

# Fortified | Quarterly

***FUTURE-READY LEADERSHIP:***  
WOMEN SHAPING THE NEXT ERA OF TECH

02



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## Letter from the Editor

This edition of Fortified Quarterly is dedicated to all of the incredible women on the bleeding edge of technology – visionary leaders and changemakers who are redefining what's possible and shaping the future of our industry. I am honored to celebrate the achievements of my colleagues and clients, whose leadership, insights, innovation and resilience continues to break barriers.

As AI revolutionizes industries, the most impactful innovations will come from those who listen deeply, lead with empathy, and challenge conventional thinking. To unlock AI's full potential, we must push beyond traditional problem-solving by challenging existing paradigms, thinking outside the box and reimagining a future where digital resources and humans amplify each other and intelligence is woven into everything we do.

The technology industry should be a place where everyone, regardless of gender, age, social status or background, has the opportunity to thrive. Progress at the speed of technology requires collaboration across industries, companies, individuals and partners.

It is up to all of us, as leaders, innovators and changemakers, to support each other and empower future generations by leaving the world and the workplace in a better place than it started. Together, we can shape a future where technology not only drives business success, but accelerates opportunities for all. Let's rise to the challenge.

Stephanie Otto

Global Director Strategy & Innovation  
Ondaro



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MAR/25



## COVER STORY

# Future-Ready Leadership: Preparing Women for the Next Era of Tech Innovation

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**How women in tech can lead the charge in AI,  
automation, and the future of innovation**

In the 1950s, the rise of women in the workforce wasn't just a cultural shift—it was driven by a technological revolution. As businesses adopted IT, they needed more skilled workers, opening the door for women to step into roles that would shape the future of work. Today, history is repeating itself. With AI, automation, and low-code platforms redefining the industry, women in tech have an opportunity to lead the next wave of innovation.

Stacey Fournier-Thibodaux, President of Cask NX, knows this firsthand. From navigating personal challenges to climbing the corporate ladder, she has built a career rooted in resilience,

strategic leadership, and a commitment to lifting up other women along the way. As an advocate for gender diversity in tech, Stacey champions the power of continuous learning, networking, and intentional leadership to prepare for the future.

In this feature, we explore how women in technology can position themselves for success in a fast-changing landscape—gaining the skills, confidence, and support they need to thrive. Through Stacey's story and insights, we uncover what it takes to be a future-ready leader in tech.







## INDIA TELLKAMP

Account Executive,  
Ondaro

**INDIA: Welcome! As a quick introduction, I've been in the ServiceNow space for about eight years and now serve as an Account Executive at Ondaro. At Ondaro, we are ServiceNow implementors, strategists, and thought leaders in the industry, falling into the highest category of ServiceNow partners in the ecosystem.**

**Speaking of thought leadership, today, I have the privilege of interviewing my great friend and mentor, Stacey Fournier-Thibodaux, who is the president of our Ondaro US business. Before we get into our conversation, tell us a little bit more about your background Stacey.**

**STACEY:** I always think it's interesting when people ask me how I got into IT, because it was never my intention! It's actually quite a personal story. I ended up getting pregnant in my second year of college and becoming a single mom. My original goal growing up was to become the President of the United States, so I was a pre-law student, and I was like, "Oh wow, this is going to take me a really long time." And here I was with a little baby to take care of – so I switched gears.

I always had a really good inclination for computers. I was like, "Hey, I understand this stuff." I didn't feel intimidated by it. So when I would see these commercials for IT programs, I'm like, "I'll go and do that, right?" And so I did that.

I took an eight-month program—back then, it was a big Microsoft certification that you could get—and I got a job on a help desk.

Almost immediately I felt like, "Okay, this is not for me. This is very technical." I really didn't feel like I was cut out for IT. But then I fell in love with certain aspects of it related to the process pieces, customer service, that kind of thing. I started thinking about how to provide other employees with a better experience. So I went back to school and ended up getting a degree in information management and management information systems. Later on I went back again and got a Masters degree more related to business.



