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BUSINESS JOURNAL



The annual Tennessee 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 June 17 at the Omni Nashville Hotel.

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**KEYNOTE**

Being on the front line of digital transformation **B3**



**LEADERSHIP AWARD**

IT shifts are as much about psychology as technology **B5**



2022 CIO OF THE YEAR



FROM THE CHAIR

# Technology Leaders are the X-Factor

Technology is at the center of modern business transformation and leadership is the X-factor between surviving and thriving in today's digital economy. TennesseeCIO brings together leading CIOs of Tennessee's largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls. TennesseeCIO members collaborate locally and nationally with CIOs across industries because, successful CIOs understand the 'superpower' of trusted relationships. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing likely has been solved by another CIO. There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is by collaborating with other leaders facing similar challenges. The industries and size

may be different, but winning approaches to effective leadership are transferrable. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices. For over 20 years, InspireCIO has helped CIOs succeed in today's most challenging C-suite executive role. By joining TennesseeCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together - across public and private business, government, education, health care and nonprofit organizations - creates enormous value for everyone. Together, we are transforming our economy using technology and enriching our region and our world. On behalf of 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

**Andy Flatt**

2022 Chair, TennesseeCIO  
SVP & CIO, National Healthcare Corporation

2022 CIO OF THE YEAR

# Being on the front line of digital transformation

As Executive Vice President, Strategy and Technology, for one of the world's largest global technology service and consulting firms, Anil Cheriyan is on the front line of enterprise digital transformation.

New Jersey-based Cognizant (NASDAQ: CTSH) has more than 340,000 employees worldwide, working with large clients to reshape their business operations through the Internet of Things (IoT), artificial intelligence, and the latest in software engineering and cloud technology.

The Covid-19 pandemic accelerated digital transformation across industries, Cheriyan said in a recent interview with DisrupTV.

"So now, as we start coming out of Covid, the question is what's going on? What's going to happen to this digital transformation journey that everybody's been on?" he said. "My whole belief is that we've gotten to a momentum now that we're just going to keep on rolling. It's just

going to keep going. It's almost unstoppable."

The Nashville technology community will hear more of Cheriyan's insights when he delivers the keynote address at the 2022 Tennessee CIO of the Year® ORBIE® Awards celebration.

There is a lot to discuss. "All the clients that we see are continuing to drive a huge amount of their budgets and investments in terms of digital transformation," Cheriyan said in the DisrupTV interview, adding that the lens of enterprise, social and corporate governance, or ESG, also is creating change in business today.

Cheriyan has held several senior leadership roles throughout his career, including at IBM Global Business Services, where he served financial services clients and led the insurance industry practice, and at PwC Management Consulting, where he led several global industry and technology practices. He went on to serve as Executive Vice President and CIO of SunTrust

2022 KEYNOTE

# Anil Cheriyan

EVP, Strategy and Technology | Cognizant



Banks and launched the consulting and advisory firm Phase IV Ventures, which focuses on advising banks, technology firms and late-stage growth startups.

In 2018, President Donald Trump appointed Cheriyan as Director of the Technology Transformation Services and Deputy Commissioner of the Federal Acquisition Service, where he worked to accelerate digital transformation initiatives across the federal government.

Today, in addition to his executive role at Cognizant, Cheriyan serves on the advisory boards of several late-stage growth startups and is an advisory partner to Insight Venture Partners and FTV Capital. He also serves as the executive sponsor of Cognizant's Pan-Asian Affinity Group.

