

CIO OF THE YEAR AWARDS



**FROM OUR
CHAIR**

**CIOs make
it all work**

Since last March Chief Information Officers everywhere have supported the largest work-from-home experiment in the history of the world. **3**



**KEYNOTE
SPEAKER**

**How airlines
will evolve**

Southwest Airlines President Tom Nealon discuss the importance tech has for improving the experience of both the business and leisure traveler. **4**



**LEADERSHIP
AWARD**

**Tech at the
center of
our lives**

Toyota Connected CEO Zack Hicks said he sees opportunities ahead for his company as it embraces more IT. **14-15**



The annual Dallas CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Corporate, Healthcare & Public Sector categories will be announced February 26 at the virtual DallasCIO ORBIE Awards.

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Congratulations to the Nominees & Winners of the 2021 Inspire Dallas CIO Orbie Awards

BlueSky IT Partners is a trusted adviser to CIOs, building the right foundation for their digital transformation initiatives. BlueSky is the expert in network and telecom connectivity, and have over 200 provider and carriers in our ecosystem. We offer consulting and solutions in the following areas:

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BlueSky is a certified Women Business Enterprise (WBE) and supports Dallas through its work with IT leaders and many local charities.

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CIO OF THE YEAR AWARDS

CIOs ENABLE LARGEST REMOTE WORK EXPERIMENT IN HISTORY

Since last March Chief Information Officers everywhere have supported the largest work-from-home experiment in the history of the world. Thanks to these innovative technology leaders, most organizations have managed to continue operating through this pandemic disruption.

Technology has enabled our new virtual lives; provided access to entertainment, food, and products delivered to our homes; and connected us with colleagues, friends and loved ones. Technology has helped us adapt, adjust, and survive our new abnormal. Without the leadership, planning, and foresight of CIOs, conducting business would be impossible under these circumstances.

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

Throughout this crisis, DallasCIO members have collaborated locally and nationally with CIOs from across industries. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO. What was their experience? What did they learn? What would they do differently? How could other CIOs benefit from sharing their experiences?

2021 CHAIR, DALLASCIO



There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is to join a peer leadership network with other

leaders working on solving similar challenges. The industries and size may be different, but winning approaches to effective leadership and problem solving 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 been inspiring CIO success through the annual CIO of the Year ORBIE Awards - but this is just the tip of the iceberg. By joining DallasCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together - across public and private business, government, education, healthcare and nonprofit organizations - creates enormous value for everyone.

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

Michelle Johnson

2021 Chair, DallasCIO
EVP & CIO, Freeman

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CIO OF THE YEAR AWARDS

KEYNOTE SPEAKER — TOM NEALON, PRESIDENT OF SOUTHWEST AIRLINES

Southwest exec explains how the airline will evolve through technology

BY EVAN HOOPFER

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Tom Nealon is the keynote speaker of the Dallas CIO ORBIE Awards to be held virtually Feb. 26.

Few fully appreciate the amount of technology that goes into transporting people via an airplane.

“I’ve never seen an industry that is more technology dependent than airlines,” said Tom Nealon, president of Southwest Airlines. “There’s just not another industry that has the same level of requirements – whether it’s on the operational side, flight control, dispatch, aircraft maintenance, gate and boarding and the customer experience.”

Nealon has been around technology throughout his career. Before becoming Southwest Airlines Co. president in 2017, he was the carrier’s executive vice president of Strategy & Innovation. And before coming to the Dallas-based carrier, Nealon served as chief information officer at places like J.C. Penney and Frito-Lay.

Southwest is finishing a major technology upgrade by bolstering its relationships with the world’s largest Global Distribution Systems. The major benefit of the upgrade is to improve the technology that will make it easier for Southwest to attract business customers – whenever that segment returns, and whatever form it takes when it does return. Since the pandemic rocked the industry last March, business travel has been a fraction of levels seen before COVID-19.

About a third of Southwest’s passengers are business travelers. Nealon wonders whether the mass adoption of video conferencing will take a permanent bite out of the business travel market going forward.

“I do think domestic leisure travel will begin to get back to 2019 levels in 2022,” Nealon said. “Where business travel gets to is unclear to me. It’s certainly going to be quite a bit longer. I’m not sure if it recovers fully, or 70 percent, 80 percent, 50 percent – that’s not clear yet.”

To discuss the importance technology has for improving the experience of both the business and leisure traveler, Nealon spoke with the *Dallas Business Journal*.

Southwest executives have mentioned before the desire to code-share with an international carrier,

which I imagine will help Southwest in its pursuit of business travelers. Is there a timeline for getting that partnership rolling?

You’ll see us do that in phases. Ultimately, we do want to have code-share capabilities so we can serve our customers for international. But there’s a path to that. The closer-in opportunity is for us to enable some things within our new reservation system like foreign language, foreign currency, and foreign point of sale that would allow us, whether we’re using a codeshare partner or not, to begin to go into business markets in Mexico and Canada.

The opportunity initially for us is to build those capabilities into our reservation system. By the way, that’s not a massive effort. We know we need to do this. It just has not made the highest priority at this point. GDS is a much higher priority, and a much higher value to us. Once we build those capabilities to enable business travel beyond domestic U.S. into Canada and Mexico, it’s a very short step from there to codeshare capabilities.