“

*But during that whole time, I worked in IT. I spent about 20 years in technology, moving from a help desk role to a leadership role, getting into ITIL processes and other types of process methodology and really getting into the love of why IT exists. **It doesn't just exist to provide technology. It exists to really enable the business. And I fell in love with that part. So that's how I got into it.***

**STACEY FOURNIER-THIBODAUX**

**President, Cask NX**



**INDIA:** You were a young mom who made the transition from help desk to leadership. There's a lot of women out there who want to make that transition as well but also have this desire to be present at home. I want to be home, but I also want to have a successful career - I want both - and that can be challenging in a lot of ways. How did that look for you as you made that transition?

**STACEY:** So, here I am. I'm a single mom, I'm working in IT, and it was really helpful, because it is a fairly lucrative career. And I would tell people all the time, as long as you're not afraid of technology, if you're not really sure what to do with your life, go into IT. One way or another, go into it, because it is a good career. It is something where people can make decent money.

Initially I used social programs, and then I was able to get off of those and provide a fairly decent life for my daughter. However, you know when you have a baby, you also have daycare costs. You have times when they get sick. My parents helped me where they could, they took care of her at night while I went to school, but they worked during the day. I did not have anyone else to help me. I have so many stories of going and getting my daughter and bringing her back to work with me.

It was tough. And I was climbing a ladder through that whole time. I met my husband when my daughter was about nine. He also had a daughter, who was six, so we became a blended family. It was really helpful to have a partner and be able to lean into each other for support. I hadn't really been used to that and that was really a blessing.

When I had my oldest daughter, I was still going to school. When I met my husband, I was going to school. When I had my son, I had actually *finally* graduated from college. So it took me a long time. It wasn't something I could just invest in and dedicate the time. I had to sometimes skip a semester or take one class at a time. It didn't go by fast. Then when I had my youngest daughter, who's now 12, I was working on my master's program. I basically had a baby or a child in my belly through my entire education. So, yeah, it wasn't easy at all. But I got through it, and I am absolutely blessed for those experiences.

**8.7%**

**of CEOs in Fortune 500 technology companies are women as of 2024.**





**INDIA:** Let's transition a little bit into networking. So something I love to do is network. I feel like it is one of the most valuable activities that anyone, regardless of role, can do to grow. What are some of your recommendations as far as getting out there, maybe putting yourself in an uncomfortable situation, or giving up a couple nights at home to go do things. What are some networking suggestions that you have for women out there?

**STACEY:** I had a mentor who was really good at networking. It felt like people were almost lining up around him. Even after I stopped working with him, he would call me on a regular basis just to have lunch and catch up or maybe pick my brain about something related to the ServiceNow platform. We stayed close to each other for years, and when I went into consulting, he's the person that brought me into that consulting company.

So even with that example, I get chills thinking about how powerful his networking skills were, right? I learned a lot from that. I find now that I'm a bit older, I'm a lot more interested in getting to know a very broad section of people, all different kinds of people. It helps that I like everybody.

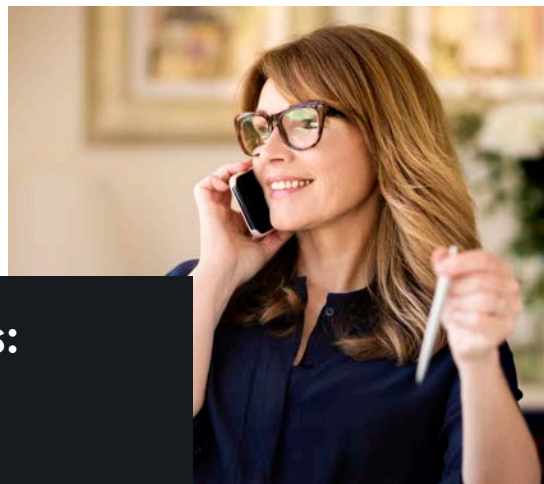
**INDIA:** What I love is that you found a person who was really good at networking, and then you were intentional about sitting down with him regularly, and it wasn't necessarily, what can I get out of it? Maybe he'll introduce me to somebody... It was genuine. Let's build a relationship and a friendship, and it just happened to work out in your favor. And that's how it often works. And networking, I think, is obviously a friendship builder, but also, how can you help each other and empower each other in your careers, even in personal life, whatever that looks like.

