

SPECIAL SECTION IN PARTNERSHIP WITH CHARLOTTECIO

2021

# CIO OF THE YEAR

AWARDS

The annual Charlotte CIO of the Year ORBIE Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Large Corporate and Corporate categories will be announced Sept. 10 at the virtual CharlotteCIO ORBIE Awards.

CHARLOTTECIO OF THE YEAR  
**ORBIE**  
AWARDS



**FROM OUR CHAIR**

**Markus Hill**

CIOs are making a difference, transforming organizations with technology and enriching the Charlotte region. **21**



**LEADERSHIP AWARD**

**Cathy Bessant**

Keeping financial giant Bank of America ahead of the curve on technology innovation is no small task. **24**

CIO OF THE YEAR AWARDS

WHO'S WHO



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**Kevin O'Rourke**  
Service Logic



**Amish Patel**  
Aflac



**JP Saini**  
Sunbelt Rentals



**Scott Seese**  
LPL Financial (former)



**Michael Taylor**  
Pitt County



**Nancy Templeton**  
Extended Stay America Hospitality



**Lalit Thakur**  
American Tire Distributors



**Angela Yochem**  
Novant Health

\* Advisory Board Member

# CIO OF THE YEAR AWARDS

## LETTER FROM CHAIR, CIO OF THE YEAR AWARDS

# Pandemic elevates CIOs' strategic role in 2021

Since March of 2020, 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.

CharlotteCIO brings together leading CIOs of Charlotte's largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, noncommercial programs, CIOs build meaningful professional relationships



**Markus Hill**  
2021 Chair,  
CharlotteCIO  
CIO, Rodgers Builders

with colleagues facing similar challenges, solving problems and avoiding pitfalls.

Throughout this crisis, CharlotteCIO 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?

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 others working on solving similar challenges. The industries and size may be different, but winning approaches to effective leadership and problem solving are transferable. Every leader's perspective is valuable and contributes to the conversation – and everyone wins when leaders engage, sharing ideas, experiences and best practices.

For over 20 years, InspireCIO has been

inspiring success through the annual CIO of the Year ORBIE Awards – but this is just the tip of the iceberg. By joining CharlotteCIO, 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 CharlotteCIO, 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,  
**Markus Hill**  
2021 Chair, CharlotteCIO  
CIO, Rodgers Builders

## CONGRATULATIONS 2021 CHARLOTTECIO AWARDS NOMINEES

**MELISSA ANDERSON**  
Remington Arms Company

**ANDY CROWDER**  
Atrium Health

**KEITH GREGG**  
Mecklenburg County

**ANDREW LAMONT**  
3D Systems

**BEN PATEL**  
Cone Health

**NANCY TEMPLETON**  
Extended Stay America

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**WILL SHOWALTER**  
Wake Forest Health

**CHIP WARD**  
Milliken & Company

**MICHAEL CARLIN**  
UNC Charlotte

**BRIAN GALOVICH**  
Air Products

**SHEILA JORDAN**  
Honeywell

**ONYEKA NCHEGE**  
Novant Health

**NEIL STEIN**  
OrthoCarolina

**JOHN WELLS**  
HAECO Americas

**CHASE CARPENTER**  
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**SCOTT GOOD**  
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American International  
Group (AIG)

**MATTHEW CHEEK**  
SCOR

**PRASANNA GOPALAKRISHNAN**  
Bank of America

**JAMES KLUTTZ**  
Novant Health

**AMISH PATEL**  
Aflac/Empowered Benefits

**ROBERT TAYLOR**  
Hendrick Automotive Group

## CIO OF THE YEAR AWARDS

## LEADERSHIP AWARD

# How she keeps BofA ahead of the curve on tech, innovation

BY CAROLINE HUDSON

Local executive Cathy Bessant is not a classically trained technologist. Yet she worked her way through the ranks at Bank of America Corp., learning to lead in multiple lines of business, and became chief operations and technology officer in 2010.

Bessant started at BofA in 1982. She has held roles in corporate banking, product solutions, treasury services, real estate and marketing, among others. In her current role, Bessant leads the bank's global technology and operations division, a team of roughly 95,000 employees across 35 countries.

