

BOSTON  
BUSINESS JOURNAL

SPECIAL SUPPLEMENT  
IN PARTNERSHIP WITH  
BOSTON CIO LEADERSHIP  
ASSOCIATION

JUNE 7, 2019

2019

# CIO OF THE YEAR ORBIE AWARDS



**BOSTON CIO  
LEADERSHIP  
ASSOCIATION**

**WHERE IT  
ALL BEGAN**

Brian Shield, chair  
of BostonCIO, offers  
a look back at five  
years of CIO ORBIE  
awards in Boston. **3**



**KEYNOTE  
CHANGE  
AGENT**

MIT Sloan researcher  
Jeanne Ross, on the  
challenges senior  
executives face  
in adapting and  
implementing IT in  
their businesses. **4**



**LEADERSHIP  
AWARD  
ON THE  
LOOKOUT**

Boston Properties  
CIO James Whalen  
is always looking  
ahead — not only at  
the next big thing  
in IT, but also at the  
next big need for  
talent. **8**



The annual Boston CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Corporate and Nonprofit/Public Sector categories will be announced today at the Westin Copley Place.

# Progress makes perfect.

Technology enables the human experience, with the capacity to aid and astonish us. Whether you're using tech to change the way people work or live, Dell Technologies is here to partner with you so you can boldly innovate in beautiful, unimaginable ways.

Dell Technologies is a Proud Sponsor of the Boston CIO Leadership Association.

Congratulations to all the Finalists for Boston CIO of the Year!

 Dell Technologies



## 2019 CIO OF THE YEAR

BOSTON CIO LEADERSHIP ASSOCIATION

# WHERE IT ALL BEGAN

In 1998, when the first CIO of the Year ORBIE Award was presented, it was the products, not the people, that were at the center of attention. Laptop of the Year, Printer of the Year and PC Magazine's Editor's Choice awards were common, but it was a startup called Intellinet that noticed the real heroes were Chief Information Officers (CIOs) who implemented these products, developed solutions and created business value for their organizations.

Roll the clock ahead 20 years, and today CIOs are at the center of business transformation for all organizations. Technology is the engine that drives innovation and growth in every industry and sector in our global economy. It is the leaders who facilitate change by technology-enabling their



organizations; these are the rock stars of business today.

The first CIO of the Year Awards was not only a trailblazer for recognizing the people leading transformation, but eventually led to creating the Georgia CIO Leadership Association (GeorgiaCIO) – a local, member-centric, professional organization dedicated to helping CIOs foster

meaningful relationships, share best practices, solve problems and achieve their leadership potential.

In 2015, we launched BostonCIO and formed the Inspire CIO Leadership Network (InspireCIO), a national professional association for CIOs now with local chapters in Georgia, Boston, Dallas, Chicago, Alabama, Charlotte, Houston, Minneapolis, Philadelphia, DC and soon to be New York & Bay Area. We are proud to serve CIOs in growing relationships, recognizing professional achievements and inspiring the next generation of technology leaders.

This year, nearly 140 nominations were received for the 2019 Boston CIO ORBIE Awards, which will honor CIOs across five categories for leadership effectiveness and business value created through innovative use of technology. Finalists and winners are selected through a rigorous, independent judging process led by prior ORBIE winners.

The power of CIOs working together and collaborating – across public and private business, government, education, healthcare and nonprofit organizations – is incredible. Together, we are making a difference transforming our organizations with technology and enriching New England and our world.

The CIOs honored this year are inspiring and challenge all of us to lead by example, and to make an even greater impact on our companies and our communities. On behalf of BostonCIO, I congratulate all the finalists on their accomplishments and share our gratitude for the sponsors, underwriters and staff who make the 2019 Boston CIO ORBIE Awards possible.

*Sincerely,*

**Brian Shield**  
Chair, BostonCIO  
VP IT, Boston Red Sox

Manage business today.  
Transform the future.

Now, more than ever, technology is both supporting the business and becoming the business.

At Insight, we define, architect, implement and manage intelligent technology solutions that help businesses run smarter.

We are the partner who can get you what you need faster. Who can turn your challenges into meaningful outcomes.

Who can secure both today and tomorrow. We are the partner to help manage and transform your business.



KEYNOTE JEANNE ROSS

# CHANGE AGENT

Jeanne Ross studies why executives overestimate the benefits and underestimate the barriers to tech

BY JAY FITZGERALD  
*Special to the Journal*

**M**IT Sloan researcher Jeanne Ross is one of the nation's top researchers in the challenges faced by senior-level corporate executives in adapting to, and implementing, new information technology in their businesses. She gave the keynote address at this year's CIO of the Year Awards breakfast.

"Student teaching quickly dissuaded me of that career path," recalls Ross, laughing at her early foray into speech education. But she's never drifted far from education more generally.

As a youth, Jeanne Ross envisioned pursuing a career in speech education, having become fascinated with the art and craft of debating, delivering speeches and making public presentations in general.

"Student teaching quickly dissuaded me of that career path," recalls Ross, laughing at her early foray into speech education. But she's never drifted far from education more generally.

Today, Ross is a principal research scientist at the MIT Sloan School of Management, where she's earned a reputation as one of the nation's top researchers in the challenges senior-level corporate executives face in adapting to, and implementing, new information technology in their businesses.

Specifically, Ross, the former director of the MIT Center for Information Systems Research (CISR), studies how firms develop a competitive advantage through the implementation and reuse of digitized platforms. She is fascinated with the organizational side of technology within businesses and how many executives consistently fail to appreciate how their decisions shape their organizations.

"There are still plenty of people out there who are clueless" about the profound impact technology has on their business operations, she says. "Their older (technology) systems get in the way and bad habits get ingrained."

## Jeanne Ross

**Title:** Principal research scientist, former director of Center for Information Systems Research (CISR), MIT Sloan School of Management

**Age:** 67

**Education:** Bachelor's degree, speech education, University of Illinois, 1974; MBA, Wharton School, University of Pennsylvania, 1977; Ph.D, management information, University of Wisconsin-Milwaukee, 1987.

**Residence:** Cambridge



W. MARC BERNSAU

After realizing change is needed, company executives often then adopt new technologies with all the gusto of the recently converted – and fail because they've overestimated the benefits and underestimated what it takes to

implement changes, she says.