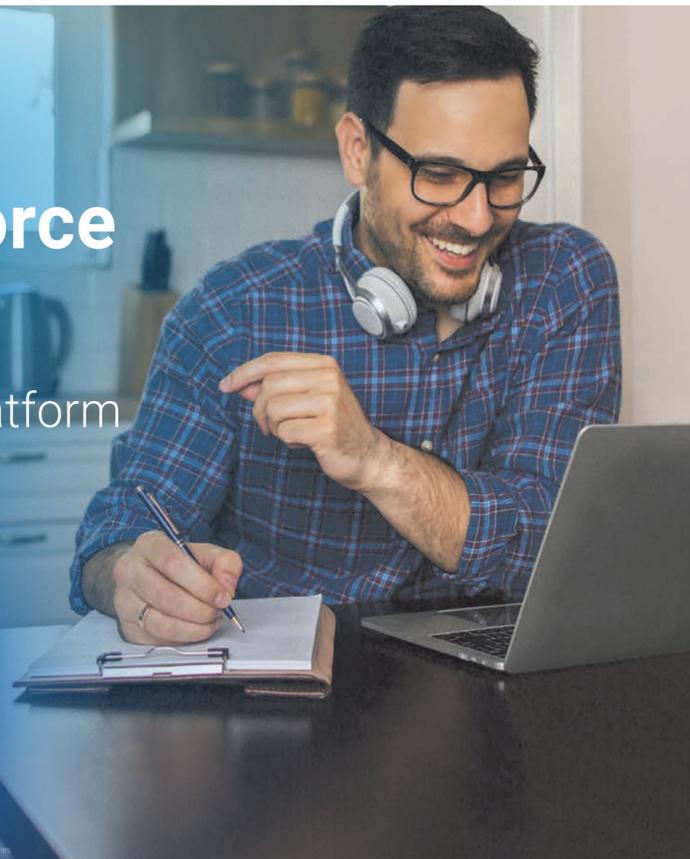
This is an abridged version of the full Keynote profile, which can be found at: <https://bizj.us/1qfgzz>



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# CIO OF THE YEAR ORBIE AWARDS




Congratulations to West Tennessee Healthcare's Scott Krodel Finalist for the 2022 Tennessee CIO of the Year® ORBIE® Awards!



LifePoint Health proudly recognizes **AL SMITH** and all of this year's inspiring **ORBIE Award** honorees for their outstanding leadership and service.



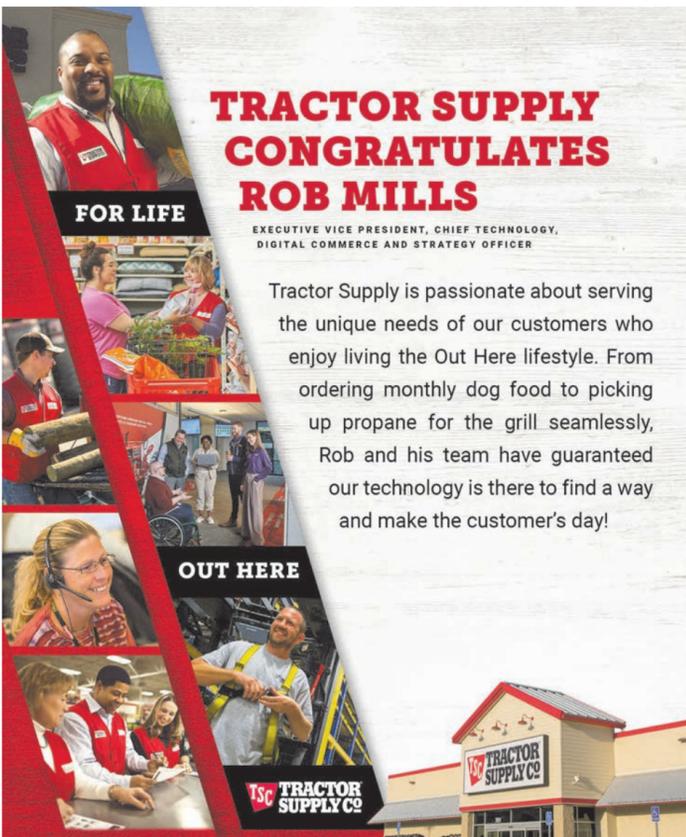
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## 2022 CIO OF THE YEAR

### IT shifts are as much about psychology as technology

**2022 LEADERSHIP**  
**B. Anderson (Andy) Flatt**  
SVP & CIO | National HealthCare Corporation



As the son of a small-town preacher, Andy Flatt grew up understanding the positive impact of servant leadership. He's sought to model that style from his early days as a software developer for a company specializing in nephrology and kidney disease treatment to this work today as the senior vice president and chief information officer for National HealthCare Corp. (NHC).

Flatt said he is honored to represent the National HealthCare Corp. team as he accepts the 2022 Leadership Award in the Tennessee CIO of the Year ORBIE Awards program, which recognizes chief information officers for excellence in technology leadership. "Leadership recognition is not an individual thing," he said. "I'm just representing a team that's done good work."

Flatt has 38 years of experience with public and private health care companies, including more than 20 as a CIO. He has served in executive leadership roles at Corizon Health, Cigna-HealthSpring, AIM HealthCare (now a division of Optum) and Baptist HealthCare System (now a division of Ascension Health). During his career, he has led teams that received national and global recognition as a pioneer in electronic health record development, large-scale data transaction processing, VoIP telephony and call center technologies.