Besides banking, Bessant is active in the community, partnering with UNC Charlotte, chairing the North Tryon Vision Plan Advisory Committee and, more recently, helping to launch the 2025 Charlotte-Mecklenburg Housing & Homelessness Strategy. In 2017, she received the *Charlotte Business Journal's* Women in Business Lifetime Achievement Award.

Bessant is this year's recipient of the CIO of the Year Awards' Leadership ORBIE Award. She and others will be recognized at an awards event Sept. 10. Presented by CharlotteCIO, the program recognizes chief information officers and tech execs who have shown excellence in innovation, leadership, business value creation and community involvement. Twenty-three finalists have been selected across six categories. Winners are chosen based on an independent, peer-review process.

Bessant joins a list of distinguished Leadership ORBIE Award winners, including Angela Yochem at Novant Health, Cameron Faison at Charlotte Pipe and Foundry Co., Chuck Heck at Duke Energy Corp. and Craig Richardville at Carolinas HealthCare System, now Atrium Health.

Bessant recently talked with *CBJ* about how technology is affecting financial services and how BofA stays at the forefront of innovation and what factors into decisions.

## What role has technology played in the financial-services industry?

We have been on a constant automation and electronification journey for a long time, decades really. Wire transfers have been around for two generations at least, if not more. We've been automatically reading the MICR (magnetic ink character recognition) lines on checks for decades and doing ACH (automated clearinghouse) transactions (for) at least 20 years. The whole objective is to help make life easier for clients and customers. That's really the purpose of the destination of innovation.

The last 18 months, there has been tremendous growth in our digital channels, exponential utilization. We've all been using electronic channels, no matter what we're undertaking and everybody has been doing that a lot more. People always ask me, "How do we drive digital demand or digital adoption?" I think we're way past that in financial services. It's our job now to keep up with digital demand. The goal has to be to be able to deliver our full capabilities anywhere and anytime our clients and customers want them. That requires us to be brilliant at digital technology.

## Bank of America has long been on the forefront of technology. Has the pandemic led to increased urgency or accelerated innovation?

We've definitely been on a fast pace of innovation in 2020, despite what everybody thought might happen. We applied for and were issued more patents than any other year in our history. ... We are constantly working with clients and customers to understand what features are important to them, what insights

"One thing that's great about financial services is, because this has been a constant innovation, automation, electronification journey, we are used to and pretty experienced at making sure that technological change is a good thing for our employees."

**CATHY BESSANT**

are important to them and how we can deliver those digitally. I would say the pace has changed in terms of making sure that our digital channels offer customers everything that they want, with the full understanding that their expectations for quality of service and full availability have never been higher.

## Does the bank view technology differently than it did pre-Covid?

We have changed quite a bit our thinking about technological tools for employees, collaboration tools, accessibility. Having worked remotely for a long period of time means that, over time, a simple conference call doesn't work for every single thing that we're trying to do. The demands for fully available service and network capacity at all times became suddenly very high. Adapting to all of those needs for better tools and increased capacity does require us to think differently.

We've created a new role at Bank of America that we call our chief information officer for employee (experience). ... The reason we did that is so that we'd think about the applications of technology – how we think about the integration of technology across all of our various lines of business, people that work in our lines of business, how they can communicate with each other, how they can share and collaborate. If I had to put a term to it, I think in the past we've always thought of employees as the place where we should be as efficient as possible, meaning as low cost as possible in our employee tools. It only makes sense. But I think today, the needs of our employees and the demand of our talent in the workforce mean that we don't just have to be efficient, we have to be the best and we're working to get there.

## How does the bank stay ahead on innovation?

We've got a long-established



**Cathy Bessant**

DEBORAH TRIPLETT

leadership team who are best in the industry in their individual capabilities. We've got our top 1,000 managers in (Global Technology & Operations). We get together frequently via virtual channels and talk about what we're doing and how to stay on top of things. It's about having great talent and then communicating constantly about the vision for what we're after. The great thing about technologists is ... that their DNA is fundamentally creative, to attack an opportunity or to attack a problem and to use technology to cause even our employee experience to be great. You don't have to push a technologist too hard to stay on the forefront of things.