In books and articles, Ross has preached the gospel of executives giving more time and thought, when it comes to technology, about what their companies do and where they're truly headed. Her fourth and most recent book is "Designed for Digital: How to Architect Your Business for Sustained Success." She's written numerous articles for publications such as MIT Sloan Management Review, Harvard Business Review and The Wall Street Journal.

She's also the founding editor of MIS Quarterly Executive and served for years as director of MIT's Center for Information Systems Research. Over the years, Ross, a former assistant professor at Worcester Polytechnic Institute who first joined MIT has a visiting researcher in 1993, has served on the faculty of customized courses for companies including PepsiCo, McKinsey and General Electric.

"Jeanne has a number of wonderful characteristics that make her a world-class researcher, including an insatiable curiosity for understanding why something is happening and what to do about it," says Peter Weill, who's the chairman of CISR and who has worked with Ross for more than 20 years at MIT, co-authoring three books with her and teaching "countless executive sessions" with Ross.

"She has an amazing ability to get to the crux of (an) issue and then is second to none at telling stories about how companies have dealt with those issues."

Cynthia Beath, professor emerita of information systems at the McCombs School of Business at the University of Texas, has collaborated on research projects with Ross for 30 years and agrees Ross is an "amazing synthesizer of data."

"She sees the forest where others see trees," says Beath. "She has helped executives understand how to strategize about technology, and she has made business leaders way more savvy about how to exploit information technology. She has helped tens of thousands of business leaders understand why and when they should standardize their IT infrastructures and how to do that."

# OPEN TECHNOLOGY BUILT FOR CHANGE

Hybrid Cloud | Containers | Automation | Cloud-native App Dev

[redhat.com](https://redhat.com)



Red Hat



## 2019 CIO OF THE YEAR

## Global CIO of the Year Finalists



**GLOBAL**  
**THOMAS HARVEY**  
CIO, SVP IT, Alkermes

Thomas Harvey leads the information technology function and is the Chief Information Officer for Alkermes. Mr. Harvey has been at Alkermes for more than 13 years and oversees IT for the enterprise. He started as the Director of IT in 2005 and increased his responsibilities due to aggressive growth at the company where he was promoted to vice president. He directed the successful integration of the IT technologies and business solutions during the merger of Alkermes and Elan Drug Technologies.

Prior to joining Alkermes, Mr. Harvey held several IT roles in various US locations over the course of 16 years, including Director of IT reporting to the President and General Manager of Abbott Diabetes Care. He earned his Bachelor of Science degree in Accounting from Virginia Polytechnic Institute and State University.

**SUCCESS STORY:**

"Our IT team has been critical in the design and implementation of solutions supporting our new internal patient access services function. This capability offers verification of insurance benefits, assistance in locating a treatment provider, and other services designed to assist patients with access to our addiction and schizophrenia treatments. With this data-driven service in place, Alkermes case managers have visibility to delays within the complex US healthcare system that could result in a patient not receiving their prescribed medication on a timely basis. Given our vulnerable patient population, missed treatment opportunities or a lapse in medication could have serious consequences."



**GLOBAL**  
**RYAN P. KENNEDY**  
Head of IT, Philips

Ryan Kennedy is head of IT for North America and Latin America for Philips, a leading health technology company focused on improving people's health and enabling better outcomes across the health continuum from healthy living and prevention, to diagnosis, treatment and home care, since 2016. In his current role, Ryan is the strategic partner for market leaders to drive growth and operational productivity across sales, marketing, operations, and service. Ryan joined Philips from Accenture, where he was an Account Director in their Supply Chain and Innovation practice. Ryan received degrees in mathematics (B.A) and Quantitative Economics (B.A.) from Providence College.

Ryan and his wife, Katie, live in Boston and enjoy home improvement, indoor cycling, and hiking together. On the weekends, they support local brewers and chefs of small farm-to-table restaurants every chance they get.

**SUCCESS STORY:**

"Positioning IT to be a valued partner in achieving the goals of the market to better serve our customers. In a company that is transforming our portfolio from products to solutions, I am challenged to balance our long-term transformation goals and deliver on short-term customer needs. By pivoting my team to be closer to the business strategy, we identified incremental value while maintaining momentum on our strategic harmonization of processes and systems. By taking ownership of cost and embedding people into the strategy, IT now drives transformation to improve people's health, and enable better outcomes across the health continuum."



**GLOBAL**  
**GEORGE MOORE**  
CTO, Cengage

George Moore is the Chief Technology Officer for Cengage. In this role, he is responsible for shaping Cengage's long-term technology vision and driving innovation across the company during a transformative time.

As a member of Cengage's Executive Team, Moore reports directly to the Chief Executive Officer. In addition to his role as CTO, Moore serves as the Head of House in Cengage's corporate headquarters. In this capacity, he leads all local employee engagement efforts.

Prior to joining Cengage, he served as CTO of Elsevier Health Science, where he was recruited to transform the medical publishing company into a medical information company. Earlier in his career, Moore served as the SVP of Product Development for Thomson Reuters's Healthcare organization, where he led the consolidation effort of the company's disparate acquisitions.

**SUCCESS STORY:**

"I consider truly great accomplishments as those that change lives. That's what happened when Cengage created a technology solution to address the unfortunate truth that college students take on loans or incur credit card debt to buy costly but required learning materials. Some simply don't buy them. Others forego meals. Last fall, we launched Cengage Unlimited, a digital publishing platform with access to 20,000+ learning materials across 70 disciplines and 675+ courses. In just 6 months we gained 1M subscribers, saving those students \$60M. This is what happens when you put education and technology together with people, passion, and purpose."



**GLOBAL**  
**IAN PITT**  
CIO, LogMeIn

Ian Pitt serves as Chief Information Officer at LogMeIn. In this role, he is responsible for Cyber Security, Governance, Corporate IT, Business applications and Product Operations for the global company. He plays an active role in M&A transactions in addition to the more technical roles.