I think it's hard to be intentional sometimes. Even just going back to being a mom and wanting to balance your time. I remember before I had kids, it was like, I'm going to be out every night, like at any event I can find. Now I'm like, okay, I need to pick and choose a bit more because I do want to be home more. But I also like being more intentional and setting a goal of, hey, I want to have 1 to 2 breakfasts with different people a week. Maybe those are regular cadences with those people.



**STACEY:** I think it can be a little overwhelming. And I like what you're saying about setting a goal. Because I work from home and literally work from early in the morning until late at night, how do you shut your brain off, right? So especially when you're talking to somebody who's not directly related to your business, but still is probably helpful in some way and vice versa, those are mutually beneficial conversations.

I think I'm going to take your advice and say, hey, a couple times a month, I'm going to take that type of meeting. So yeah, I just learned something from you again, India.



## Women CEOs by the Numbers: Progress and Pay Gaps

**7.3%**

Out of 341 CEOs surveyed, only 25 were women.

**21%**

Median pay for female CEOs increased by 21% in the past year compared to 12% for male CEOs.

**85%**

In 2024, women earned an average of 85% of what men earned

*Source: AP News, CEO pay is rising, widening the gap between top executives and workers. What to know, by the numbers*

*Source: Pew Research Center, Gender pay gap in U.S. has narrowed slightly over 2 decades*

**Q**

**INDIA:** I learn every day. So speaking of learning, what are some meaningful ways that you have grown in your career and what would you recommend? Is it getting a business degree? Is it just taking different training courses? Do you have any thing specific that you recommend as you are growing in your career?

**STACEY:** I think it's really personal for people. I like all of it, honestly. I have, you know, in prior points in my life, understood why people wanted to get a bachelor's degree. I do think it gives you a really broad education, but that type of regimented schooling is not for everybody. I have two people right now working for me who have not had that formal education but have a ton of experience, and they still get imposter

syndrome because they're like, "How do I have this title? How am I making this money?" I will tell you, they work their butt off. They're really, really curious. They sit down, and they learn, and they listen. They take other classes, they get certifications and honestly, they're fearless. I think the idea is being a lifelong learner. There's people who do really well just reading, watching YouTube videos, listening to lots of podcasts, things like that. I think it is really personal.







**INDIA:** Something that I think is top of mind for a lot of organizations, is there's a lot of uncertainty right now. Inflation is constantly going up. Then we have the impacts of a GenAI, which Ondaro is really leading the pack on. And there's so many different areas of excitement but also uncertainty and questions about where those things will lead us in the next year. Stacey, what are some practical ways to stay resilient as a leader through this time of flux and to differentiate yourself?

**STACEY:** I think it's easy to get intimidated because, especially with AI, things are moving so fast. But I would just say to people, you're not too late to catch up with everybody else. Everyone's still trying to figure it out. Inside of organizations, a lot of things that you really need are going to be built internally. It's stuff that a human has to build. And that is only as good as the information that's in it, right? You have to have somebody who has a strategy. You have to have somebody who owns the business plan, and people who are executing against that.

People start to question, are these bots going to take over my life? No, they really should only supplement what you do. It should do away with the parts of your job that maybe aren't your favorite. And I think my biggest piece of advice would be just not be intimidated, to be fearless about it.

Figuring out how to put AI to work for us takes strategy. You have to come in and say, "I'm going to help my company move forward with it. I'm going to stay on top of it." And, I think naturally, a lot of women are really good at those things, so it's not time to cower back. It's time to get in the front and lead.

We probably say a thousand times, what's the cost of not doing this, right?

So if people want to hang back, and they don't want to figure out what their AI strategy is, they're just kicking the can down the road and getting behind. We must embrace AI at this point. It has to be done. You will get left behind if you do not. Your company will evaporate if you're not using this type of technology to push forward.

When you think of the business value, the "cost of not doing" is huge. As the president of Cask NX, I think about that all the time because we have to balance our own business growth – how we're developing our consultants and different capabilities – with leveraging AI for business development and internal processes, etc. If we don't do it now, it's probably going to be more expensive and harder later on in a lot of cases.

