambitious goal of maintaining at least 85% process standardization. We successfully completed the project on time and within budget, achieving 98% standardization of processes. This achievement is a game-changer in the world of ERP systems. Importantly, there were no delays to business operations, demonstrating the effectiveness of the implementation.

SUCCESS STORY

Nir joined Delek US in early 2020, serving as CIO beginning of 2022. He matured the IT application organization during his tenure, transforming it from a support unit to a leading enterprise business partner. As CIO, Nir challenges the status quo with innovative solutions, leading the energy industry into an advanced technology generation. Nir brings a unique combination of business and IT, helping organizations enhance and improve their IT.



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ENTERPRISE FINALISTS



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UP TO \$10 BILLION ANNUAL REVENUE



Neal Patel

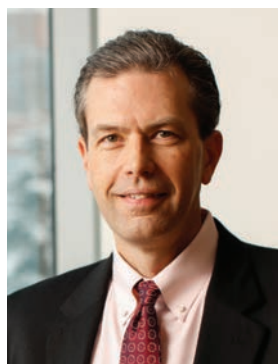
CIO
Vanderbilt University Medical
Center



VUMC had acquired its first community hospital in Wilson County in late 2019. The Clinical IT transition to the VUMC platform was set for April 2020. We planned a traditional “go-live” with onsite support teams, technical and operational command centers. This plan was disrupted in March 2020 with Nashville’s first confirmed COVID case. Our IT teams pivoted immediately and converted from an onsite to a virtual approach for many key activities including virtual command center methods. This approach limited exposure risk to the hospital staff as well as implementation teams while ensuring essential IT system support for a successful Go-live.

SUCCESS STORY

Dr. Neal Patel serves as the CIO and Chief Health Information Officer for Vanderbilt University Medical Center. Neal has extensive experience in the use of Healthcare Information Technology to improve quality processes. Neal has over 25 years of experience in implementing and advancing the use of computer order entry systems. Neal has worked with industry & other healthcare organizations to think strategically about the use of clinical informatics tools to transform the delivery of healthcare.



Tom Barnett

CIO & CDO
Baptist Memorial Health Care



Over the past year the team and I have modernized our technology infrastructure and voice systems, augmented our IT security, expanded our clinical electronic medical record and began the journey to implement a new enterprise resource planning system. By partnering with caregivers we are streamlining workflows and adding automation to routine clinical tasks while leveraging artificial intelligence to assist in the early detection of lung and breast cancers. By harnessing the power of advanced analytics with the richness of our organizational data we are reaching more patients and propelling Baptist Memorial forward as the premier healthcare provider in the Mid-South.

SUCCESS STORY

Tom Barnett, MBA, is the Chief Information and Digital Officer for Baptist Memorial Health Care Corporation. In this role, Tom is responsible for information technology, infrastructure and application services. In his role, Tom works with his talented team to focus on bringing value to Baptist Memorial through a collection of integrated technologies that support clinical, business, and academic settings. Tom’s approach is guided by supporting patients and all front line customers across the organization.



Jeff Fields

SVP & CIO
SERVPRO Industries



“At SERVPRO, I fully adopted the company’s mission of “Helping Entrepreneurs Succeed.” We built a competent team to provide the best-in-class technology for our over 2,087 franchisees. Residential water mitigation is SERVPRO’s top service line. From our initial application DryBook Mobile, to our now complete and currently in the rollout phase software, WorkCenter 2.0, we went from paper to real-time data transfers to support the business which included moving SERVPRO’s technology to Amazon Web Services (AWS). We were recognized as the Transformational Cloud Leader – a first for SERVPRO and Blackstone Equity which owns SERVPRO.”

SUCCESS STORY

Jeff Fields serves as the Vice President/Chief Information Officer for Servpro Industries, Inc. Servpro Industries, Inc. In his role as CIO, Jeff is responsible for managing/mentoring the technology team, leading and directing SERVPRO’s technology development projects and providing ongoing technical oversight of the Company’s products and services. Jeff’s information technology career consists of Information Systems experience including executive leadership of technology, strategy and business results with a unique combination of business and technical acumen.



Bruce Hoffmeister

CIO
Cracker Barrel Old Country Store



“Cracker Barrel has many legacy systems and modernizing technology is critical to our future. The IT team is leading that charge and is driven by using technology to improve the guest and employee experience. We’re focusing on cloud-based technologies to deliver needed functionality. Recently implemented products include cloud-native food management and labor management systems, a cloud-based data warehouse, and a cloud-based service center. We’ve also added guest wi-fi and mobile pay. We’ve launched native apps and ratings increased from under 2 stars to 4.8 stars. IT is now engaged as a critical contributor to the company’s strategic direction and success.”