**How do you track down the talent you need for these technology jobs?**

There are always certain key areas where we want to keep accessing senior talent. That said, we are very focused on hiring internally. Two years ago, for our job openings at all levels, we would be hiring at about 39% internally. Today, that percentage is over 80%, and that's by design. We don't need more people. We need the people we have to be well-skilled for our needs today and into the future. One thing that's great about financial

services is, because this has been a constant innovation, automation, electronification journey, we are used to and pretty experienced at making sure that technological change is a good thing for our employees. For example, we have GT&O University, which is specifically dedicated to helping people re-skill, acquire new skills, sharpen existing skills, to be eligible for roles that we have open.

**How do you attract the talent that you do have to acquire?**

We have a great brand and a brand that's known for excellence in technology. The bank's Responsible Growth strategy, led by our CEO and Chairman Brian Moynihan, resonates even with the youngest people, who believe that being a great corporate citizen and being profitable have to go hand in hand. You can't have one without the other.

Second, we have a world-class set of compensation and benefits packages that help us attract people. In a world where people have rediscovered what work-life balance means to them or how they want to balance community and commerce, that ecosystem of compensation and fair wages and great benefits is really important in the attraction process as

well. The other thing in these spaces is that great talent gets great talent. People want to work for our leaders, and they come because we have a very special group of leaders.

**How do you make continued investments into your talent?**

We do talent planning twice a year to make sure that we're continually expanding and promoting our people. We work really hard to improve diversity in the disciplines where that diversity is not what we want it to be. Tech is a place where there aren't enough women, there aren't enough people of color, and we work really hard to ensure that our development and promotional efforts encourage a diverse workforce at all levels. We're investing in our talent all the time.

**Has the increased focus on tech brought different people to the table when BofA makes decisions?**

I don't think that it brought new or different people to the table. I think it's given the people that are at the table the requirement of new skill sets. ... You can't run a really large business unless you understand how technology works and the possibilities that technology might

have to change your business strategy. I would say it has broadened the skill sets of the people at the table, more so than it maybe brought different people to the table.

**How does BofA view technology as a factor in making decisions?**

It's always a factor to consider – just like risk, just like revenue, just like customer need and customer satisfaction. It's a consideration. How would we support this from a technical perspective? What do we need to build to make sure that the platform performs appropriately? All of those factors are a part of decision-making processes.

**What are some lessons you've learned as a technology leader, especially during the pandemic?**

I think the importance of empathy – really being able to see things through other people's eyes, your boss' eyes, your peers' eyes, your employees' eyes, your customers' eyes – when you can't see those things face-to-face. I think all leaders have been required to sharpen their skills on empathy. I think we've also had to really, as leaders, learn about speed. If you have 200,000 people and you have to figure out in three days how they can all work from home, that's a completely different kind of speed than is normal for a typical corporation.

One of the big (lessons) is about risk. Leaders have always evaluated risk in part based on probability. ... Well, probability has been thrown out the window because there isn't anybody who thought that a global pandemic was even a medium probability. So, reframing how we think about risk, not from what could happen to what if it happens. That is a very big deal, and good leaders are making that switch.

**What's next for technology in financial services?**

Universal infrastructure is important, so investing to have 5G technology enabled all over the country and all over the world is incredibly important. The technology is not new, but its availability is not universal. It's less about new technology than it is about the application and the deployment of those technologies. The exception I would make there of course is cyber, because as cyber criminals continue to get more innovative – and that's the job of criminals, to be innovative – we have to deploy technologies in new ways every day to make sure that we stay ahead of that trend.

## CIO OF THE YEAR AWARDS

# SUPER GLOBAL FINALISTS

OVER \$7 BILLION ANNUAL REVENUE AND MULTINATIONAL OPERATION



## CYNTHIA MILLER

*Chief Digital and Information Officer, HanesBrands Inc.*

### WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“2020 was a year of challenges and opportunities. It became a year of accomplishments for HBI, the technology team and myself. We migrated eight websites in six months across four countries remotely, transitioned a global team to a remote working environment in a two-week period successfully, pivoted from making underwear to making masks in a two-to-three week period, and transitioned to a new CEO whose data-driven consumer-centric focus has energized our entire organization. Challenging times can allow us to show our resilience and provide our best results. 2020 is evidence of that statement.