What about leisure travel? How will airlines’ use of technology evolve over the next 5-10 years? To me, it seems like airlines are a mature business and not a lot of major technology changes can happen.

I think your point is actually pretty valid. Although, having said that, there are still opportunities. There’s not as much self service as you might expect, and there are ways for us to improve self service. I think a push toward more self service is what the younger customers might want and expect.

What do you mean by self service?

Most of our bookings are self served – they are booking on their own, they aren’t calling a reservation center as much anymore. That’s one example.

But then any kind of reaccommodation or changes to the itinerary, or ‘I want to look up my travel funds, how much do I have in my account?’ – those are all things that drive a lot of calls right now. Oftentimes people forget, and I’ll just use unused funds as an example, people forget they have unused funds and they expire. Making that available to people so they can actually see, ‘I still have \$75 left, but it’s going to expire at some point so I better use it.’

That drives incremental travel for us. It drives tighter customer engagement, because they continue to fly with us. Those are just a

“I do think domestic leisure travel will begin to get back to 2019 levels in 2022”

TOM NEALON



SOUTHWEST AIRLINES

few examples of things that historically we’ve taken calls into our customer service center. To make those pain points go away is to make it easy.

Southwest is famous for the fact that you can’t purchase tickets on travel aggregator sites like Expedia or Kayak. Will that strategy change as airlines seek additional revenue wherever they can find it, or will you stay the course with your current strategy of funneling people to your own website?

I think it’s a very unique advantage. If I were at another carrier that had a lesser presence through their dot com environment, I really do have to use an OTA (online travel agency) just to drive

demand. We’re not in that situation. Rather, there’s just so much demand that is coming in because we have a very large customer file. Our customers are very, very loyal. People know to come check out southwest.com.

I think you can see that in how we show up in either paid or unpaid search. We always show up pretty high, just because there’s so much relevance, whether we’re paying for it or not. There are a lot of clicks and we always show up high. We tend to get a very nice flow of demand through southwest.com. I can’t imagine us moving away from that. Not to mention, we don’t pay ourselves a fee. The commission is zero, as opposed to going through an OTA, it costs a lot of money.

CIO OF THE YEAR AWARDS

WHO'S WHO



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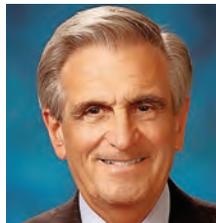
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NCH Corporation

SUPER GLOBAL

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

NANCY FLORES

EVP, CIO & CTO, McKesson Corporation

She is a results-driven executive with a record of transformational change and is responsible for tech initiatives, including software, infrastructure, application development tools and processes,

SUCCESS STORY

McKesson plays an essential role in providing personal protective equipment (PPE), medical and surgical supplies, and medicines to hospitals, pharmacies and clinics. ... It became evident that technology was foundational to our continued success, including transitioning much of our workforce to a work-from-home environment; scaling our core distribution information systems to accommodate peak orders of PPE ... and preparing existing and new infrastructure as part of the federal government's Operation Warp Speed for the distribution of COVID-19 vaccines and ancillary supplies.



TAMMY GILBERT

CIO & Head of Corporate Technologies, Fidelity Investments

She is responsible for providing technology to Fidelity's corporate functions, ensuring strong digitally enabled capabilities that protect Fidelity's brand and support the many Fidelity employees.

SUCCESS STORY

Fidelity Investments has created a strategy to evolve our culture to an innovative and agile method of delivering value in smaller yet more powerful increments. We strive to give our employees a frictionless environment with modern and mobile technology, making it easier to get work done. What truly energizes me is seeing the teams react to their success in driving business change and value. Being able to quantify the results builds a strong sense of pride and ownership, as well as a thirst to do even more.



SUE-JEAN LIN

SVP & CIO, Alcon

She is an accomplished global business leader across a diverse set of corporate functions including information technology, finance, cybersecurity, risk management, and digital transformation.

SUCCESS STORY

(She joined Alcon) as the company was embarking on one of the most ambitious journeys many will ever see in their careers. Alcon was becoming an independent company, and the mission is critical and time-bound: successfully and fully separate Alcon's IT capabilities from its former parent. A two-year journey with no room for missing schedules or scope. The company is well on track and ahead on many targets. Impressive on its own, this also coincided with a significant SAP deployment and, of course, the COVID pandemic.



SUDHIR NAIR

Chief Information and Technology Officer, LoanDepot

He is a Technology & Digital Operations Leader and a distinguished speaker with more than 25 years in various technology & operations leadership roles.

SUCCESS STORY

My accomplishments: Help grow the company and organization under unique market conditions and times with technology, automation, digitization powered by Data in a secure & safe compute environment and being a critical part of our growth and record revenue. I will continue to take the organization to new heights powered by technology and continuous innovation culture. I am passionate about growing talent and people in general. I have been instrumental in developing several successful technology talents and building & growing talent! and next-generation leaders!