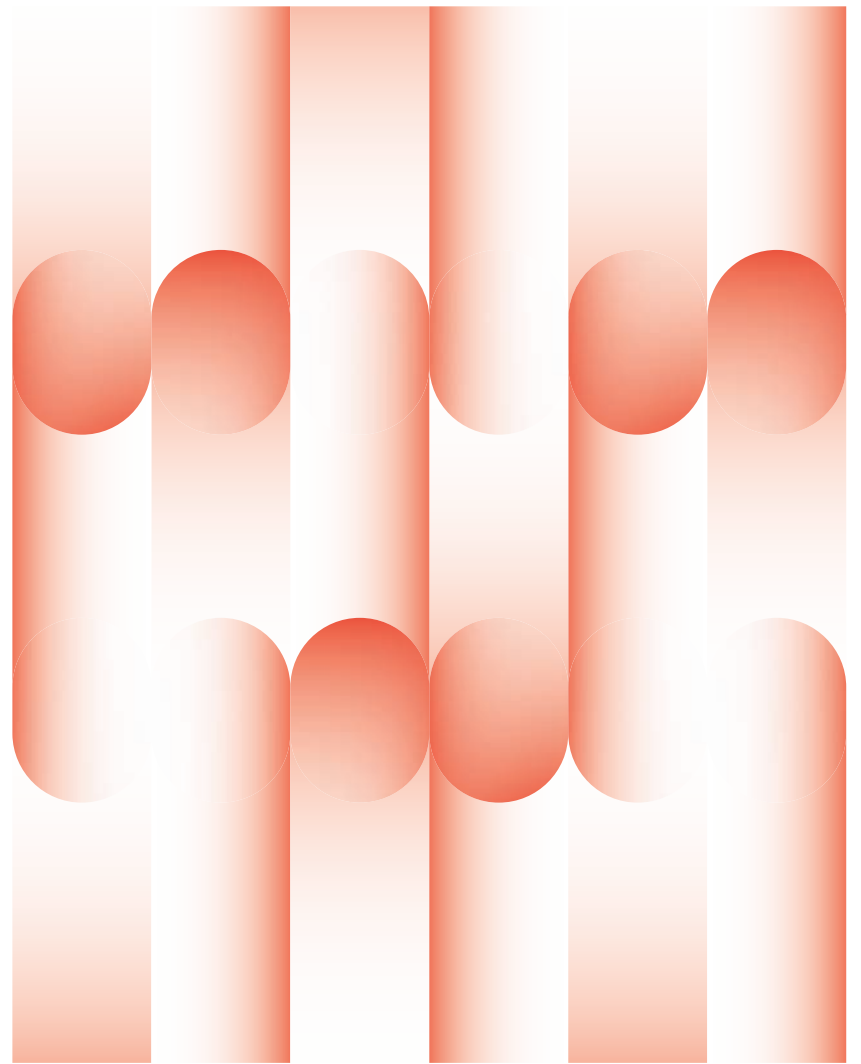
SUCCESS STORY

Bruce Hoffmeister joined Cracker Barrel in January 2021 as Senior Vice President and Chief Information Officer. Bruce is responsible for all aspects of the organization’s information technology, security and digital strategies and initiatives. Bruce worked at Marriott International for more than 30 years before joining Cracker Barrel. While there, he served in a number of finance and technology executive roles including his most recent role as Global Chief Information Officer.

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LARGE CORPORATE FINALISTS



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UP TO \$2.1 BILLION ANNUAL REVENUE



David Jacques

SVP & CIO
ALSAC/St Jude Children's Research Hospital



"Our team has worked diligently to deliver innovative and effective technology products to our stakeholders, ALSAC, and donors to St Jude Children's Research Hospital. Through multiple outcome focused initiatives our technology puts our volunteers and donors at the forefront of product design and new technological advancements, creating an increase in awareness, engagement, and donations to our organization. By focusing on our foundational technology strategy, we have cultivated a high-performance culture within IT. Our teams take pride in advancing their product delivery, and challenge themselves daily to produce quality work that continues to move the mission forward."