***Women now hold 29% of C-suite positions, up from just 17% in 2015. However, at the current rate of progress, it would take 22 years for White women to achieve equal representation—and more than twice as long for women of color.***

Source: McKinsey, Women in the Workplace 2024: The 10th-anniversary report

## Q

**INDIA: What are you looking for as you build a team that is going to be navigating this new AI-powered reality?**

**STACEY:** In the past year, after I became the president of Ondaro, one of the first things I did was put the people I thought could help us go forward around me. And it was really fun for me to take the existing executive team and grow it. There were a bunch of people that were one level down, and I was like, "I want those people close to me. I know that they can make a huge impact." A lot of them happen to be women, which diversified the executive team quite a bit. And I think I pulled up probably about seven different delivery leaders because I wanted to have that strong client value voice. We created a client success team. We added the presales team, and it just brought a lot of different voices together at the table.

AI is one of the topics that is present in every conversation we have right now. I had probably four conversations yesterday about AI, and it was about so many different pieces. Some were about AI strategies for clients. Some were about internal use of AI. And when you think about running a professional services firm, how we train our employees on the technology that's emerging daily, and how skills either translate or need to adapt is a huge conversation.

I need a team who can solve for those issues and opportunities, and the good news is, as I look across my team, I have those people. I feel very confident in that. The expertise that they're building and the strong collaboration they have with each other is going to come through for our clients.



# Q

## **INDIA: Looking ahead, what do you think is the most exciting opportunity for women in tech, and how can they position themselves to take advantage of it?**

**STACEY:** One of the things I've always said at every company is, "make yourself irreplaceable." Now, that's not about being the only person who can do what you do, because that's not helpful. You're not just out there going rogue on your own. But you do need to be able to have a way of doing things that is unique and that nobody is going to do exactly like you.

So when I say that, a lot of that comes from coming into the room in a way that's going to challenge the status quo every time, because the speed of doing business is not going to slow down. People who say things like, "This is the way we've always done it," or, "It works fine this way," that's not going to work. I like change, I consider myself a disruptor. If you're not a disruptor, get used to saying — go and get a mirror, look into it — "Hey, I'm a disruptor. And that's okay."

Because we need to disrupt everything that we do. We need to look at status quo processes and say, "Hey, that is not the best way to do it. Or maybe we could do this." And with any kind of process, once you put it in and you're like, "Okay, love it," day one, and then it's day two and you're like, "Well, it could have been a little bit better." That's great! All of that is cyclical. You always want to improve and get better and grow.

One of the main things, whether it's hands-on-keyboard — you're a developer, or a technician, a scrum master, project manager, you're a BA — whatever you are, find your voice, challenge everything, and help change your culture. And my guess is not only will you change your culture, but you will enjoy the environment you work in even more.

CELEBRATING WOMEN IN TECH  
**Voices from Cask**



**Watch the full recording of the interview [here](#) and connect with [Stacey](#) and [India](#) on LinkedIn.**



## CELEBRATING WOMEN IN TECH:

# Voices of Ondaro

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At Ondaro, we believe that building a more inclusive and innovative future starts with amplifying the voices of women in tech. In honor of International Women's Day and Women's History Month, we're spotlighting some of the incredible women on our team who are driving change, breaking barriers, and inspiring the next generation of leaders.

**28%**

***is the percentage of IT roles occupied by women***

*Source: CIO, Women in tech statistics: The hard truths of an uphill battle*

Discover their profound experiences, insights, and advice on thriving in the ever-evolving world of technology. From career challenges to leadership lessons, their stories highlight the impact of mentorship, resilience, and continuous growth.



## What's one piece of advice you'd give to women aspiring to leadership roles?



**Alessandra Costa**

PMO Director & Partner Manager

**WATCH VIDEO**



***The first one is what I've always said to my teammates, learn your personal values.** Know yourself, use them to make sure that whatever task you're doing or whatever decision you take, you're aligned to those values and make sure that they get respected, because that's the basis for everything you do in your life. It'll make you very, very happy when you make decisions based on your values.*

***The second one is, don't be shy.** Women tend to be more quiet, especially in companies with predominantly male coworkers. We tend to be shy, but don't be! Because our main services that Ondaro delivers are soft — they are intangible and it requires a lot of sensitivity. We need creativity. We need to understand the requests from the customers, and our sensitivity is key for that and we have a very strong advantage when we use that sensitivity for good.*