With more than 25 years of experience leading business process management and optimization, industry compliance/governance processes and cyber security, he joined the company as LogMeIn's first CIO in 2016, just ahead of the merger with the Citrix business unit 'GetGo' which grew the company from 1,200 people with \$300M in revenue to over 3,500 people and \$1.1 billion in revenue.

Prior to joining LogMeIn, Pitt held a number of CIO and CTO roles and has lead On-prem to SaaS conversions of products and industry solutions teams on a global basis. His career has spanned established companies through start ups in industries including hi-tech and financial.

**SUCCESS STORY:**

"My greatest accomplishment at LogMeIn to date is the day 1 experience the company had following the merger with 'GetGo', the Citrix business unit that was acquired in 2017. I had been in the company less than 6 months and learned of the potential merger on my second day. I was immediately drafted into the due diligence on this transformational merger. This moved LogMeIn from a \$300M company to a \$1Bn truly global organization with many products, disparate systems, and different cultures. Quite the challenge for the new CIO!"



**GLOBAL**  
**TRISH TORIZZO**  
CIO, Houghton Mifflin Harcourt

Trish joined HMH in 2017 as the Chief Information Officer where she focuses on leveraging the Company's enterprise software solutions to streamline all internal operations. She started her technology career as a consultant with Accenture and went on to hold IT leadership positions at Boston Scientific, National Grid and Charles River Laboratories. In various Divisional and International CIO positions, Trish has built and lead global organizations for the successful execution of large scale business transformations and integrations. Trish holds a Bachelors of Science in Industrial Engineering from the University of Central Florida

**SUCCESS STORY:**

"My greatest success is the team we've built. We needed business-minded professionals who are passionate, tech savvy, creative and innovative. We also knew that for the absolute greatest outcomes we needed to build a diverse team of professionals and we have done that by partnering with amazing organizations like Resilient Coders. The team that we have built is the true power behind all that we have accomplished. Together we are changing the way people approach and solve problems and go after opportunity. The legacy I am most proud of is my team and all the amazing things they do!"



Intellinet Congratulates the  
***Boston CIO of the Year<sup>®</sup> Award*** Finalists  
for Excellence in Leadership & Innovation

Helping executives accomplish  
**Monumental Goals**

Intellinet is a purpose-driven digital transformation services firm. We use technology to build meaningful experiences that solve your business challenges and provide measurable results.

Learn more about our digital transformation services at  
[www.intellinet.com](http://www.intellinet.com)





## 2019 CIO OF THE YEAR

LEADERSHIP AWARD JAMES WHALEN

# ON THE LOOKOUT FOR TALENT

Boston Properties CIO James Whalen is always looking ahead — not only for tech, but for talent.

BY JAY FITZGERALD  
*Special to the Journal*

As chief information and technology officer at Boston Properties Inc., James Whalen has his hands full every day managing the needs of his company's far-flung real estate operations across the country. There's 196 commercial properties under management, 50 million square feet of space occupied by thousands of customers, five million square feet of new space under construction, and Boston Properties' own payroll of 800 employees — all of which must be seamlessly interconnected.

But somehow Whalen, who has been at Boston Properties since 1998, has found time to look ahead at what's needed in the future. Not just the latest technologies for his firm — whether they're for regulatory, payroll, tenant services or Internet-of-Things purposes — but also to make sure the Boston area has enough trained IT personnel in its workforce pipeline for all employers.

For more than 13 years, he has collaborated with the Boston Private Industry Council to support the

TechApprentice initiative, a six-week, paid summer internship program for Boston Public Schools high school students. He currently chairs TechHire Boston, which advocates for alternative tech talent pathways for workers.

Whalen said his workforce efforts are motivated by a social and professional commitment to improving the health of the tech community and the people working in it — past, present and future.

"We have to be better connected to our communities," he says.



COURTESY PHOTO

### James Whalen

**Title:** Senior vice president and chief information and technology officer, Boston Properties

**Education:** Bachelor's degree, political science and art history, University of Notre Dame, 1984.

**Age:** 57

**Residence:** Boston

He adds that helping workers from disadvantaged backgrounds, to establish career paths within the technology world, is "satisfying."

"But it's also meeting our (employers') needs. It's mutually beneficial to everyone that we do this. We're trying to create win-win situations for all."

Alysia Ordway, employer engagement director at the Boston Private Industry Council, said Whalen's greatest strength is an enthusiasm for developing "the next generation of technologists."

In addition, she praised Whalen for his ability to focus on "strategic goals while also paying attention to the details without creating bottlenecks."

Besides his contributions to the TechApprentice and TechHire programs, Whalen has also contributed time and energy to his profession and industry, as a current trustee and past president of SIM Boston and as a member of the Realcomm Advisory Council.

As for his work at Boston Properties, Whalen, who previously worked at Beacon Properties and was a post-college recipient of a New York City Urban Fellowship (specializing in public housing), sees his IT duties falling into three "buckets" — regulatory compliance requirements (Boston Properties is a publicly traded real estate investment trust), occupant and guest experiences, and the Internet of Things.

Whalen said the challenge is constantly trying to determine what's needed and required in each "bucket," from a technology standpoint, and then implementing those changes.

"It's what makes the job interesting," he said. "It's the creativity and the problem solving."

"He's always thinking big and thinking about what we need to be doing," says Amy Gindel, senior VP of finance and planning at Boston Properties who has worked with Whalen for 21 years.

Gindel said Whalen is always looking for the next innovation. "His finger is on the pulse of what's really going on in technology. He's always thinking of the next step and biting off big projects."

**GOLD SPONSOR**



**PURESTORAGE®**



CONGRATULATIONS TO THE WINNERS OF THE

**2019 BOSTON CIO OF THE YEAR®**

**ORBIE® AWARD**

Akamai Technologies is proud to work with over 150 Boston-based companies.



VISIT US AT  
[Akamai.com/CIO](https://www.akamai.com/CIO)



## 2019 CIO OF THE YEAR

# Large Enterprise CIO of the Year Finalists



### LARGE ENTERPRISE CHARLES JARRETT

SVP & CIO,  
Cumberland Farms, Inc

Charles Jarrett is the Sr. Vice President of Information Technology and Chief Information Officer at Cumberland Farms Inc. where he is responsible for all facets of the Company's technology strategy, tactics, and governance – both corporate technology and at all technology in use in the 560+ stores throughout New England, New York, and Florida.