SUCCESS STORY

David Jacques is CIO and Senior Vice President, Information Technology, for ALSAC. David creates strategies and focuses his team on delivering IT solutions that drive frictionless engagement for donors, workforce solutions, operational excellence, analytics and the infrastructure to run these solutions. As part of the ALSAC Senior Leadership team, David actively contributes to long-range planning and decision-making that has multi-year impact on the entire ALSAC organization.



Pam Austin

SVP & CIO
Ballad Health



I was promoted to CIO in February 2020 right before the pandemic hit. Our charge was to implement Epic at 12 hospitals and 200 physician practices and replace 16,000 computers by October 2020. A daunting task, the team never gave up, they worked hard, they worked day and night and focused on succeeding. Our team has many great accomplishments, but this one tops the list. During the pandemic and my first year as CIO the team pulled off what seemed to be impossible. A dynamic team made it happen - words are not adequate enough to praise this group of professionals.

SUCCESS STORY

Pam Austin serves as SVP & CIO for Ballad Health. Pam has responsibility for all Information Technology for the health system which serves a 29-county region covering East Tennessee, Southwest Virginia, Eastern Kentucky, and Northwestern North Carolina. Pam's leadership and accomplishments over her career with the health system landed her the role of CIO/SVP in February 2020. Pam's leadership proved her tenacity and perseverance during the organization's technology change through the Covid-19 pandemic.



Dena Campbell

CIO
Vaco Holdings



In the last decade, Vaco has grown ten-fold - from a \$130 million company, to now, a \$1.3 billion enterprise. The role of CIO at Vaco requires being skilled at building important relationships that facilitate change, build trust and allow for meaningful impact to be made. For the first time, we have a strategic IT function with a sound technology roadmap for the coming years and growth ahead. Under my leadership, these critical activities have included reducing redundancy on disparate software and systems, adding automation and data analytics, improving our governance and change control processes and support systems.

SUCCESS STORY

Dena Campbell is Vaco's Chief Information Officer, overseeing enterprise strategic technology and program portfolios to support growth, maintain quality and provide exceptional results. With more than 20 years of combined systems and consulting business management experience, Dena has been involved with numerous large-system implementations. During the past few years within Vaco, she has leveraged her expertise to facilitate successful acquisition integrations into the enterprise ecosystem.



Mike Ward

SVP & CIO
Covenant Health



"Technology and standardization initiatives have enabled Covenant Health to gain unparalleled economies of scale and operating efficiencies. Recently from two separate, nationally acclaimed health-care industry organizations, we achieved unprecedented recognition for maturity in both Acute and Ambulatory operations, first as HIMSS Stage 7, then as Most Wired Level 8. Our Virtual Care Operations Center, delivers tele-health services, resulting in improved patient care, reduced length of stays, and better financial performance for the respective local hospitals as they can retain the patient and associated revenue in communities where patients live. Simply, this is technology enabled, high acuity care, delivered remotely."

SUCCESS STORY

Mike Ward is the Senior Vice President and Chief Information Officer of Covenant Health. Prior to joining Covenant in 2003, he was with Science Applications International Corporation (SAIC) for 23 years and was assistant vice president and director of systems integration, managing software development teams in Oak Ridge, Tennessee, and McLean, Virginia. He served a variety of industries/agencies in both the private and public sectors.



Steve Hitchings

SVP & CIO
Kenco Logistics



"My focus continues to build on our solid foundation and deliver technology enabling new offerings driving additional revenue streams while contributing to profitable growth. Our cloud-first strategy has enabled the implementation of transformational automation solutions, robotics, Artificial Intelligence and Machine Learning, Robotic Process Automation, IoT-enabled solutions, and other digital projects which achieve a significant, measurable business benefit and are setting the standard for digital advancement in the logistics industry. I've also focused on delivering innovative employee-centric solutions that drive a reduction in voluntary turn-over, improve recruiting and provide an environment where our associates can thrive and do their best work."

SUCCESS STORY

Steve Hitchings is an innovative Information Technology Executive with a diverse technology and business background. Steve has demonstrated success in developing and executing IT strategies. Steve has an established record as a leader and business partner who collaborates with other executives to use technology to transform and simplify business processes. In his current role at Kenco, Steve is responsible for the management and leadership of all technology for Kenco Group's five business units.