## RAMA KANDALA

*CIO of Communications and Life Sciences, Corning Inc.*

### WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“For a decade, IT has supported automation and standard global manufacturing processes. To advance this, I introduced digital, advanced analytics, machine learning, and AI into a critical product line. Initially, I explained the benefits and expected end results as well as needed inputs from the business. To aid in gaining buy-in and drive understanding of digitization I distributed “Competing in the Age of AI” by Marco Iansiti and Karim R Lakhani. Once implemented, my partners in the business quickly saw benefits, including yield improvement and enhanced error identification. This technology is now becoming standard for future new equipment and processes.



## SUHAS YERRA

*Global CIO, General Insurance IT, American International Group Inc.*

### WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“IT is instrumental in positioning AIG’s General Insurance business for success. Over my tenure at AIG, we have undertaken a digital claims transformation that increased customer satisfaction and reduced operational costs. It resulted in a unique platform that supports commercial claims adjudication in a single application context across 30-plus countries with multi-language and currency capability. We are also leading an application optimization effort – encompassing consolidations, upgrades, cloud migration, and other modernization – in pursuit of continuous improvement to the customer digital experience, strengthened operating stability, increased speed to market and data-driven insights.

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CHARLOTTE CIO OF THE YEAR  
**ORBIE**  
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## CIO OF THE YEAR AWARDS

## GLOBAL FINALISTS

OVER \$1 BILLION ANNUAL REVENUE AND MULTINATIONAL OPERATION



## BEN HALL

CIO, Krispy Kreme Inc.

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ Building a successful global technology organization starts and stops with people. The skills were present, and the team was hungry for success, but they were lacking clear direction. We collaboratively built a five-year strategic roadmap designed to ensure clarity of purpose and provide clear metrics to evaluate our progress. We aligned each project with the goals of the organization in terms of business value, created a mentorship program to enhance cross-learning and challenged each individual to take ownership in everything they do.



## JP SAINI

Chief Digital and Technology Officer, Sunbelt Rentals

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

As chief digital and technology officer at Sunbelt Rentals, JP Saini's leadership is positioning the company for broader opportunities, accelerated growth, and industry-leading innovation. He is spearheading Sunbelt 3.0, a global transformation designed to evolve and extend Sunbelt's industry-leading technologies and level up the company's ability to serve customers. Harnessing the power of emerging technologies, including AI and machine learning, he is supercharging and modernizing Sunbelt's intellectual property. A passionate technology evangelist and industry veteran, Saini leads a diverse technology organization focused on innovation, speed to market and generating positive outcomes for customers, employees and the business.



## MURALI BANDARU

EVP/CIO and Digital Officer, American Tire Distributors Inc.

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ My success story at ATD has been defining a technology transformation roadmap and successfully implementing key components to support ATD's purpose: “To help our customer thrive and drive into the future;” and vision: “To be the most connected and insightful automotive solutions provider.” It also enabled ATD to successfully navigate through the Covid-19 pandemic. With my leadership and extended team, we transformed the technology team's culture to be innovative, customer-focused, open to change and growth-oriented. We developed innovative solutions that created new revenue channels, enhanced customer experience, optimized costs, and enabled data-driven decisions using secure, scalable and highly available systems.



## PATRICK THOMPSON

CIO, Albemarle Corp.

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ I am honored and humbled to be considered for the third consecutive year as a Charlotte CIO finalist representing a great IT team at Albemarle. We have been on a impactful journey helping Albemarle transform our IT Digital Business Strategy to help with our Albemarle Excellence Operating model, driving material returns to the top and bottom line. We achieved great results but more importantly how we achieved the results is just as important — with diversity, equity, and inclusion using our core values of care, curiosity, collaboration, courage, humility, integrity and transparency.



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## CIO OF THE YEAR AWARDS

## LARGE ENTERPRISE FINALISTS

OVER \$10 BILLION ANNUAL REVENUE



## AARON GWINNER

SVP and CIO, Reynolds American

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ I joined Reynolds in 2019 to radically transform the Information, Digital and Technology organization, and we’ve made great strides in only two years. Our existing IDT team had strong delivery skills but lacked a future-focus mindset around innovation and creating business value with technology. Since I started, we defined a clear multi-year strategy, redesigned the IDT organization including changing 80% leadership roles, built a strong, diverse pipeline of talent, transitioned to remote working, won our companies’ top “Better Tomorrow” award, replaced our entire marketing technical architecture and platforms and migrated 68% of our infrastructure to the cloud.