When he joined NHC five years ago, Flatt was the first person to hold the CIO title at the company, emphasizing the company's commitment to digital transformation. During that period, NHC has made substantial investment in a transition from custom developed, on premise to third party, cloud-first platforms. There has also been significant investment in analytics, data-driven-intelligence and a robust cyber/

information-security program. Murfreesboro-based National HealthCare (NYSE: NHC) is the nation's oldest publicly traded long-term health care company. NHC is a \$1 billion company that operates 75 skilled nursing centers, 24 assisted living communities, a behavioral health hospital, five retirement communities, 34 homecare agencies and 28 hospice agencies.

In addition to his work at NHC, Flatt is active in the community. He serves on the boards of Ascend Federal Credit Union, Second Harvest Food Bank of Middle Tennessee and Middle Tennessee State University's MSPS Advisory Group. He also is passionate about mentoring the next generation of technology leaders, serving as a mentor and coach through the InspireCIO Next Generation Leader and the Greater Nashville Technology Council's Emerging Leaders in Technology programs. Continue reading at: <https://bizj.us/1qfgzp>

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Congratulations to our CIO

*Melissa Scheppelle*  
one of Tennessee's best!



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# Congratulations, Tom Barnett!



## Transforming Health Care Through Technology

Congratulations to Chief Information and Digital Officer Tom Barnett on his 2022 Tennessee CIO of the Year ORBIE Award nomination. He is guiding the transformation of Baptist's 22-hospital digital landscape, helping to enhance quality and provide greater access to care for patients. We are grateful for his vision and leadership!



Get Better.

2022 CIO OF THE YEAR

# SUPER GLOBAL FINALISTS

OVER \$10.5 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



**William Orange**  
VP & CIO,  
Nissan Americas



William Orange is an accomplished technology leader and transformation agent with more than 30 years of progressive technology and data experience. William is currently responsible for managing all facets of Nissan's information systems/services, Cybersecurity and Data/Analytics in the Americas. Prior to joining Nissan in 2012, William was a global IT Executive at Dell and prior to that a Sr leader with PriceWaterhouseCoopers Consulting.

**SUCCESS STORY**

While not totally complete, our greatest accomplishment is the transformation of the Nissan Americas IT organization from "keep the lights on org" to a "strategic business enabler". We started at the bottom, challenged our own "internal IT status quo", had to re-evaluate the services we had previously outsourced and insource the strategic activities that are critical & transformational and had to modernize our delivery ways of working with the business. We now have a strategic vision directly aligned and traceable to the business goals and underpinned by our plan to re-skill and up-skill our workforce and accelerate time to value.



**Taren Rodabaugh**

CIO, Bridgestone Americas



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. Rodabaugh 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.

**SUCCESS STORY**

I joined Bridgestone Americas during significant change. As a company, we pivoted our company strategy and as an IT department, had to enable remote work because of COVID, onboard a new CIO, and change the IT operating model. These evolutions enabled our journey, but also created a disruption-exhausted IT organization. My greatest accomplishment was guiding the organization by creating agency for our teammates and driving certainty into their work and efforts. Building this entrepreneurial spirit and positive energy is a significant impact that continues to enable our IT success which will ensure achievement of our company strategy.



**Cassandra Santos**

CIO,  
Asurion



Casey Santos is Chief Information Officer for Asurion, a leading global tech protection and support company. As CIO, Santos is responsible for Asurion's core technology operations behind the company's tech care products and services along with the company's enterprise technology services. Prior to joining Asurion in March 2021, Casey held the role of Head of Business Process Innovation, Workflow and Automation at global asset management firm, Alliance-Bernstein.

**SUCCESS STORY**

Asurion believes technology should work for everyone. As a tech care company, Asurion meets every question with an answer, every problem with a solution, and every stressful moment with an expert who cares about making it right. Since joining Asurion, Casey has led Asurion's Technology organization to do just that, ensuring tech works for million customers, partners, and employees. Her team delivers through cloud-first and AI-enabled technology. Casey fosters a diverse and inclusive culture within Asurion and the community as the board chair-elect of the Nashville Technology Council and a member of Women in Technology Tennessee.



**Pal Narayanan**

EVP & CIO of the Americas Region,  
GEODIS



As a proven leader in information technology with over 25 years of experience in the field, Pal is currently the Executive Vice President and Chief Information Officer of GEODIS in Americas, responsible for overseeing information technology within the region. Pal aligns the IT strategy and vision with the overall business strategy, assisting GEODIS' growth by providing technologies and automation that, in turn, drives customers' growth.