PANKAJ PATRA

SVP & CIO, Brinker International

He oversees information technology and data security for Brinker and its restaurant brands. Pankaj is a longtime BrinkerHead and has served in multiple information technology leadership roles

SUCCESS STORY

Being a technologist at heart, he and his team focus on balancing business and tech needs while implementing solutions to improve the Team Member and Guest experiences and drive critical results. Pankaj is a longtime BrinkerHead and has served in multiple information technology leadership roles to transform Brinker into a leader in restaurant technology.



ANGELA VENUK

CIO, GameStop

Her current role is to culminate over 25 years of experience in Information Technology with roles spanning portfolio and project management, application development and support, and relationship management.

SUCCESS STORY

With over 25 years of experience, it is unusual to come across a scenario where you have no prior context or blueprint for success. 2020 presented such an opportunity to leaders across the globe as our business continuity plans were stress tested. ... Our business went from a primarily in-store company to an online business overnight. I am proud to share that our systems and our associates were agile, responsive and resilient. Many retailers did not survive the pandemic. GameStop did.





Historic values + the latest tech

Our company is grounded on America's Main Street where a firm handshake still means something and trust is strong. How we connect may have changed but the power of personal connections remains steadfast.

As one of the top ten¹ insurers in the USA, and the fastest growing,² we stand out because of how we've used technology to improve the lives of our employees, our communities, and our customers.

¹ NLG ranked #9 for individual life insurance sales, LIMRA US Retail Individual Life Insurance Sales Participant Report, 4Q2019

² Among all reporting life insurance companies 2014-2019 with individual life sales of at least \$50 mm in 2014 - LIMRA Sales Reporting, 2019



"Technology is an investment, not an expense."

Nimesh Mehta
National Life Group CIO

National Life Group® is a trade name of National Life Insurance Company, Montpelier, VT, Life Insurance Company of the Southwest (LSW), Addison, TX and their affiliates. Each company of National Life Group is solely responsible for its own financial condition and contractual obligations. LSW is not an authorized insurer in New York and does not conduct insurance business in New York. TC119530(0221)1

Congratulations to Omni's Chief Information Officer **Christi Liebe** for being nominated as a finalist in the 2021 Dallas CIO of the Year ORBIE Awards!

Christi is an innovative IT leader, and we could not agree more with the nomination!



Christi Liebe
Global CIO



GLOBAL

UP TO \$3 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

RAMNIK KAMO

EVP Global Operations & CIO, Mavenir

He is responsible for Mavenir's billings and revenue assurance, project delivery, professional services, customer support, managed services, supply chain, procurement, cloud operations, facilities, travel, information technology, information security functions.

SUCCESS STORY

I am proud to be part of Mavenir's 5G OpenRAN leadership journey. Mavenir is at the forefront of technology, serving 250 Wireless Providers who serve 4 billion subscribers across 120 countries. Mavenir is about innovation and agility. As CIO, it has been fulfilling to complete the successful and timely integration of seven corporate acquisitions, each bringing new advances to Mavenir. Each building a unified Enterprise IT and Security architecture with the best technology, simplifying and integrating critical processes, providing better performance measures and results; and Keeping our workforce fully productive through COVID-19 with no disruption to any Company operation.



CHRISTI LIEBE

Global CIO, Omni Logistics, LLC

She is responsible for leading the Omni Logistics global IT organization and developing and executing the transformative technology strategy that will support Omni's growth.

SUCCESS STORY

Omni is one of the largest privately held third-party logistics providers in the world. Our digital transformation strategy's key pillar is changing our culture and our technology platform to be data & insights-driven. Last year, we deployed a modern, highly scalable data warehouse that consolidates data from our legacy freight forwarding and warehouse management systems. This strategy allows the individual operational functions to control their operational processes and locally optimize operational efficiencies while enabling the corporation to make analytic-driven decisions globally.



BILL MCDONALD

CIO, WIS International

He is responsible for establishing the strategic vision for the technology functions for both the enterprise's inventory and merchandising segments, representing the company on technology matters with customers.

SUCCESS STORY

2020 has been a unique year. Many of the priorities for IT organizations across the globe changed overnight. The traditional "keep the lights on" and ensuring end-users had the tools they needed to complete their day-to-day tasks effectively took center stage. Simultaneously, the in-flight "projects" either changed entirely or had their timelines impossibly accelerated. Confident, calm leadership and flexibility were required for our enterprise to react and survive. I'm proud to be part of an enterprise that values and supports technology's role and leads a team of professionals who can respond and adapt quickly.



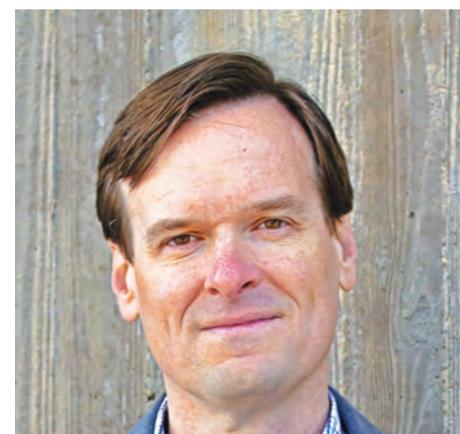
ANDY POTTER

CTO, Rug Doctor

He leads Information Technology Services at Rug Doctor. These services span internal IT operations to improve Rug Doctor operational efficiency and consumer-facing technology experienced by the Rug Doctor consumer.