## AMISH PATEL

CIO, Aflac/Empowered

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ Aflac’s enrollment platform, which brings in about \$2 billion in revenue, was launched in September 2020 with 4,000 incidents in six months. My team and I were able to stabilize this platform to less than 150 defects and, at the same time, we moved toward an Agile/Scrum approach by reorganizing teams into PODs. This was a monumental achievement considering we were in a global pandemic and we had a burning platform. We have also enabled a lot of virtual technologies that have redefined the business model from physical to virtual.



## ANDY CROWDER

Senior Vice President Chief Information and Analytics Officer, Atrium Health

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ The pandemic has challenged us in unforeseen ways. As the entire world went virtual, IT became critical in every corner of society. Our group was prepared to respond at a critical time to ensure we could continue to care for patients. From establishing Atrium Health Hospital at Home – a virtual hospital created in less than three weeks that saw a 7,500% increase in virtual visits – to cutting-edge use of clinical data and Covid-19 testing results, we were able to take aim at health disparities in the Black and Hispanic population and intervene to provide care where it was most needed.



## BONNIE TITONE

CIO, Duke Energy Corp.

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ Creating a culture of workforce agility within Duke Energy’s IT department. Allowing the time and supplying the avenues for IT teammates to routinely grow their skills and expertise to a best in industry transformation and digital energy practice — all with the goal of building from within the next generation of IT workforce that has the skills and expertise to enable the organization to obtain the clean energy goal of net zero carbon by 2050.

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## CIO OF THE YEAR AWARDS

## ENTERPRISE FINALISTS

UP TO \$7 BILLION ANNUAL REVENUE



## ONYEKA NCHEGE

SVP and CIO, Novant Health

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“Leading our team through Covid-19 — the largest digital challenge in Novant Health history — has been my greatest priority, purpose and privilege. Together, we have powered the delivery of nearly 400,000 doses (and counting) of the Covid-19 vaccine to patients across our markets. To achieve this, we’ve built out and merged multiple data sets, identified vaccine-eligible groups, tallied three unique vaccines, coordinated IT support for large-scale vaccine clinics and connected with people who are or aren’t our patients. Our team rose to the challenge of keeping our community safe, and we’re continually updating digital services that address a changing health-care landscape.



## REENIE ASKEW

CIO, city of Charlotte

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

As the CIO for Charlotte, Reenie Askew combines technology expertise with critical business acumen to lead the Innovation & Technology department. Askew is dedicated to improving business, public safety, and citizen-facing services through optimum management of data, assets and services. Her senior technology leadership career spans public and commercial industries. She is a key driver of transformational change and is instrumental in leading complex business and technology initiatives, while skillfully unifying diverse teams, technologies, and business requirements to transform vision into reality. Askew is passionate about mentorship, helping professionals build self-confidence and encouraging the pursuit of life-changing education and career opportunities.



## RICH ROGERS

SVP and CIO, Prisma Health

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“Prisma Health was formed with the merger of two equal sized health systems — Greenville Health System and Palmetto Health. Supporting our business strategy to operate as a single organization, many IT initiatives have been delivered in the last 12 months. These initiatives included the consolidation of technical infrastructures, the implementation of a single electronic medical record and revenue cycle system, and the consolidation and implementation of a single cloud-based ERP solution. These initiatives were all successfully delivered while simultaneously supporting our health system response to the pandemic. I am extremely proud of our IT team and organization.



## SATHISH MUTHUKRISHNAN

Chief information, data and digital officer, Ally Financial Corp.

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“Our focus on creating a culture of innovation, digitizing core, delivering sustainable customer and business impact while transforming the way we work has been very successful. This started with a one-page technology strategy and organizational change from vertical to horizontal lean, enabling accelerated learning and execution. Focus on internal mobility and talent maximization created a continual learning platform. We’re seeing impactful progress in AI, automation, cloud, devsecops, agile, Quantum and are now launching new capabilities in just weeks. This foundational and systemic shift positions Ally for continued growth as a leader in digital financial services with technology at its core.