**SUCCESS STORY**

At GEODIS Americas IT, my greatest accomplishment is transforming the IT culture from a tactical and reactive culture into a strategic, vision-based organization while retaining our foundation in customer focus. This culture change has led to modernization initiatives, and new product introductions across IT, that has helped accelerate our business growth. Our business in the Americas has tripled with significant growth through the pandemic while holding my position as CIO. I'm very proud of how our team has managed this astronomical growth of our company while keeping up with market trends and customer demands.

# GLOBAL FINALISTS

OVER \$3.5 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



**Aldo Nosedo**

VP & CIO,  
Eastman



Aldo Nosedo is Vice President, Chief Information Officer for Eastman Chemical Company. Nosedo joined Eastman in August 2018. His responsibilities include the digital strategy of the company. He 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, Nosedo led the activation of new Digital Products to the market enhancing Eastman's portfolio offering.

**SUCCESS STORY**

We implemented a holistic data and decision-making program that not only established a change in the way the company makes decisions through certified information, but the use of AI and ML to accelerate discovery of new products and commercial opportunities. In addition, Eastman has launched two major digital products: CORE for our paint protection films dealers with now more than 3,000 customers, and Fluid Genius for our Specialty Fluids business, now more than 800 customers.



**Melissa Scheppele**

SVP IT & CIO,  
A0 Smith



As Chief Information Officer, Melissa is responsible for the continued growth and transformation of the Company's information technology platforms, as well as the creation of the Company's technology strategies to assist the Company in meeting its goals and objectives. Additionally, she serves as a member of the Company's Executive Leadership Team, which is responsible for shaping the Company's overall corporate strategy and direction.

**SUCCESS STORY**

Leveraging new technology, giving us visibility to the entire network of devices, improving the effectiveness of deployment, management of devices, securely. We are now able to prioritize device replacement due to visibility to devices in a very detailed way. We are able to identify and remediate vulnerabilities on demand, with real time patching or quarantine of devices. This may seem routine in 2022, but we didn't have a global process or tool set, making it difficult to provide an efficient and effective IT environment for knowledge workers, ensuring the consistency and standardization of the device hardware, software, and overall configuration

2022 CIO OF THE YEAR

# LARGE ENTERPRISE FINALISTS

OVER \$3.5 BILLION ANNUAL REVENUE



**Tom Barnett**

CIO & CDO,  
Baptist Memorial Health Care



Tom Barnett, MBA, is the Chief Information and Digital Officer for Baptist Memorial Health Care Corporation, an integrated healthcare delivery network headquartered in Memphis, Tennessee. In this role Tom is responsible for information technology, application services, as well as digital solutions and digital patient engagement for the 22 hospital health system, ambulatory physicians group, and Baptist Health Sciences University serving the states of Tennessee, Mississippi, and Arkansas.

**SUCCESS STORY**

Navigating this team through the COVID pandemic here in Memphis just as I arrived into this role. Helping our health system, our partners, our employees, and our patients adapt to new challenges in the face of uncertainty and seeing teams come together in new and innovative ways to accomplish what was thought impossible was truly amazing. From expanding telemedicine services to supporting our remote employees, from drive-through COVID testing innovations to virtual patient visit technology for concerned family members. I am proud and honored to be part of such an outstanding, world-class IT team!



**Michelle Borninkhof**

SVP & CIO,  
AutoZone



Michelle Borninkhof has served in the role of Senior Vice President - Information Technology (IT) and Chief Information Officer for AutoZone, Inc. since May of 2021 and is a member of AutoZone's Executive Committee. She is responsible for building upon and accelerating AutoZone's innovative progress while effectively serving the internal organization and external customers. Prior to joining AutoZone in 2021, Michelle was Chief Information Officer and Vice President - U.S. Technology at McDonald's.

**SUCCESS STORY**

My greatest accomplishment in my current role is the impact I've been able to make on our people. The relationships I have built and the opportunities that I have been able to provide to our incredibly talented team is what I am most proud of in this role and in my career. 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.



**Rick Keller**

SVP & CIO,  
Ardent Health Services



Rick Keller brings more than 30 years of Information Technology experience, primarily in healthcare and financial services, to his role at Ardent Health Services. Since joining the company in 2008, he has built a solid Information Technology infrastructure, application portfolio and team while leading IT operations for the Ardent enterprise. He has been instrumental in providing technology strategy and support as the company has expanded.