SUCCESS STORY

I am modernizing the IT infrastructure, platforms and processes, allowing Rug Doctor to pivot to working from home in response to COVID-19 quickly. I have led a re-architecture of the WAN, moving to an SD-WAN architecture; implemented a modern UCaaS (RingCentral) and Contact Center (InContact); deployed new 4G routers to over 3800 Rug Doctor self-service kiosks; developed a new iOS application for Rug Doctor Field Service, replacing a Windows 6.5 application running on an industrial device. I have worked with Lenovo on an annual laptop lease, allowing for a four-year refresh cycle for company-owned laptops and implemented employee security awareness training using KnowBe4.



GERTRUDE VAN HORN

SVP & CIO, NCH Corporation

Under her leadership, the NCH IT team has transformed the environment, building a sustainable, robust platform for the future and evolving products and services for NCH clients.

SUCCESS STORY

NCH Corporation began 100 years ago during the first pandemic. I am proud that during this pandemic, NCH was able to rely on the capabilities and stamina of our Technology Team to safely and securely get everyone back to work remotely, quickly provisioning hundreds of devices, tuning networks, adding collaboration tools, call centers, and softphones to ensure global associates had the communications, conferencing facilities and bandwidth to carry on as if nothing had changed. Our most important mission for the Technology Team is to support NCH business operations and our clients, regardless of the challenges or obstacles.





*On behalf of Alcon's
22,000+ associates*

**Congratulations
Sue-Jean Lin**

SVP, Chief Information Officer

**2021 ORBIE AWARDS
Dallas CIO of the Year Finalist**

*Your leadership helps
people around the world
See Brilliantly.*



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Caliber Congratulates Ashley Denison, CIO

**THANK YOU FOR
LEADING WITH
PURPOSE & DRIVING
US FORWARD.**



LARGE ENTERPRISE

OVER \$2 BILLION ANNUAL REVENUE

ASHLEY DENISON

CIO, Caliber Collision

She is responsible for the enterprise-wide business IT strategy and implementation across all lines of business.

SUCCESS STORY

Building a great team has to start there—without that, you fail. After buying and integrating our largest competitor, our lives—and business—changed with the pandemic. COVID presented an opportunity: within days, we started a program (Caliber of Tomorrow) by asking how we understand the new rules, cost containment while maintaining teammate and customer communication, experience and innovation? Primarily IT-enabled and considered an ‘essential services’ provider, we took 90 days to improve Caliber’s processes and procedures. Our team took time to make a step-change optimizing 1,200+ centers, (re)training 20,000+ teammates, etc. This has led to a 12-month transformation.



JIM FRENCH

CTO, Transplace

He has a wide range of user interfaces, transaction processing and data technologies operating both on-premise and in the cloud.

SUCCESS STORY

I believe leadership is instilling a culture of accountability and continuous improvement. I’ve focused and advocated for the technology team at Transplace to challenge itself and look for new ways to manage systems, develop products and work with business partners to evolve. At our core, we are a metrics and data-driven culture. I am proud of how the Transplace technology team has embraced the continuous improvement mindset and how each challenges themselves and their colleagues with fact-based, risk-considered actions. We’ve seen the results in better delivery of new innovative products at higher standards of systems operability.



VIPIN GUPTA

CIO, Toyota Financial Services

He leads all aspects of Digital Transformation and Information Technology to transform, grow, and expand the business of TFS.

SUCCESS STORY

Toyota Financial Services enables freedom of movement for all by being a digital platform company. This required re-imagining the technology stack with a groundbreaking operating model, speed of a start-up, digitally savvy workforce, and cost-effective IT. We combined modern agile methods with renowned Toyota Production System manufacturing methods to re-design our operating model and architecture to launch Mazda Financial Services, our first private label on a new multi-tenant platform. On April 1st, in the middle of Covid-19 ‘shelter-in-place’ and our teams were adjusting to working remotely, MFS was successfully launched in 7 months versus initially planned 19 months.



NIMESH MEHTA

CIO, National Life Group

He focuses on technology operations to effectively align business and technology strategy with a customer-centric focus.

SUCCESS STORY

I’ve created a team that turns learning into performance by understanding the business, trusting each other, and challenging existing hypotheses, perceptions and cultural barriers that prevent change. Technology is now an investment and not an expense at National Life Group. We have amplified customer experience and digitally scaled National Life to become a top 10 and one of the fast-growing life insurance carriers in the U.S. We’ve transformed into a customer-centered team while reducing unit costs by more than 10%, modernizing technology and creating competitive advantages while leveling IT spending and contributing to the company’s triple-digit growth rate.