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## ALLEN LOOK

*CIO and Vice President for technology, Hayward Holdings Inc.*

Allen Look is a senior business and technology executive with over 30 years of global experience in mid-market and multi-billion-dollar companies. Working across many industries from manufacturing to digital marketing, he has executed dozens of domestic and global M&A transactions, and has conducted more than 20 transformational enterprise system implementations across seven brands of software. Prior to his current role at Hayward, he provided executive advisory services in private equity, supporting M&A and cyber security initiatives, was the top IT executive for SI Group, a world leader in specialty chemicals and pharmaceuticals for over 20 years and spent seven years with GE's Power Generation division.



## KEVIN EAMIGH

*VP of Global Business Services/CIO, SPX FLOW Inc.*

**WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?**

“ My greatest accomplishment is developing an IT team that's integral to executing our business growth strategy. We've grown online sales to about 30% of our revenue with a path to 50%. We've transformed the digital customer experience, expanding our eCommerce platform and building tight integrations with customers, giving them seamless ways to engage with SPX FLOW. We've partnered with our teammates, building innovative products and solutions that help customers cut costs and increase production. And we've done this by developing great leaders and a global team willing to do what it takes to win embodying our values – Empower, Evolve, Exceed.



## PHILL WOOD

*CIO, Cape Fear Valley Health System*

Phill Wood assumed the chief information officer position for Cape Fear Valley Health System in March 2012 and is responsible for overseeing the IT and telecommunications division. He has more than 20 years of information systems experience in health care. He earned his bachelor's degree in management information systems from East Carolina University, and MBA from Syracuse University in Syracuse, New York.



## NANCY TEMPLETON

*CIO, Extended Stay America*

**WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?**

“ My greatest accomplishment this past year has been leading my incredibly talented organization through enormous change. I took over as CIO after a change in leadership in the top levels of the organization and within six weeks, we had gone to a fully remote workforce due to Covid-19. New senior leadership team, new strategy and a remote team – quite the trifecta to begin your new role as CIO! In spite of the incredible uncertainty and change, we were able to deliver the full slate of projects for the year which contributed to record-setting performance for our company.

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## CIO OF THE YEAR AWARDS

## CORPORATE FINALISTS

UP TO \$1 BILLION ANNUAL REVENUE



## ANGELIC GIBSON

CIO, AvidXchange

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ My greatest accomplishment since joining AvidXchange in October 2018 is the way I’ve transformed the way the Technology Delivery & Operations (TD&O) teams operate. Through an initiative I developed called AvidWow, AvidXchange Way of Working, the company has been able to better align technology resources with business priorities. This shift in thinking and working has helped to increase the company’s efficiency, deliver a better overall customer experience, and allowed me to gain the trust of my teammates and leadership.



## MICHAEL TAYLOR

Deputy County Manager - Chief Information Officer, Pitt County

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ I would suggest a significant accomplishment is demystifying technology and helping the IT team and stakeholders focus on outcomes. Many times individuals come with a solution without considering the breadth of what needs to be accomplished to meet true needs. This can set the stage for a win-lose scenario rarely resulting in long-term effectiveness. My role allows for a wider perspective of challenges and the importance of equal advocacy for resources. Implementing technology for technology sake rarely has meaningful impact and can result in negative consequences. Discussions in simple terms fosters greater buy-in and minimizes perception of elevated position.



## RAJA MUSUNURU

Chief Technology Officer, Amicus.io

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ Turned around the technical and product teams by bringing in world-class talent and instituting a low ego and highly collaborative culture. Completed the build out of our philanthropic platform, achieved SSAE16 (SOC 2) Type II certification and launched with a top three global financial institution, our first paying customer. That launch became a proof point for our platform, both in terms of the product-market fit and our enterprise readiness for scalability, availability, resilience, cyber security and compliance risk profile. It gave us credibility within the industry and opened many doors with other prospects.



## BRIAN MINNIX

CIO, Rack Room

## WHAT IS YOUR GREATEST SUCCESS IN YOUR CURRENT ROLE, AND WHY?

“ With the help of a very talented IT team, IT leadership, business leaders and the support of a fantastic president and CEO, our organization has embarked upon a set of transformational endeavors that will continue to drive growth through business agility and technology engagement. We have implemented a framework for technology enabled business improvement. The value we have realized by investing time together discussing business challenges and priorities and how technology can support and implement solutions that drive business value. Together, we are ensuring we capture the value and take full advantage of our technology investments.