***My key advice for women would be just to be fearless.** Be fearless because when you lean into what you're good at, when you lean into what you know to be true, and you don't let anything get in your way, you can literally accomplish anything.*

***We have to figure out who we want to be, and be that person.***

*Go directionally toward the light of who you want to be — what fuels you versus what everyone else thinks should or is. Most people don't know you. They don't know anything about you.*

*You know who you are — what you write in your journal, or what you tell your spouse or what you pray about.*



**Stacey Fournier-Thibodaux**

President, Cask NX US

**WATCH VIDEO**





## 2



**Chelsea Cedeno**

Associate Director,  
Business Solutions Consultant

## Do you have another woman that you look up to and what is it about them that inspires you?

*Absolutely, I have a few in different roles who I look up to. **First, I look up to my mother.** She faced adversity her entire life, but she never gave up and she was always there for her 4 children.*

***I look up to my sisters** — each took a different path but both work so very hard and raised or are raising their children as well. Lastly, I look up to someone who is technically my manager, but is more my mentor and friend. **This person knows when I need to be picked up, challenged, virtually hugged,** you name it - and is always there to support me.*

## 3

## What does being a woman in leadership mean to you?

*I've never really thought of myself as a woman in leadership. What I have thought of myself as through most of my career was a reluctant leader.*

***I didn't choose to be a leader, it chose me. But once I fully embraced it, I realized that as an individual contributor, I could be the best that I could be, but I could still only do what I could do as an individual contributor. When I realized that I could build a team of the best individual contributors that there were, that would work really hard, I knew the possibilities were really endless.***



**Teri Bobst**

Sr. Director, ITx Practice Area

WATCH VIDEO



4

**Angi Williams**

Senior Solution Consultant

**WATCH VIDEO**

## What's one thing you're really proud of that you've achieved or contributed to at work?

*For me, it's not really one specific thing. I find it the most fulfilling helping others and pushing myself to grow. So at Ondaro, my goal has been to establish myself as a passionate, empathetic consultant, strategist and collaborator. Someone who excels at solving complex problems and is always ready to support others. Every day I strive toward that goal. I achieve it more often than not; however, I like to continuously improve when I feel I fall short.*

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## What advice would you give to young women considering a career in technology?

*Sometimes you feel like you have to be smarter, work harder, and be different to get ahead. You will feel like you are not capable, not able to deliver, scared of your potential. But trust in yourself, and the support system you have. Build that empire around you — being a woman in tech doesn't mean you have to be alone, which is what I think so many in my generation felt when we were young. Empower other women, build a network of strong, capable, intelligent women, and you cannot fail.*

**Megan Harter**

Sr. Director, Transformations



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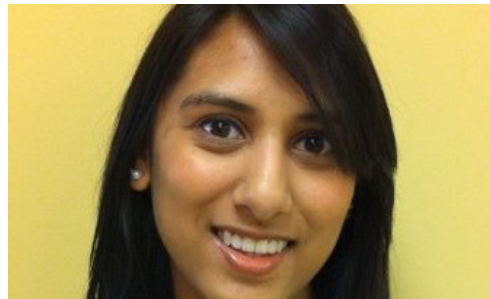
## What inspired you to pursue a career in technology?

**Alma Bravo**

Delivery Manager

*Actually, it was my curiosity that led me here. During my time, I saw the internet beginning to change the world, and to me, it felt like a black box, a whole new world waiting to be discovered.*

*Constantly being pushed to learn new ways of working and problem-solving helped me grow, but finding my voice was a challenge at first. Fortunately, great mentors made all the difference. Mentors are key—whether they come from your workplace, alumni network, or professional connections, their guidance can help you navigate*

**Natasha Persaud**

Accounting Manager

## 7

## Do you have another woman who you look up to and what is it about them that inspires you?

**Christine Morris**

Sr. Director, Platform &amp; Experience

*As a woman in tech, I've certainly encountered challenges, whether it's being underestimated in meetings, having to prove my expertise more than my male counterparts, or navigating environments where leadership was predominantly male.*

*To overcome this, I've focused on creating opportunities for others by mentoring women entering the tech field, advocating for inclusivity, and pushing for a culture where all voices are valued. Overcoming challenges isn't just about personal success—it's about paving the way for others as well.*