MIKE SANTIMAW

SVP & CIO, Rent-A-Center

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

SUCCESS STORY

By far the most important for any organization, my greatest accomplishment is the evolution of our technology capabilities into a World Class technology division that has Rent-A-Center well equipped to support the business evolution for all of our lines of businesses. We have created a technology organization built on trust, organizational unity, enterprise alignment, innovation and excellence in delivery methodologies. This, within a flexible extended partner ecosystem, is an unstoppable combination that has enabled an incredible ability to respond and innovate throughout the enterprise while also powering our journey to leapfrogging the competition.



ENTERPRISE

OVER \$800 MILLION ANNUAL REVENUE

BRIAN DREVICKY

CIO, Supreme Lending

He provides the leadership and strategic direction for Information Technology, Information Security and Service Delivery as part of the executive leadership team.

SUCCESS STORY

The biggest accomplishment a leader can have is witnessing individuals they've had an opportunity to serve become leaders themselves. When influencing them in their technical, communication or interpersonal growth, it's always amazing to see them push through a challenge faced to get a win. I help by not only offering consultative feedback but also just being a sounding board. I can share alternative approaches or other perspectives and reassure that I support them as they face their challenge. To know that you were an instrumental part of that growth process is personally very rewarding.



MICHELE RODGERS

CIO, Exeter Finance LLC

She leads the technology organization, which includes setting the strategy, development and implementation of new technology solutions that drive business value.

SUCCESS STORY

Much of my success is attributed to the amazing people at Exeter and the growth in our company. I have built a talented and trustworthy team that partners effectively with the business and provides transparency to our executive leadership team and board. I have set an IT strategy aligned to overall corporate strategic objectives, with agreed-upon by business stakeholders. The IT team has built a scalable, efficient, and cost-effective technology platform that enables Exeter's continuous growth and profitability through well-managed principles. I couldn't be happier with what we've accomplished, and I'm encouraged about the opportunities we have ahead.



HINA SHAMSI

CIO, Texas Capital Bank

She leads the company's IT strategy and execution, focusing on operational excellence, platform modernization and digital transformation.

SUCCESS STORY

Leading Texas Capital Bank through an Agile transformation during a year of unprecedented change has been an experience unlike any other in my professional career. We had to quickly shift from in-person work culture to 85% of our employees are remote. I'm incredibly proud of how our technology team delivered the capabilities necessary for the bank to function remotely, without missing a beat on how we serve our internal and external customers. COVID-19 has been an accelerator for our digital efforts, but it's all made possible through our team's talent, hard work, and desire to serve.



TREY SMITH

CIO, MIC Global Services

He is responsible for Information Security, Computing, Networking, Help Desk, and IT Field Operations for over 100 U.S. and Canada locations.

SUCCESS STORY

Running IT for three very different companies, in the middle of a pandemic, and selling the companies - that's a challenge! MIC Global Services CIO Trey Smith leverages a team of IT professionals to provide excellence in everything, including the Help Desk, IT Field Operations, Systems and Network Engineering, and Cyber Security at over 100 locations, including Alaska, Hawaii, and Canada. Improving connectivity, upgrading security cameras, and replacing phones during the pandemic while keeping employee safety as the number one priority has led to some long hours. But with great people, we accomplish great things!



MANI SURI

SVP & CIO, 7-Eleven, Inc.

He oversees 7-Eleven technology strategy and leads all of 7-Eleven's digital product engineering, data science, information technology and information security teams.

SUCCESS STORY

We strive to inspire and act like entrepreneurs every day to take calculated risks without fear of failure. With this mindset, my team is in an environment that allows them to express their passions, bring ideas to life, and solve problems they are itching to solve. Once this kind of attitude is established among your team, innovations, milestones, transformation, cost savings, and success will follow. I am proud to lead a team that trusts and supports each other to be an engine of innovation, providing first-of-its-kind and best-in-class products, services, experiences and more for 7-Eleven stores and customers.



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JOAN HOLMAN

CIO, Clark Hill PLC

She is responsible for all strategic and operational aspects of information technology and the firm's legal library.

SUCCESS STORY

My greatest accomplishment ... has been to actively support and lead the organization through the COVID pandemic while continuing to move forward with our digital transformation. The IT team ensured our attorneys, their groups, and our operations team were able to work efficiently, effectively and securely during the pandemic. We moved an organization traditionally 'in the office' to a remote working model in days. We provided hundreds of hours of training and support for user adoption while allowing our attorneys to focus on delivering client service.



JYOTI LYNCH

CIO, European Wax Center

She is responsible for delivering efficient and scalable solutions focused on improving the business, increasing revenue and enhancing the 360-degree guest experience.

SUCCESS STORY

As CIO, I have the opportunity to transform aging technology across European Wax Center's 800+ centers. With the majority of the centers being franchised, leading innovation spans beyond technology. It involves gaining consensus and investment across 300+ franchisees against a unified solution. The most foundational piece of technology is the point-of-sale. Our partnership with Zenoti for its cloud-based POS solution allows us to focus on growing profitability, supporting franchisees and enhancing the guest experience. Despite the pandemic-related center closures, this strategic initiative continued forward, and the rollout will complete in December. It's a foundational upgrade that will fuel our business transformation!



STEVE MCLAURIN

VP & CIO, Denbury Inc.

He has more than 30 years of experience working with leading organizations and managing their information technology solutions.