Prior to joining Cumberland Farms, Charles served as the VP of Technology Services, Procurement, and CIO for Murphy Oil USA (NYSE: MUSA) where he successfully led the technology team through its IPO. Before that, he was the Director of IT for RJ Corman Railroad and before that, Projects Leader for Pilot Travel Centers.

Charles holds a Bachelor's of Science in Business Information Systems from Indiana Wesleyan and a US Patent, 9864991, "Method and Apparatus for Secure Transaction Management". He is also ITIL v3 Foundations Certified.

Charles spent 8 years of service in the US Army as a Combat Infantryman and Combat Military Policeman in California, Texas, Germany, and Egypt. In his spare time he enjoys spending time with his family, caring for his two rescue dogs, DIY projects, visiting Cumberland Farms stores, and studying world history.

#### SUCCESS STORY:

"Moving the organization to a modern technology stack and the stakeholders to become more independent consumers of information and decision makers; less dependent on IT."



### LARGE ENTERPRISE SUMEDH MEHTA

CIO, Putnam Investments

Mr. Mehta is Chief Information Officer for Putnam Investments. He is responsible for the overall strategic direction and execution of Putnam's global technology solutions. In addition, he is a member of Putnam's Operating Committee. Mr. Mehta has over 20 years of experience in managing information technology systems in the investment industry, where he has led transformational change in the areas of software development, information technology, and business operations. Mr. Mehta joined Putnam in 2015 and has been in the investment industry since 1988.

#### SUCCESS STORY:

"My greatest success at Putnam as CIO has been to define the strategy for Digital Transformation, build consensus for change, and execute collaboratively with our company's organizational leaders and teams. This alignment towards a singular IT strategy has unified the company in unexpected ways. The business outcomes now include technology at every stage from inception to execution. This is proving to be far more effective than discussing service levels or mean time to resolution or cost efficiencies. Instead, the discussion is about enabling our company to achieve its leadership goals within the asset management industry using Digital Technology."



### LARGE ENTERPRISE DOUG MYERS

EVP & CIO,  
Suffolk Construction

Doug Myers is Executive Vice President and CIO of Suffolk, one of the largest and most innovative building contractors in the country with approximately \$3.5 billion in annual revenue. Doug is responsible for enabling the day to day operations of a national organization. He is also responsible for the enablement of Suffolk's innovation efforts, which leverage data, implement new technologies and drive collaboration to transform the construction process. Doug has 30 years of business experience, including IT leadership experience in both operations support and the deployment of innovative and transformational technology. Doug has a Bachelor of Science degree in Mathematics from the College of William & Mary and an MBA with Distinction from The Wharton School of the University of Pennsylvania.

#### SUCCESS STORY:

"IT helps Suffolk deliver on-time, on-spec, and on-budget buildings, big and small. Suffolk relies on an IT-enabled process we call "plan and control" to better coordinate these projects. In our seven, industry-first Smart Labs around the country, Suffolk (and its clients and trade partners) use cutting-edge technology to: evaluate multiple design concepts; refine and optimize complex schedules; "walk through" projects before they are finalized drill down into project-specific operational metrics

Through the delivery of these capabilities, the IT team is helping drive operational excellence today while helping Suffolk transform the construction experience of tomorrow."



### LARGE ENTERPRISE NATHAN ROGERS

SVP & CIO, SAIC

Nathan G. Rogers is senior vice president and chief information officer (CIO) for SAIC. In this role, Rogers manages IT strategic planning, operations, governance, and cybersecurity. He focuses on advancing technical and digital innovation that supports the organization's mission success.

Rogers has served in various IT, financial, and operational management roles for 20 years across Engility, which was acquired by SAIC in 2019. Most recently, he was the Engility CIO, and previously the senior director of enterprise shared services and senior director of financial operations at TASC, which was acquired by Engility in 2015. He also served as director of contract accounting at Northrop Grumman. Rogers previously supported multiple mergers and acquisitions and divestiture projects by serving as a business systems integration project manager.

Rogers holds an MBA from Boston University and a bachelor's in accounting from the University of Massachusetts Amherst.

SAIC is headquartered in Reston, Virginia, and has annual revenues of approximately \$6.5 billion.

#### SUCCESS STORY:

"I have been in my current role for five months, and during this time, my greatest success story has been gaining buy in for my roadmap from senior leaders and the Board of Directors. I am grateful for the confidence and trust that our CEO and others have placed in me."



### LARGE ENTERPRISE MICHAEL TIROZZI

CIO & SVP, iRobot

Michael Tirozzi is a forward-thinking, technology executive with experience ranging from rapid-paced start-up companies, a mid-cap global IT services company, and a high-growth technology company. Tirozzi serves as CIO of iRobot which designs, builds, and markets robots for the consumer market and the smart home. Prior to iRobot, Tirozzi was the Vice President of IT for Keane/NTT Data leading a diverse IT team with a focus on the efficiencies of IT globalization and value creation. He also has been part of several start-ups, is an author, believes in the power of teams and has a passion for big ideas that can become reality.

Tirozzi holds a bachelor's degree from Northeastern University.

#### SUCCESS STORY:

"I am proud the strategic position we've helped iRobot achieve through digital/data transformation. We've built a lean team, a new development platform that connected our robots to allow them to share data, we connected the platform to our corporate systems (ie customer care), our researchers are building new data-based digital capabilities for our products and the platform has opened up new partnership opportunities like our partnership with Google. We built the team from the ground up and we are running a cutting edge, serverless/micro service architecture that AWS often cites for other customers as an example."



Come see our

**1 million**  
square foot

data center and  
meet our experts.

**MARKLEY**

Colocation. Connectivity. Cloud.

[markleygroup.com](http://markleygroup.com)



## 2019 CIO OF THE YEAR

# Enterprise CIO of the Year Finalists



### ENTERPRISE SHANNON GATH

VP, Head of Technology,  
AMAG Pharmaceuticals

**S**hannon Gath is the head of the Technology organization at AMAG Pharmaceuticals. Ms. Gath joined AMAG in 2017 as the head of Strategic Technology and was promoted in September 2017 to lead the entire technology organization that oversees a \$20M-plus budget. She is active in women's leadership organizations, and serves as the Chair of the AMAG Women's Network and serves on the Boston Chamber of Commerce Women's Network Advisory Board. Prior to joining AMAG, Ms. Gath worked at Fidelity as the Chief of Staff and Head of the Enterprise PMO. Other experience includes eight years at Vertex Pharmaceuticals.