**SUCCESS STORY**

Implementation of Epic at our 30 Hospitals in just over 4 years. Ardent doubled in size from 15 to 30 hospitals during this the project. We accomplished this initiative under budget. This initiative displaced over 80 best of breed applications and reduced our annual net operating expense. ROI is estimated to be at least \$12M annually. We built an incredible team to accomplish this clinical, technology and resource transformation. Through the use of innovative support methods such as remote "At the Ear" resources as well as on-site support "At the Elbow" staff we completed the implementation during a pandemic.



**Rober Mills**

EVP, Digital, Strategy & Technology Officer,  
Tractor Supply Company



Rob Mills has served as Executive Vice President, Chief Technology, Digital Commerce and Strategy Officer of Tractor Supply Company since August 2018 and is a member of the Company's Executive Committee. He previously served as Senior Vice President and Chief Information Officer from 2014 to 2018. In this role, he is responsible for leading teams in charge of building technology platforms to support the growth of all business functions, overseeing Ecommerce and coordinating the Company's long-term strategy.

**SUCCESS STORY**

My greatest accomplishment at Tractor Supply has been building a great Team that has transformed Information Technology from a traditional "order taking" organization to a driver that presents the business with new revenue streams, cost savings opportunities and capabilities. IT at Tractor Supply is now a business enabler - participating in the development of our company strategy, ensuring we are working on the things that drive our business forward. I'm proud of how this Team contributes to the success of Tractor Supply.



**AI Smith**

SVP & CIO,  
LifePoint Health



As Senior Vice President (SVP) and Chief Information Officer (CIO) for LifePoint Health, AI Smith leads the organization's Health Information Technology Services (HITS) across an 85-hospital campus portfolio. In his role, he is responsible for implementing information technologies that support LifePoint's mission and drive clinical/operational performance and financial excellence for the company. AI has more than three decades of industry experience, including roles in healthcare systems, health insurance and information technology consulting.

**SUCCESS STORY**

Building a cohesive ITS team thru multiple mergers (Capella/Regional Care (2016); RCCH/LifePoint (2018) and LifePoint/Kindred/Scion (2022)). Mergers of companies are a tumultuous time where everyone is worried about change, layoffs and cost reductions. Through these mergers we have been able to bring disparate teams together into 1 ITS department, increase ITS team member satisfaction, keep turnover below industry norms, exceed the synergy goals and learn from each other and take best practices from legacy organizations into the new organization.

2022 CIO OF THE YEAR

# ENTERPRISE FINALISTS

OVER \$1 BILLION ANNUAL REVENUE



**Tara Jones**  
SVP & CIO,  
Brookdale Senior Living



Tara Jones joined Brookdale in May 2020 and has served as Senior Vice President and Chief Information Officer since August of 2020. She previously served as Vice President of IT Applications and Project Management from May 2020 until August 2020. Jones has more than 25 years experience in healthcare IT creating transformational solutions to impact clinical care. Brookdale allows her to take that work to the next level, directly enhancing the quality of residents' lives.

**SUCCESS STORY**

I am proud of the meaningful technologies we created to aid communication during the pandemic and beyond. I led a massive team effort to deploy technologies into our almost 700 senior living communities, so our residents and their families could stay connected. We quickly created virtual communities and channels for group activities. Everything from exercise class to quilting club, so residents could continue to participate in these group activities and to find community, even while isolated. My team's actions helped prevent our residents and their families from feeling alone. When they could not connect physically, technology kept them close virtually.



**John Mason**  
SVP & CIO,  
Quorum Health



John T. Mason serves as the Senior Vice President & Chief Information Officer for Quorum Health, with oversight for daily technology and security operations, and the formulation and deployment of the long-term Information Technology Strategy for the organization. Before his role at Quorum Health, John served as a Chief Information Officer and Healthcare Executive for various organizations in both the large, urban healthcare market and community-based hospitals.

**SUCCESS STORY**

My greatest accomplishment was leading the team through a major transition of the company off of a Transition Services Agreement that had been in place for five years. This transition, entailed standing up an entire IT Infrastructure and Organization to include circuits, data centers, 100% hardware replacement, HR/Payroll cut over and the re-contracting and re-implementation of over 1,000 applications plus deployment of a new Electronic Health Record. Originally planned for 18 months from start to finish, the team was able to accomplish this in 9 months after delays due to COVID and other financial constraints. On time and on budget!