SUCCESS STORY

I believe in a coaching led leadership model. Most of the time, the concept of coaching is reserved for only the most senior leaders in the organization. I have broken those barriers in my current role and made them available for all my team members. One of the best examples of this comes from an employee who said coaching didn't just make him a better employee. It made him a better husband and a better father. High performing teams are the most significant contribution that a leader can deliver to an organization.



MARK OVERTON

SVP & CIO, Greyhound Lines, Inc.

He is focused on bringing in a business-centered IT strategy and utilizing a forward-looking roadmap, turning strategic objectives into measurable successes.

SUCCESS STORY

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



NEELU SETHI

SVP & CIO, Reddy Ice

She is responsible for IT strategies and operational management of IT applications and infrastructure of the largest manufacturer of packaged ice products in the United States.

SUCCESS STORY

She came to Reddy Ice in 2016 when the company was dealing with a low ERP implementation crisis that was impacting the business' bottom line, further resulting in organizational exhaustion and limiting growth. As a result, Neelu had to turnaround a problematic situation, influence transformational change, build an environment for innovation & enable the organization for future growth. To pivot the organization at a fast pace with limited budget & resources has been Neelu's most significant achievement and has grown her from being a Chief Information Officer to Chief Integration Officer who is focused on leading and enabling, not just controlling and governing.



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CIO OF THE YEAR AWARDS

LEADERSHIP AWARD — ZACK HICKS

CEO of Toyota Connected sees tech's power at center of all lives



JASON KINDIG

BY BRIAN WOMACK
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Zack Hicks is receiving the Leadership Award for the Dallas CIO ORBIE Awards to be held virtually Feb. 26.

Last year, a key area of Toyota had planned to hold another hackathon in the spring, yet the challenges of COVID-19 not only delayed the effort into July, but also required it to be digital.

But the "Connected" teams were able to create an idea for handling the once-simple task of test driving in the pandemic: Instead of a salesperson physically being in the passenger seat, the new tech could enable virtual communication.

"They did it without missing a beat," said Zack Hicks, who is executive vice president and Chief

Digital Officer at Toyota Motor North America and CEO and President of Toyota Connected North America. "It was really fantastic to see the collaboration and the innovation."

It was yet another new effort that Hicks is tied to as he's involved in some areas of technology development at the automaker even as COVID-19 remains a challenge. It's a key position at Toyota, the largest among its industry, while it faces new rivals and large competitors. Hicks sees opportunities ahead for his company as it embraces more IT.

"It's at the center of all our lives," he said in the interview. "It's in the car. It's around the car. It's around the office. It's how we build cars. It's how we get better data."

Hicks' roles and involvement in the company are many. He's chairman of Toyota Connected Europe along with senior general manager of Connected Company, Toyota Motor Co., according to its website. In addition to being chief

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CIO OF THE YEAR AWARDS

digital officer (CDO) at Toyota Motor NA he also has the global role of leading information security management for Toyota.

As the first CDO, he leads the Digital Transformation & Mobility unit, according to the website. With Toyota Connected North America, the “startup” serves as Toyota’s data science hub digitally tying together vehicles, customers and businesses through machine learning and artificial intelligence.

Hicks, who became an avid surfer in California, is from Michigan and has been with the company for roughly 25 years. He relocated to DFW in 2016 as part of Toyota’s relocation.

“I think technology – it’s going to continue to grow,” Hicks said. “Everybody’s role, whether you’re working in technology or not – some aspect of your job has to do with technology now. And nobody can afford to not know about it anymore.”

And there are many areas he’s interested in for the company – from working on using data and artificial intelligence to thinking about how Toyota can encourage multiple types of mobility.

Hicks talked about his efforts at the company:

Can you talk about what you see as your role at Toyota? I see myself as someone who is trying to help unlock the power of technology to make our products better and our customers’ experience better.

What about COVID, especially with the physical nature of what the company sells?

It’s been a year like no other. I was really proud of our IT team. COVID hit – and we understood that we’re all going to need to work from home – we’d already laid the foundation to be able to enable that. Within a couple of weeks, we were able to make the necessary changes. When we’re working on our connected car and head units, we do have to go in and do physical testing. So we had to figure out ways to do that in a safe way – what could be tested remotely. But then there were times when we actually had to physically touch the devices – and be able to put up plastic sheeting and screens to be able to do that.

What do you do as a leader, including trying to keep a creative edge for employees?

With Toyota Connected and that environment – it’s not just the trappings that you would expect from any kind of startup. I think there’s a genuineness, an authenticity around how we engage with each other and how we share with each other and how we try to be accessible – and kind of share our lives and bring our full selves to work each day. As a leader people can only connect with you if you’re authentic – and kind of share who you are. That’s what I’ve learned to do.

What’s something that you or a team are working on that you’re excited about?

“It’s at the center of all our lives,” he said in the interview. “It’s in the car. It’s around the car. It’s around the office. It’s how we build cars. It’s how we get better data.”