A graduate of Tufts University, she enjoys watching her kids play sports, running, cheering for her beloved New England Patriots, and spending quality time with her extended family. She resides in Andover with her husband, two children and their rescue dog Brody.

#### SUCCESS STORY:

"I have a passion for transforming teams to achieve new heights within an organization. In my first year I engineered a team that transitioned the department from "IT solution provider," to strategic partner. This shift allowed for collaboration resulting in moving the business forward to deliver a path to health for our patients. Now that we are fully aligned, we're set up for greater success and able to tackle what's next."



### ENTERPRISE JOHN GIDMAN

CIO & COO, Loomis, Sayles &  
Company LP

**J**ohn Gidman is chief operating officer and chief information officer at Loomis, Sayles & Company, where his responsibilities include technology, operations, and digital marketing. John joined Loomis Sayles in 2000 and is an executive vice president and member of the firm's board of directors and its management committee. He chairs the firm's operating committee and serves on the new product, pricing, ethics and trading oversight committees, and is a member of the risk management committee. Additionally, John is president of Loomis Sayles Solutions.

John has more than 30 years of investment industry experience and previously held executive leadership positions with Fidelity Investments, State Street Corporation and Evergreen Investments. John earned a BA from the University of Connecticut and is a former commissioned officer in the U.S. Army Corps of Engineers.

#### SUCCESS STORY:

"Over the last 15 years, our focus on agile innovation has helped result in gross margins increasing from 43% to 67% and enabled annual profit to increase from \$81 million to \$536 million. However, the greatest success is that our commitment to cultural integration, rather than alignment, has led to technology people and systems thinking being part of nearly every important decision at almost every level. There is no longer any discussion concerning "a seat at the table." The intangible benefits of a common language and this type of integration help us advance our enterprise innovation and agility goals."



### ENTERPRISE BERNIE GRACY

CDO, Agero

**A**s Chief Digital Officer, Bernie Gracy brings over 30 years of technology experience helping drive new product/platform introduction, client delivery, and the establishment of new software-enabled business models. In his role, Gracy is responsible for all aspects of product and technology development, architecture, infrastructure, and innovation for a rapidly evolving ecosystem powered by digital, mobile, the cloud, location-based services, and IoT.

Prior to joining Agero, Gracy served as SVP of Product Technology, Product Management, and Merchant Services for Cimpres. He has also served in leadership roles at Pitney Bowes. Gracy received his undergraduate degree in Computer Science and Engineering from the University of Connecticut, a Masters in Computer Science from Rensselaer Polytechnic Institute, and a Masters in eCommerce from the University of Maryland. He holds seven patents, with others pending.

#### SUCCESS STORY:

"Without a doubt, the greatest success in my role as Agero CDO is the progress my team and I have made in the digital transformation of the business over the last twelve months. From the transition of our core infrastructure to the cloud, to the evolution of digital experiences and services, we have really moved the needle. This includes advancements with our visual interactive voice response service request channel, API integrations within client mobile applications, connected vehicle integrations, and client self-service portals."



### ENTERPRISE ALEX SUKENNIK

CIO, Avid Technology

**A**lex Sukennik is Chief Information Officer of Avid Technology, a global provider of software and integrated solutions for media and entertainment creation, management and delivery. He is responsible for overall IT strategy including internal and external customer-facing technology infrastructure, enterprise applications, BI, cloud adoption, data center hosting, security, and operations. Prior to Avid, Alex was VP of Infrastructure and Operations for Houghton Mifflin Harcourt. Previously, Alex was VP and Head of IT for Rapid7, where he helped drive the IT strategy to enable a successful IPO in 2015. Alex also served as CIO of Parallels and Head of IT at Acronis.

Alex has over 23 years of experience in IT, including roles in sales while driving the cloud services business for Acronis. Alex holds a bachelor's degree in MIS and Marketing, as well as an MBA, both from Northeastern University.

#### SUCCESS STORY:

"Getting PTG (IT) to be recognized as a key contributor to corporate strategy has been one of the best accomplishments I have had. I am now welcome at strategy meetings because people understand that PTG is an enabler of productivity. To get here we had to deliver a strong strategy, bring in new leaders, drive new technology innovations, achieve significant savings while improving our operations and overall gain people's confidence and trust. We are now included in critical decision making for the direction of our products and our PTG team enabled this for Avid for the first time in 30 years."



### ENTERPRISE ADAM WASYLYSHYN

CIO, Insulet Corp.

**A**s a Business Partner and CIO, Adam leverages his global leadership experience to transform Fortune 500 companies and startups by converting strategy into sustainable business improvements.

His ability to securely transform a company's information flow has been enabled by implementing new business models, streamlining business processes, and ultimately improving the company's products and services by using technology as a competitive differentiator.

Known as a strategy focused leader, he has a track record of creating best in class, resilient IT organizations and cloud operations teams that optimize productivity and drive profits.

He holds an MBA in Global Management, an MS in Computer Information Systems and an Executive Certificate in Strategy & Innovation from MIT.

#### SUCCESS STORY:

"Transforming IT from a back-office function to one that is organized strategically to support product innovation (e.g. patient experience, mobile platform, data & analytics), global commercial expansion and market-leading security and core infrastructure. We have enabled new business models, streamlined processes, and improved the company's products and services by using technology as a competitive differentiator; all of which support Insulet's continued rapid growth and profitability."

Our accomplishments are a direct result of our wonderful team at Insulet. This includes our incredible IT team, our collaborative cross-functional business partners, and outstanding leadership team."

2019 CIO OF THE YEAR



Corporate CIO of the Year Finalists



**CORPORATE**  
**FRANK AUGER**

CIO, HubSpot

Frank Auger is the Chief Information Officer at HubSpot, where he is responsible for driving the success of HubSpot's Business Operations and IT teams globally.