**Stacy Mill**  
VP IT & CISO,  
Nashville Electric Service



Stacy Mill is currently the VP of IT and CISO at Nashville Electric Service with accountability for all IT strategy and execution across corporate systems and cybersecurity. NES is the 11th largest Public Power Utility in the US. Prior to NES, Stacy served as the CTO for the State of Kansas, as the state's top technology executive, playing an integral role in the strategic direction, development, and evolution of the state's digital strategy across all technology stacks.

**SUCCESS STORY**

Starting as CIO April 2021, we've built our 3yr IT strategy, restructured our team, redesigned our network, and promoted a collaborative culture that has quickly turned around morale, led to millions in savings, and provided more reliable IT services. My greatest accomplishment has been winning the hearts and minds of a new team during a pandemic. My plan was to ask a lot of questions, but more importantly, to listen. Asking for their patience and kindness as I was learning and sure to ask many not so intelligent questions, It was through building trusted relationships we've found our greatest success.



**Keith Perry**  
SVP & CIO,  
St. Jude Children's  
Research Hospital



Keith Perry is the senior vice president and chief information officer for St. Jude Children's Research Hospital. In this role, he oversees all aspects of delivering a technology strategy for clinical, research, and administration that aligns with the institutional mission to find cures and save children.

**SUCCESS STORY**

The first is Our St. Jude, a mobile app for our patients and families. The premise was to reduce stress families experience by providing a digital concierge that simplified access to services. The app was designed to integrate services, including travel, housing, campus activities, food, educational materials, and clinical appointments. The app is used by patients across the globe. The second is St. Jude Cloud, a data-sharing ecosystem. The goal was to promote knowledge discovery by removing technology barriers. St. Jude Cloud was launched globally as an online data-sharing and collaboration platform providing researchers access to genomic data and tools.



**Ayman Taha**  
SVP & CIO,  
TruGreen



Ayman Taha is the Chief Information Officer of TruGreen, joining in February of 2019. He is responsible for setting the technology strategy for digital transformation, and the development of industry-leading solutions designed to enable a superior consumer and associate experience. Before joining TruGreen, Ayman was the Sr. Vice President of the Enterprise Technology Solutions organization at MGM Resorts International, where he drove the implementation of technologies to provide exceptional digital guest experiences and the data strategy.

**SUCCESS STORY**

I would say the greatest accomplishment in my current role is building a talented team that helped transform TruGreen into a digital first organization through the introduction of emerging technologies. From Chatbots as an intelligent customer care virtual agent, to AI/ML in the daily sales process, to IoT in the field. This has enabled TruGreen to drive towards increased efficiency and productivity. Using data and analytics, we have been able to transform the organization into a data driven business which had one of the highest impacts on not only the growth TruGreen and providing insights into managing our daily operations.

2022 CIO OF THE YEAR

# LARGE CORPORATE FINALISTS

OVER \$500 MILLION ANNUAL REVENUE



**Scott Blanchette**  
SVP & CIO,  
Compassus



Since 2020, Scott Blanchette has served as the Chief Information Officer for Compassus, a subacute operator of home health, hospice, home infusion, and palliative care across 35 states and more than 300 sites of care. Compassus is privately held and is the largest private operator of hospice care in the US. Scott Blanchette is a globally-recognized technology executive with more than twenty five year's experience in healthcare, academia and government.



**Steve Hitchings**  
SVP & CIO,  
Kenco Logistics



Steve is an innovative Information Technology Executive with a diverse technology and business background. In his current role at Kenco, Steve is responsible for the management and leadership of all technology for Kenco Group's five business units. He has a demonstrated success in developing and executing IT strategies in alignment with corporate business objectives.

**SUCCESS STORY**

At the core of my digital transformation initiatives was the successful execution of our cloud strategy to transition Kenco's entire technology landscape to AWS. This exceedingly successful initiative has provided a strong foundation and has enabled the implementation of transformational automation solutions, robotics technology, Artificial Intelligence and Machine Learning, Robotic Process Automation, IoT-enabled solutions, and other digital projects that achieve a significant, measurable business benefit and are setting the standard for digital advancement in the logistics industry. As a result, Kenco is better positioned to deal with today's challenging market conditions and enable us to better serve our customers.