ZACK HICKS

One thing that we’re launching in our next-generation head unit is the ability to have that personal profile travel with you. You have destinations, your navigations, your temperature controls – what you like – maybe even your seat position. And the next time you get into a new Toyota/Lexus all that will just flow with you. So the first time you’re in a new Toyota, it will know when you say drive me home, where to take you – or have the right temperature settings. In the future, after you pull into your driveway and you open up your garage – maybe by the second or third time -- you won’t have to press it anymore. We’ll know the car is there, we’ll open up the garage for you.

It seems like we’re entering a new era after a time when vehicles could get dated. What’s in the future?

Before, we would launch the software and the hardware, and then that car would last, say, eight or 10 years. It feels really old. So now what we’ve done is – with over-the-air updates, we’re able to continuously give new software experiences in the car. So maybe you buy a car and the next year you’re in-car experience is even better than when you first bought it. And I think that’s what’s really exciting too. So the technology has caught up to a place – and decoupled it in a way – that it can keep getting better and instead of feeling it’s getting old.

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VIN CRISPINO

CIO, BayMark Health Services

He can transform strategic ideas and vision into reality through close coordination with the management team, stakeholders, and C-level executives.

SUCCESS STORY

One of my greatest achievements ... was the ability to streamline and improve the overall reliability of IT platforms and applications utilized by clinical staff to deliver healthcare for patients during the Covid epidemic while at the same time enabling mobile/remote access for telehealth and telecounseling. Traditionally our telehealth footprint is limited; regulations prevent administering behavioral health and opioid addiction medicine via telehealth; however, we received state approval to proceed and acted quickly to implement technology to ensure seamless care for (our) patients.



SHANE HENDERSON

CTO, Signify Health

He is one of the most tenured members of the executive leadership team. He has more than 30 years of experience in all facets of technology and software development.

SUCCESS STORY

We built a world-class clinical iPad app, cloud-based microservices, and scalable logistics and routing engine based on AI/ML that helped us answer the call when the White House needed help. Signify Health joined a task force with some of the largest retailers and healthcare companies in the country. We helped the Center for Disease Control and numerous manufacturing plants come back online by testing in many states. I am proud of our technology and product teams for their ability to adapt and use our platforms to impact our nation's health positively.



JOSEPH LONGO

SVP & CIO, Parkland Health & Hospital System

He is a recognized healthcare technology executive with a history of developing innovative and transformational technology strategies while creating alignment among IT service lines and clinical

SUCCESS STORY

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



PAMELA MCNUTT

SVP & CIO, Methodist Health System

She is a fellow in CHIME and HIMSS. She was awarded the CHIME/HIMSS John Gall CIO of the year award in 2002 and was named one of the Top 25 Women in Healthcare in 2011 by Modern Healthcare.

SUCCESS STORY

In my 27 year tenure at Methodist, my team's largest and most significant accomplishment was the 18-month implementation of an integrated Electronic Medical Record, Ancillary and revenue cycle system. We implemented successfully across all our hospitals and numerous clinics in a "big bang" on time and budget.



THERESA MEADOWS

SVP & CIO, Cook Children's Health Care System

She leads a team of 350+ members covering infrastructure, applications, telecommunications, and program management. The IS team currently supports 140 project initiatives.

SUCCESS STORY

In March 2018, Cook Children's converted to a single electronic medical records and revenue cycle system. This involved a big bang go-live approach at 80+ locations. We can complete this implementation on time and budget. The implementation was awarded the designation of "Good Install" by our electronic health record partner ... This installation has allowed us to begin doing more advance clinical work in analytics, business intelligence and predictive modeling due to more accurately capturing the data at the point of care and improving patient outcomes.



JAN ROSS

CIO, Technology Division, nThrive

She established a long-term cloud strategy, introducing enhanced capabilities and optimizing the IT infrastructure to serve as an industry competitive differentiator.

SUCCESS STORY

As an organization established by mergers/acquisitions, nThrive technology was disparate and complex. Over the past two-plus years, nThrive has replaced and enhanced over 80 percent of its technology footprint. Not only has this improved solution available to clients and colleagues, but it has also improved security posture and enabled nThrive to support new business growth, as the company aspires to create the industry's first fully autonomous revenue cycle.





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MARK ELROD

Director of IT, North Texas Food Bank

He has developed a simple approach and build an IT department that is not dependent on any individual using common frameworks that any qualified team could step into and take over.

SUCCESS STORY

My greatest accomplishment at North Texas Food Bank is being part of a great team committed to our mission of bridging the hunger gap in North Texas. The dedication of everyone, without exception, in normal times and crisis, is inspiring. They exemplify our core values of integrity, compassion, and collaboration. Closing the hunger gap in North Texas by providing access to nutritious food wouldn't be possible without them and the support we receive from our community. I look forward to the possibilities and challenges ahead as we pursue our vision of a hunger-free, healthy North Texas.



JACK KELANIC

CTO, Dallas Independent School District

His duties include developing the long-range technology plan to enable digital learning for Dallas ISD students and improving technology support for schools and District business operations.