Once a customer of HubSpot, Frank credits the experience with his focus on customer facing teams having easy, secure, and reliable access to all the information they need to serve clients during HubSpot's scale-up. Frank brings over 20 years of software company leadership to the role.

Prior to this role, Frank served as VP of Services at HubSpot, heading up Customer Success and Services functions. His teams were responsible for enabling success for HubSpot's 19,000 customers and partners, including HubSpot Academy, account management, support, and inbound marketing consulting. Frank previously worked as CEO of Metalect, VP Product Management and Marketing at Novell, and VP Engineering at SilverStream Software.



**CORPORATE**  
**DAN CARNEY**

SVP, Network Operations  
Limelight Networks

As Senior Vice President Operations, Dan is responsible for building customer satisfaction through technology deployed externally to customers and drives the internal technology needs of the company as well. Dan has deep architectural, implementation, and operations leadership experience in large enterprises, growing businesses, and startup environments. Prior to joining Limelight in December 2013, he was Chief Technology Officer at Xerox Services, responsible for operating IT infrastructure, applications, and processes. Previously Dan held executive IT management positions at Convergys, Azuki Systems, and Boston Communications Group. He was recently recognized as one of Computerworld's Premier 100 Technology Leaders. Dan holds a MBA from Suffolk University and a B.A. in Computer Science from St. Anselm College.

**SUCCESS STORY:**  
"My biggest accomplishment being able to change Limelight's IT culture by putting in place processes that improve results, encouraging creativity and provide a challenging and rewarding work environment. I've put my engineers at the forefront of the business by empowering those closest to the technology with the authority to make decisions, implement services and prevent problems before they happen. Once seen as the last resort to react to problems, my team now has a proactive mindset and our operations staff is one of the company's most important groups, leading the business by driving innovation and delivering excellent results to clients."



**CORPORATE**  
**JONATHAN DACK**

VP Technology, Toast Inc.

With over 20 years of IT and Operational experience in strategic planning and development of high-performance global teams, Jon is constantly looking for new and creative ways to improve the effective use of technology, while focusing on cost efficiency and alignment with corporate business goals. Most recently, Jon has helped to grow Toast from a Series A Start-up to a Multi-Billion Dollar Tech company, who continues to scale at a rapid pace. This includes ownership over IT Operations, Enterprise Business Systems, Information Security, Global Real Estate and Operational Excellence. Jon's general Operational Experience and Leadership, allows him to think beyond the world of Technology, to ensure his teams provide strategic business value.

**SUCCESS STORY:**  
"Seeing a company grow from a small startup to a multi-billion dollar organization, with a high customer and employee satisfaction rate, and knowing I was a contributing factor to that success. To me, this is the highlight of my career to date, and I'm excited every day I come to work, because I know another challenge will be in front of me, and I'm surrounded by strong, collaborative people who will help me get to the end goal."



**CORPORATE**  
**DAVID NUSS**

CIO, Cresa

Forward thinking IT leader with 24 years of proven career success managing cross functional organizations, project delivery teams, global network and data center operations, private cloud and application server environments, and client facing service delivery groups. Recognized as an efficient problem solver who consistently aligns technology and overall business strategies while managing costs and risks. Decisive professional, known for taking on major initiatives, adapting to rapidly changing environments, and resolving mission critical issues to ensure bottom line success.

Global IT experience at companies like Cresa, Starwood Hotels & Resorts Worldwide, Bayer Diagnostics, Harte Hanks, Putnam Investments, and GDF-Suez. Specialties include:

**SUCCESS STORY:**  
"My greatest accomplishment at Cresa is the complete transformation of our internal corporate infrastructure and client-facing applications from a traditional hardware/datacenter approach to a 100% cloud-based infrastructure built on Azure, Office 365, RingCentral UCaaS, Salesforce, and Box. Being 100% cloud-based situates Cresa as a technology and data focused company far ahead of the competition, utilizing the latest capabilities to deliver services to our clients around the world. Cresa's early success with cloud adoption is only the beginning. As CIO, I have a responsibility to continue to promote a collaborative environment and drive business innovation to ensure our ongoing success."



**CORPORATE**  
**AVI RAICHEL**

CIO, Zerto

Avi Raichel joined Zerto as CIO in 2017. Avi leads the company's IT team tasked with ensuring that internal processes & systems continue to thrive alongside Zerto's strong business growth. Before joining Zerto, Raichel spent 17 years at Amdocs where he rose from MIS team leader to vice president of information systems. He led a group of 350 IT professionals and brings expertise and a proven track record of initiating, planning and executing large scale technology led transformations that meet measurable business goals. Avi holds a B.S. in Economics & Accounting from the Tel-Aviv University, and a CPA certificate from the State of Israel.

**SUCCESS STORY:**  
"To define the greatest success I need to zoom out. Zerto is a fast-growing company. Our CEO called last year a "transformation year" in which the company began several key changes in the different domains. IT is involved in many of these transformations, as technology is often the driving force enabling process improvement. We were tasked with delivering dozens of projects, all while building our team, increasing its size significantly and maturing our IT delivery capabilities in service management and project management. I can compare that to installing a new upgraded engine while the car is participating in a race."



## 2019 CIO OF THE YEAR

# Nonprofit/Public Sector CIO of the Year Finalists



### NONPROFIT/PUBLIC SECTOR

#### CARA BABACHICOS

SVP & CIO,  
South Shore Health

**C**ara Babachicos earned her bachelor's degree from Boston College in the School of Management and her master's degree in Health Care Administration from the University of New Hampshire.

Cara has 25 years' experience working in health care information systems, with a career that spans across acute care, non-acute, for-profit-vendors and consulting.

In her current role, Cara is responsible for IT and Innovation. Prior to South Shore, Cara was the CIO over Community Hospitals and Post Acute sites at Partners Healthcare.

Cara is an active member of the CIO community and is also on the faculty of CHIME where she teaches in the CIO Boot Camp. In the past Cara taught at Northeastern University in the masters program for Healthcare Informatics and has created their first online program focusing on Patient Informatics and the Patient Experience.

In her spare time Cara and her yellow Lab are a Pet Therapy team that go to hospitals, hospices and colleges to help patients and college students cope with stressful times.