**Scott Krodel**  
SVP & CIO,  
West Tennessee Healthcare



Scott Krodel is a results-oriented management professional with 30 years of visible achievements in Information Technology and senior level oversight. Scott has extensive qualifications in all aspects of information technology as a Chief Information Officer, Chief Security Officer, and Corporate Compliance Officer. His portfolio covers success in key strategic goals and extensive operational leadership managing multi-million dollar projects, software architect design, process integration, IT best practice deployment in disaster recovery and cybersecurity.

**SUCCESS STORY**

I'm proud of our many accomplishments as a team. They included an enterprise telemedicine rollout, a virtual care team "Remote Monitoring", creation transfer center, and projects like Cyber Security. I'm most proud of was the establishment of a Virtual Care Team. With technology and key employees we were able to see over 5000 patients virtually that had Covid19. Our readmission rate hovered around 5% which is below national norms, and considering it was an unknown disease it was amazing accomplishment. I'm proud we delivered technology during a time of chaos that brought real value to what we do in healthcare.



**April Marbury**  
SVP & CIO,  
Diversicare/  
Comprehensive LTC  
Services



April joined Diversicare in July 2015 as Senior Vice President and Chief Information Officer. In this role, she oversees the development and execution of Diversicare's and Comprehensive LTC Services health information technology strategies. April brings more than 30 years of experience in information technology, having worked as an IT executive with major national companies including Corizon Health, Walgreens, Take Care Health and Deloitte.

**SUCCESS STORY**

By far, having the opportunity to spearhead a cultural shift from IT being purely a basic 'services department' to being a strategic business partner has been my greatest accomplishment with the largest impact for Diversicare. Every improvement and change has been a team effort and a partnership. After 30+ years in IT, I still enjoy working with others and apply technology to drive efficiency and enable business growth. With hard work and tremendous support from executive leadership and co-workers, IT is a key business component for both Diversicare and Comprehensive LTC Services based on being a trustworthy, reliable business partner.



**Michael Saad**  
SVP & CIO,  
University of Tennessee  
Medical Center



Michael is the Senior Vice President and Chief Information Officer at the University of Tennessee Medical (UTMC) in Knoxville, TN. UTMC is the region's only Level 1 trauma and academic medical center, including a 715-bed flagship hospital. Under Michael's leadership, UTMC has received recognition for creating a robust cyber security program, implementing a patient wayfinding solution, and improving clinical care through various technology solutions.

**SUCCESS STORY**

The COVID pandemic has transformed healthcare and how we provide care for our patients throughout Tennessee. At the beginning of the pandemic, IT quickly implemented a telemedicine platform. This platform accounted for nearly 60% of all non-urgent visits to the health system. We quickly developed several other initiatives to support our community during the pandemic. These include electronic registration, scheduling, and reporting for the COVID vaccine. My greatest accomplishment has been leading a talented group of women and men as we sought out ways to creatively develop and implement technology solutions that addressed the issues created by this pandemic.

2022 CIO OF THE YEAR  
**CORPORATE FINALISTS**  
 UP TO \$500 MILLION ANNUAL REVENUE



**Brandon Bowers**

CTO,  
 Tennessee Supreme Court  
 and Administrative Office  
 of the Courts



Brandon was appointed as Chief Technology Officer of the Tennessee Supreme Court and Administrative Office of the Courts in 2020. Bowers oversees four departments within the technology division of the AOC: The Office of Project Management, The Office of Statistical Analysis, The Office of Application Support, and The Office of Networks, Engineering and Systems. Bowers also has more than 15 years of experience in the private sector, including leadership roles with Community Health Systems, Deloitte, and United Healthcare.

**SUCCESS STORY**

One of my team's greatest accomplishments is improving network performance and throughput. We have three Supreme Court Buildings and 160 remote locations. We had many locations that operated with 8Mbps or less. We were able to upgrade and update our infrastructure to include SD-WAN and ISP speeds of 50Mbps to 100Mbps for most of our supported sites. The significance of the upgrade is multifaceted, the IT division benefitted from increased network capacity and performance that allowed us to improve how we supported the site(s).



**Kyle Broussard**

EVP of Technology &  
 Security,  
 Vining Sparks



Kyle joined Vining Sparks in September 2013 to lead the firm's technology initiatives, focusing on enhancing the client experience and increasing the firm's capabilities through the use of technology. Kyle has more than 20 years experience managing technology projects and programs for large enterprises. He most recently served as the Associate Director of Information Technology at King & Spalding, where he was directly responsible for Infrastructure Operations, Service Desk and end-user support in the firm's 18 locations.