SUCCESS STORY

Dallas ISD, like many public K-12 institutions, shifted to digital learning overnight when the pandemic hit. Working together with our School Leadership and Teaching and Learning divisions, Information Technology successfully pivoted the organization by quickly deploying necessary computers for students, mobile internet hotspots for home connectivity, digital learning applications, and business applications to maintain education services and business operations without missing a beat. What's remarkable — and perhaps unique about Dallas — is the way everyone else stepped up. We received tremendous collaboration and support from volunteers, businesses, community groups, local and state government, philanthropy, and more.



DOUG SHORT

CIO, Trinity River Authority of Texas

Texas's Trinity River Authority is a conservation and reclamation district providing water and wastewater treatment and recreation and reservoir facilities for municipalities within the nearly 18,000-square-mile Trinity River basin.

SUCCESS STORY

Changing the culture across the organization as it relates to IT. The staff was too small, lacked the required skillsets, and underfunded. These shortfalls resulted in a lack of organizational respect, inability to complete essential functions, and trust concerns. IT was stuck in firefighting mode without the ability to address issues or effectively leverage automation proactively. Fixing these issues required professionalizing the IT workforce and building effective relationships. By revitalizing the governance structure and building trust with the organization, we were able to absorb mission from other departments, reduce expenditures, expand our role, and provide increased value to our 1.7M customers.



CAREN SKIPWORTH

CIO, Collin County Government

She provides leadership for the continued development of an innovative, robust, and secure information technology environment throughout the county.

SUCCESS STORY

Caren provides leadership for the continued development of an innovative, robust, and secure information technology environment throughout Collin County. She has invested her education and knowledge in best practices, including enhancing online government services, paperless environments and enterprise solutions for criminal justice. Caren always believed that since technology is the catalyst of change, she would spend five years at each technology job and learn everything she needed to know and then move to the next position. Collin County has been her most extended — five years. After 30 years, she is still learning something new every day.



MICHAEL YOUNGS

VP of IT Services, DFW International Airport

He provides business and customer-focused technology leadership for the continued development of an innovative, robust, and secure technology program supporting the airport's tricky business and operational needs.

SUCCESS STORY

A CIO is only as good as his or her team. For a CIO to be successful, they must surround themselves with a diverse and strong leadership team that can effectively serve the organization. I am most proud of the new leaders I have recruited into our customer-focused, motivated, and results-oriented department. Building a cohesive, high performing ITS leadership team is the most significant contribution I have made to DFW.



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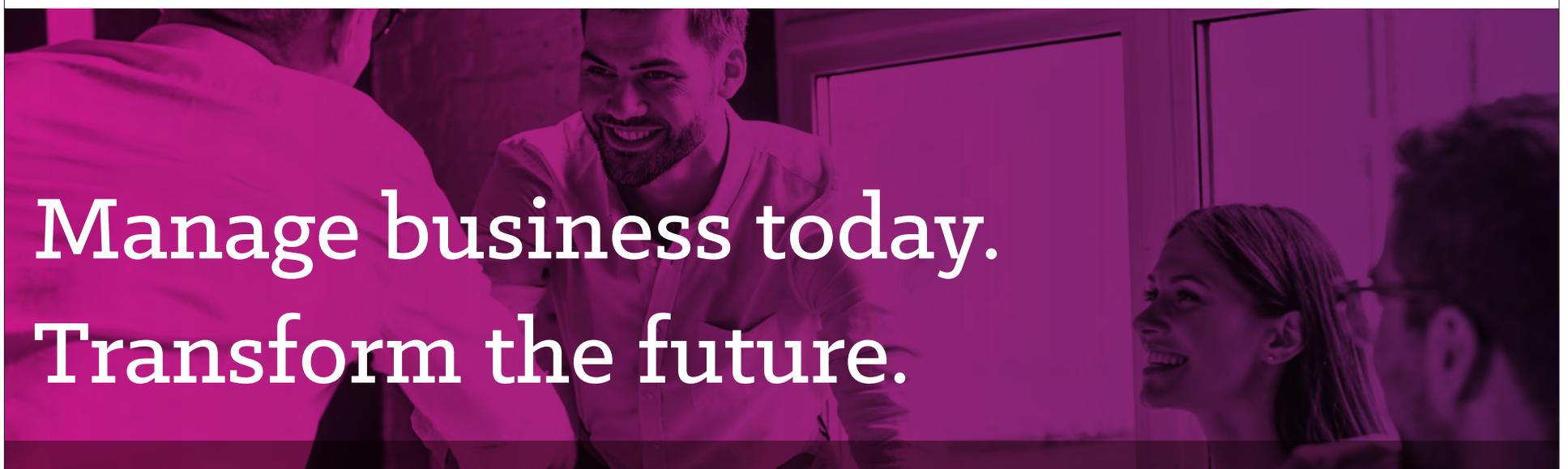
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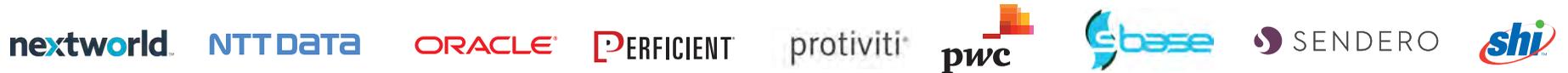
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