## proud to have a leader on the cutting edge of **technology.**

We're so excited to celebrate Sathish being named as a finalist for Charlotte Business Journal's CIO of the Year award. After a year in accelerated digital transformation, he fearlessly led the way and made our digital services and technology even better.

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# Congratulations, Onyeka Nchege.



Novant Health is honored that our team member Onyeka Nchege, chief information officer and senior vice president of digital products and services, was named a finalist for the *Charlotte Business Journal's* Chief Information Officer of the Year.

Your excellence in technology innovation is helping build a stronger organization and community. We thank you for your remarkable dedication to all that you do.



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**JP SAINI** CHIEF DIGITAL & TECHNOLOGY OFFICER

Well-deserved congratulations for the honor of being nominated CIO of the Year.



**CONGRATULATIONS**  
**BRIAN MINNIX**  
*RACK ROOM SHOES CIO*

AND ALL OF THE CHARLOTTE  
 CIO OF THE YEAR FINALISTS

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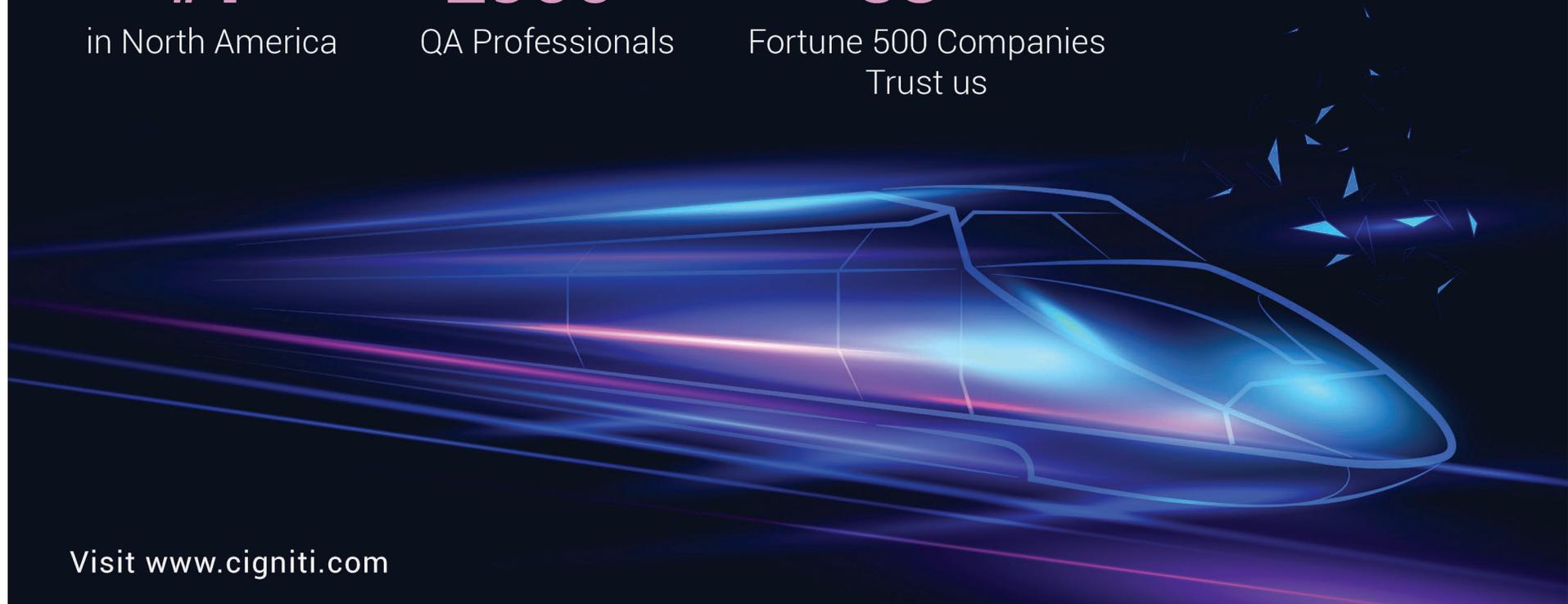
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Congratulations, Phill Wood for being honored as a **CIO of the YEAR** finalist!



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