**SUCCESS STORY**

I was recruited to come into the firm to modernize the technology and processes. My team was able to do this through moving to offsite data centers, leveraging managed service agreements and greatly increase our application development team and practices. We have managed to leap ahead of our competition and our technology was a large talking point in our recent acquisition by Stifel Financial.



**Phil Crawford**

CTO,  
 CKE Restaurants



Phil Crawford is currently the CTO of CKE Restaurants, the parent company of Carl's Jr. and Hardee's which operates 4000+ QSR restaurants worldwide. Crawford leads CKE's Digital and Technology functions and is responsible for building a technology-forward, data-driven company that exceeds consumers' evolving expectations. Crawford has over 20 years of experience in C-Level Technology roles. Previous he has served as Global Chief Technology Officer at Godiva Chocolatier, Inc.

**SUCCESS STORY**

The big IT win for CKE Restaurants is aligning our marketing and IT teams into a cross-functional digital organization with a unified vision. We identified digital as a key success pillar, listened to guest feedback and learned from those who have gone before us. In just over a year, we revitalized our tech stack, creating a foundation that supports our business goals. We significantly improved guest experience with a standardized point-of-sale, online ordering, delivery integration, and first-ever loyalty app. While IT is traditionally a cost center, our digital ecosystem is positioned to drive 20-to-30 percent of our company revenue.



**Daniel Hereford**

EVP & CIO,  
 SmartBank



Daniel has spent the last 18+ years as a Director of IT, Information Security Officer, and Chief Information Officer with regional banks in the Southeast US. His true passion is delivering invisible infrastructure to the business/customers and making IT relevant to decision makers. By combining traditional Banking Solutions and more disruptive Fintech challengers, Daniel has proven experience helping Banks match their business strategy and outcomes to technology investments and employing innovative approaches while maintaining security and risk management.

**SUCCESS STORY**

Leading SmartBank to establish a Digital Transformation Plan has been my most meaningful contribution so far. This has gotten the entire business engaged in how digital capabilities can add value to our organization, its customers, and our shareholders. This plan sets measurable and accountable goals and sets up a framework around how we allocate resources to digital initiatives. This ensures alignment between technology and business objectives and ensures we invest where it matters most.



**Lance Rea**

CIO,  
 Baker Donelson



In his current role as CIO of Baker Donelson, Lance Rea ensures that the Firm's information systems support the delivery of exceptional service to Baker Donelson's clients as well as the daily operation and strategic direction of the Firm. In addition to information systems strategic planning, his areas of responsibility include technical support, vendor management, contract negotiations, project management, engineering, and telecommunications. Rea has more than 25 years of experience in the technology sector.

**SUCCESS STORY**

I have built a culture of white glove service along with the discipline of enterprise IT. That rigor enabled us to pivot half our workforce to WFH with one week's notice. During the pandemic years, we were able to migrate workloads to SaaS/cloud without interruption to the business. We achieved ISO27K certification - confirming our exemplary policies, procedures, and protections around client data. Efficiency campaigns have improved user experience and freed our engineers to work on projects that help the business. Our strength is our people and we continue to invest in their careers and the important job(s) they are doing.



**Melanie Thomas**

CIO,  
 Nashville General Hospital



Melanie Thomas is the Chief Information Officer at Nashville General Hospital, a 150-bed safety-net hospital in Nashville, TN. She has more than 25 years of experience in Information Services and healthcare operations. Melanie has worked for both for-profit and not-for-profit organizations. She enjoys working for mission driven organizations and being part of strategic planning. Since joining Nashville General in 2015, she has focused on improving processes and building relationships.

**SUCCESS STORY**

During my first year with Nashville General Hospital, the organization wanted to buy a million dollar piece of equipment which required a lot of storage and would strain our aging network. Our equipment was end of life and end of support. We needed to stabilize our infrastructure before we could consider a purchase of this magnitude. I set up a series of meetings to educate our executive team and recommended we first invest in IT. My executive team trusted me and made the investment. When the equipment was later purchased, IT was ready and the relationship was formed.

**CONGRATULATIONS**

Michael Saad for being selected as a 2022 CIO of the year ORBIE honoree.



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# Congratulations, Melanie Thomas

for being recognized by TennesseeCIO,  
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Melanie Thomas, MBA

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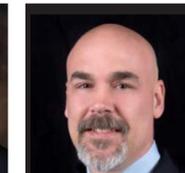
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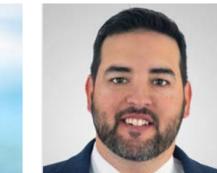
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