#### SUCCESS STORY:

"Installing the latest and greatest system is often the easier part of my job. Getting people bought in and comfortable with the change often requires true hard work! With the support of a great team, we have built a process that supports governance/buy in and change management for the ongoing success of South Shore Health."



### NONPROFIT/PUBLIC SECTOR

#### MICHAEL CRONOS

CIO, Draper

**M**ike joined Draper as the Chief Information Officer in September 2015 and has responsibility for all centrally supported information systems and services. Mike has transformed Draper's central IT organization into a partner to the business and has built an extremely strong IT leadership team.

Prior to Draper, Mike spent the prior 11 years at MIT Lincoln Laboratory in various roles from technical staff, to program management and eventually culminating as the Deputy CIO. During his time with MITLL, he helped run the Laboratory's central IT services and was intimately involved with cyber security, information assurance and compliance activities.

Mike has held technical IT implementation, management and architecture roles across various industries. He holds his bachelors from Merrimack College and a masters from Brandeis University.

#### SUCCESS STORY:

"The greatest accomplishment in my current role has been the transformation of our staff within the IT department. Upon arriving at Draper, it became clear that there were technical challenges, but what also became apparent was the deferred maintenance impacts upon technical staff and IT leadership. I quickly came to the conclusion that to affect change on the technical portfolio, focus was needed on human assets first in order to achieve success. Through dedicated and thoughtful mentoring and leadership we have developed a diverse team of motivated technical staff who are managed by extremely capable leaders with exciting future opportunities."



### NONPROFIT/PUBLIC SECTOR

#### JEANNETTE CURRIE

Community Hospital CIO,  
Beth Israel Deaconess Medical Center

**J**eannette Currie serves as the Chief Information Officer for the Beth Israel Deaconess Community Hospitals, Milton, Needham and Plymouth. Ms. Currie is responsible for all of the functions of Information Technology at the BID - Community Hospitals, and also serves as BID Milton Hospital's designated HIPAA Security Officer.

Ms. Currie joined the Beth Israel System in 2015 as the CIO for BID Milton.

Ms. Currie serves on many local task forces and workgroups. A graduate of the University of Massachusetts Amherst, Currie was previously Executive Director of Information Systems at South Shore Hospital. She also served as Assistant Director of Information Systems at Mount Auburn Hospital and Information Systems Manager at Caregroup.

#### SUCCESS STORY:

"On Oct. 1, 2018, we went live with the largest electronic health record implementation that the Beth Israel system has ever taken on. The scope was a full EHR implementation across the three community hospitals in Needham, Milton and Plymouth. In a single moment, every clinical, financial and administrative function changed across 3 organizations. This project took 2.5 years to fully implement and the collective power of experts across all disciplines. The implementation was incredibly successful and highlighted the collaboration and system thinking that will guide the Beth Israel Deaconess Health system into the future."



### NONPROFIT/PUBLIC SECTOR

#### DEAN PATTERSON

VP Technology, AAA Northeast

**D**ean Patterson is the Vice President of Information Technology for AAA Northeast and has been serving in this capacity since August 2007. He is responsible for providing enterprise communications, computing, data analytics and information security that enables AAA Northeast business operations to over 5.7 million members in Mass, CT, RI, NJ and New York.

Dean has over 25 years of experience for industries including healthcare, retail and service (automotive).

Dean holds a bachelor's degree in communications from Emerson College in Boston, has served on many boards in the surrounding communities, is a graduate of Leadership Rhode Island and is a proud member of the Knights of Columbus. He resides in Rhode Island with his wife, Susan, and four children.

#### SUCCESS STORY:

"The accomplishment I'm most proud of is building a winning IT team, unlocking the potential of each team member and changing from a culture of order taking to leading several of our digital transformation initiatives. We are undergoing a major technology modernization with our software systems, introducing a data analytics practice as well as refreshing our hardware/network infrastructure. Meanwhile the business is continually growing, hiring, and expanding into new markets. AAA turned 117 in 2019 and I believe these initiatives will help support the legendary services our members have relied upon and enable us to attract new members for life."



### NONPROFIT/PUBLIC SECTOR

#### ROBERT SOLIS

CIO, MIT Lincoln Laboratory

**B**ob joined MIT Lincoln Laboratory as Chief Information Officer in 2016. As CIO, Bob is leading the Laboratory's IT strategic vision and transformation and partnering with the Business Transformation Office focused on enabling the state-of-the-art technology research mission by optimizing enterprise operational processes, modernizing business systems, and empowering staff's ability to leverage current and future information technology.

Bob has over 30 years of experience in IT in higher education and healthcare. Prior to joining MIT, he was VP and CIO for the University of Massachusetts system.

Bob earned a Bachelor of Science in Biochemistry from the University of Massachusetts Amherst, an MBA from Northeastern University, and an Executive Management and Leadership Certificate from MIT Sloan School of Management.

#### SUCCESS STORY:

"I would say the greatest accomplishment in my role at MIT Lincoln Laboratory has been watching the IT team grow to their full potential. Why is that an accomplishment? Even prior to accepting the job in 2016, it was apparent to me the IT team had tremendous untapped potential. What the team needed was a leader that believed in them, helping to build their confidence to extend themselves beyond their office, to develop a trusted network with colleagues across the enterprise. It is my privilege to have had an influence in helping this team excel and reach new heights."