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Haden McWhorter

CIO
Premise Health



"There are many accomplishments that I'm proud of but the ones that stick out the most are: I'm proud of the people we have attracted and the culture that we have built, I'm proud of the work that we did during the pandemic to meet the needs of our customers and our team members, I'm proud of our transition from multiple EMR's to one standard EMR, Epic., I'm proud of the work my team has done to integrate multiple acquisitions over the last 6 years, I'm proud that we are considered a key component in the success of Premise Health."

SUCCESS STORY

Haden McWhorter serves as Chief Information Officer (CIO) for Premise Health. Haden has over 30 years of experience in healthcare and technology including roles as an IT executive, data management and design, software development, and healthcare IT consulting. His experience in healthcare spans clinical laboratories, hospitals, pharmacies, pathology, surgery centers, long-term care, managed care, and lifestyle and condition management.



Kim Wismer

CIO
Pillsbury Winthrop Shaw Pittman LLP



When I joined the firm, I introduced a new culture emphasizing collaboration, accountability, trust, transparency, and fun. While some resisted, most adapted. Our team transitioned from siloed and demotivated to collaborative and effective, gaining the trust of our users. After a year, morale improved, collaboration was the norm, goals were achieved, and we had fun doing it. We even incorporated fun into our communications, which our users now read! The team was determined, skilled, and successful. I facilitated the change, but they did the work.

SUCCESS STORY

Kim Wismer oversees Information Technology at Pillsbury. She manages all aspects of the firm's technology and information governance system, including engineering, security, hardware and software components of the firm's computer network that process data and telecommunications, technical support and training. Kim selects, develops, integrates, and supports all desktop hardware applications, oversees technical training, and manages information governance, including electronic and paper client records.



Rick Brown

SVP & CIO
Varsity Spirit LLC



"Under my leadership the IT team is now working much more closely with their business counterparts to deliver technology solutions which create greater business value and adhere to the long-term IT vision. During the first two years of the transformation the team delivered many significant projects that led to increased revenue and greater efficiency within the business. The pandemic put those efforts on hold as the IT team refocused to help deliver virtual offerings that kept our customer base engaged. The temporary setback resulted in better processes, better partnership with the business, and better teamwork and collaboration."

SUCCESS STORY

Rick Brown is CIO of Varsity Spirit LLC. Rick is responsible for leading the teams comprising all aspects of technology, from Digital solutions and Application Development to Data & Analytics. Since coming to Varsity Spirit, under Rick's leadership the IT team has led innovative projects focused on efficiency within the Made to Order Manufacturing operations, customer experience in the Sales operations, and systems redesign for greater functionality and better user experience within the Events operations.



Stevan Townsend

CIO
Newport Healthcare



The success of Information Technology in our organization is a result of building a culture where we are focused on driving business value. Every project we work on is required to have a value statement and align with one of the Strategic Business goals. By empowering and encouraging the team to bring creative solutions to their customers, we have in many cases exceeded their expectations. My personal success has come as a result of having a fantastic team behind me and strong business partnerships.

SUCCESS STORY

Stevan Townsend has spent 29 years in the field of information technology, seventeen years in retail and the last seven in the behavioral healthcare industry. Stevan specializes in leveraging keen business acumen and broad technology expertise to deliver solutions for business partners. Prior to joining the Newport Healthcare team, he served as chief information officer (CIO) for Foundations Recovery Network and various roles at Tractor Supply Company in Brentwood, Tennessee.



KC Hampton

AVP, IT
Metropolitan Nashville Airport Authority



The Airport's 2019 All-Hands Survey listed IT as the worst performing department. The team was understaffed, disgruntled, and had a bad reputation for work always being late or never being completed. When KC started as the AVP of IT, we started a campaign to re-branding and reintroduce IT to all the other departments and really worked on regaining trust from the other departments. With a sense of hyper focus on customer service in every meeting, phone call, and interactions it really drove home all aspects of accountability. The 2022 All-Hands Survey lists IT as the leading department in performance.

SUCCESS STORY

KC Hampton was promoted to Assistant Vice President of Information Technology for both his leadership and technical expertise in managing the complex IT needs of the Airport Authority. In this position, KC manages strategic and day-to-day activities of the IT Department to ensure effective and efficient planning, delivery and security of enterprise systems and technologies for both Nashville International and John C. Tune airports.



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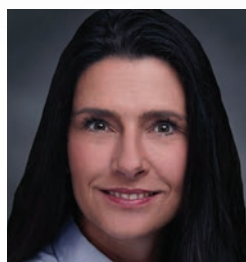
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