# CONGRATULATIONS 2019

## BOSTON CIO OF THE YEAR® AWARDS NOMINEES

**PAUL ALDRIDGE**  
*Cell Signaling Technology*

**JON ALIBER**  
*MFS Investments*

**FRANK AUGER**  
*HubSpot*

**CARA BABACHICOS**  
*South Shore Health*

**DOUGLAS BARTA**  
*PAREXEL International*

**MARK BEYERLY**  
*The TJX Companies, Inc*

**JACK BILLIEL**  
*HP Hood LLC*

**JAMES BILOTTA**  
*Alnylam Pharmaceuticals, Inc.*

**PAUL BRADY**  
*Arbella Insurance*

**DAN CARNEY**  
*Limelight Networks*

**BROOK COLANGELO**  
*Waters Corporation*

**MICHAEL CRONES**  
*Draper*

**JEANNETTE CURRIE**  
*Beth Israel Deaconess Medical Center*

**JOSEPH DACEY**  
*Hill Holliday*

**JONATHAN DACK**  
*Toast Inc.*

**GARY DEGRUTTOLA**  
*Liberty Mutual Insurance Company*

**THOMAS DELLA FLORA**  
*Catholic Medical Center*

**THOMAS DICEY**  
*DL SAUNDERS REAL ESTATE*

**PETER DILORENZO**  
*Shepherd Kaplan Krochuk LLC*

**MICHAEL DUBOIS**  
*Gulf Oil Limited Partnership*

**JODI EDDY**  
*Boston Scientific*

**SALVATORE FIRICANO**  
*Eloxx Pharmaceuticals, Inc.*

**DAVID FLEMING**  
*Goodwin Procter LLP*

**GREG FRAMKE**  
*Manulife*

**SHANNON GATH**  
*AMAG Pharmaceuticals*

**JOHN GIDMAN**  
*Loomis, Sayles & Company, L.P.*

**TOM GODDEN**  
*Foundation Medicine, Inc*

**BERNIE GRACY**  
*Agero*

**KEN GRADY**  
*IDEXX Laboratories, Inc*

**MATT GRIFFITHS**  
*Stanley Black & Decker, Inc.*

**NEIL HAMPSHIRE**  
*ModusLink*

**MARIO HARIK**  
*XPO Logistics*

**ANJANA HARVE**  
*Hill-Rom*

**THOMAS HARVEY**  
*Alkermes*

**ARTHUR HARVEY**  
*Boston Medical Center*

**LEE ANNE HOWE**  
*Lantheus Medical Imaging*

**JOEL JACOBS**  
*The MITRE Corporation*

**CHARLES JARRETT**  
*Cumberland Farms, Inc*

**ADRIANA KARABOUTIS**  
*National Grid*

**MIKE KASPARIAN**  
*Forrester Research*

**RYAN P. KENNEDY**  
*Philips*

**SCOTT KESSLER**  
*BJ's Wholesale Club Inc*

**PRAKASH KHOT**  
*AthenaHealth*

**PHILIP KNUTEL**  
*Babson College*

**JAMES LA CRETA**  
*Brandeis University*

**JEFF LAMOREAUX**  
*Global Partners LP*

**PAUL LANHAM**  
*J. Jill*

**TODD LARSON**  
*Sentinel Benefits and Financial Group*

**W. FRED LENZ**  
*GZA GeoEnvironmental, Inc*

**MATT LEWIS**  
*eClinicalWorks*

**MIKE LILLIE**  
*Endurance International Group*

**ERIC LINDGREN**  
*Bright Horizons*

**PAUL LUONGO**  
*Plymouth Rock Assurance and Affiliated Companies*

**CHRIS MACKENZIE**  
*CONMED Corporation*

**KEVIN MARTIN**  
*Tech Advisors, Inc.*

**JOHN MASON**  
*Bottomline Technologies*

**WILLIAM MAYO**  
*The Broad Institute of MIT and Harvard*

**REED MCGOLDRICK**  
*Smith & Nephew*

**JOE MCGRATH**  
*Sage Therapeutics, Inc.*

**SUMEDH MEHTA**  
*Putnam Investments*

**GEORGE MOORE**  
*Cengage*

**KEVIN MORE**  
*May Institute and National Autism Center*

**PAUL MOSS**  
*The Boston Beer Company*

**DOUG MYERS**  
*Suffolk Construction*

**STEVE NEFF**  
*Fidelity Investments*

**DAVID NUSS**  
*Cresa*

**BETH O'RORKE**  
*Blue Cross Blue Shield of MA*

**DEAN PATTERSON**  
*AAA Northeast*

**IAN PITT**  
*LogMeIn*

**BRIAN PLOURDE**  
*Eastern Bank*

**FRED PRETORIUS**  
*Mintz Levin*

**AVI RAICHEL**  
*Zerto*

**RAGAVAN RAMALINGAM**  
*AllWays Health Partners*

**NATHAN ROGERS**  
*SAIC*

**CAROL ROOSA**  
*Heywood Healthcare*

**RIZWAAN SAHIB**  
*Brookfield Renewable Energy*

**MICHAEL SAMOSKA**  
*Aqueduct Technologies*

**TRACY SCHROEDER**  
*Boston University*

**BILL SCUDDER**  
*AspenTech Ltd*

**ART SEBASTIANO**  
*Ken's Foods, Inc.*

**DAN SHEEHAN**  
*Beacon Health Options*

**KIM SINCLAIR**  
*Boston Medical Center Health Plan*

**ROBERT SOLIS**  
*MIT Lincoln Laboratory*

**JAY SPADARO**  
*Mersen*

**ROBERT SPIELVOGEL**  
*EDC*

**DAVID SPROWS**  
*Wellington Management*

**DAVID STARMER**  
*Sonesta Hotels*

**ROGER STILES**  
*Fidelity Investments*

**ALEX SUKENNIK**  
*Avid Technology*

**GENE SUZUKI**  
*EverQuote, Inc.*

**GREG SWOPE**  
*Five Star Quality Care*

**TODD TETREAULT**  
*Dorel*

**MICHAEL TIROZZI**  
*iRobot*

**TRISH TORIZZO**  
*Houghton Mifflin Harcourt*

**ADAM WASYLYSHYN**  
*Insulet Corporation*

**DONALD WESTERMANN**  
*Eastern Bank*

**JAMES WHALEN**  
*Boston Properties*

**JEAN WILSON**  
*L.L.Bean*

**CHARLIE WISE**  
*Nutter McLennan & Fish*

**SCOTT WISHART**  
*Delaware Life Insurance Company*

**VIC ZELNY**  
*Summit Partners*

THE **PREEMINENT**  
PROFESSIONAL ASSOCIATION FOR  
**NEW ENGLAND**  
CHIEF INFORMATION  
OFFICERS

THANK YOU TO THE 2019 BOSTON CIO OF THE YEAR® AWARDS SPONSORS

PRESENTED BY



SPONSORED BY



MEDIA SPONSOR