## Watch the full video celebrating the women of Ondaro.



### Challenges women face in evolving into tech leaders include:

#### GENDER GAP IN DEGREES

only 18% of computer science graduates are women

#### LACK OF PROMOTIONS

only 52 women are promoted to manager for every 100 men

#### RETENTION

half of women who started their career in tech leave by age 35



Source: CIO, Women in tech statistics: The hard truths of an uphill battle

**Women made up only 35% of STEM graduates in 2023, showing no progress over the past ten years.**

Source: UNESCO, New UIS data show that the share of women in STEM graduates stagnant for 10 years





## CLIENT SPOTLIGHT

# Empowering Women to Lead and Thrive

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**Two Ondaro clients share insights on how women in tech can navigate challenges, build strong networks, and lead with intention in an era of rapid innovation.**

Over the years, Ondaro has partnered with hundreds of exceptional clients, including many remarkable women from diverse backgrounds and industries, who are driving major digital transformation within their organizations. These collaborations have provided Ondaro with invaluable insights into the challenges, visions, and innovations shaping various industries, allowing us to take a more holistic approach to customer success.

**Stephanie Otto leads the Digital Transformation Leadership Council (DTLC), which is Ondaro's client advisory board.** The DTLC empowers individuals to accelerate innovation, foster collaboration, inspire greatness and stay ahead with ServiceNow and

emerging technologies.

Among the DTLC's distinguished members are **Kimberly Rose, Executive Director of People Experience and Digital Innovation at Vertex**, a leading biopharmaceutical company, and **Trish Johnson, Associate Director of Strategy, Solutions & Development at BD (Becton, Dickinson and Company)**, a global medical technology firm.

In a candid conversation with Stephanie Otto, these accomplished leaders shared their experiences, the obstacles they've navigated, and their insights on fostering an inclusive, empowering environment where women can thrive and lead with confidence.







**Kimberly Rose**

Executive Director of People Experience and Digital Innovation at Vertex Pharmaceuticals



**Trish Johnson**

Associate Director of Strategy, Solutions & Development at BD (Becton, Dickinson and Company)

## Breaking barriers: The power of mentorship and sponsorship

Trish Johnson's path into the industry wasn't conventional, but resilience, adaptability, and strong support networks helped shape her success. **"I didn't start in this field, but I learned to trust myself and those who supported me,"** she shares. She emphasizes that mentorship is critical in overcoming barriers, but sponsorship — having someone who actively advocates for you — is what truly accelerates career growth.

She also acknowledges the challenges women face in being seen and heard in leadership spaces. **"Confidence doesn't always come naturally, and imposter syndrome is real. But when you have people who recognize your potential and push you to take that next step, it makes all the difference."** Trish credits both men and women who have championed her career, helping her navigate biases and seize new opportunities.

Kimberly Rose echoes this, emphasizing that success isn't just about what you know — it's about what you're willing to learn and who you surround yourself with.

**"You have to find people who lift you, who push you to think differently, and who want to innovate,"** she explains. She believes that the people around you can be the biggest factor in personal and professional growth. **"If you're in a room where no one is challenging you, you're in the wrong room."**

She urges women to stay open to unexpected opportunities. **"Don't limit yourself by thinking, 'That's not what I do' or 'I'm not ready.' If someone taps you, explore it — they see something in you,"** she says. Kim emphasizes that true growth comes from a culture that challenges, supports, and encourages success.

For Kim, this mindset isn't just about career advancement — it's about creating a cycle of empowerment. **"When you help others rise, it's not just their success, it's your success too. There is no better feeling than seeing someone you've mentored or supported achieve their goals. That's the real impact."**



## Overcoming imposter syndrome and leading with emotional intelligence

Many women in leadership grapple with imposter syndrome, and Trish has been no exception. **“Early in my career, I’d walk into a room and be the only woman there. I had to push past the feeling that I didn’t belong,”** she says. Through experience, she realized that competence and confidence go hand in hand. **“Emotional intelligence played a huge role in navigating these spaces — understanding others, reading the room, and responding strategically.”**

Kim emphasizes the need for patience and persistence. **“We live in a world of instant gratification, but career growth doesn’t work that way,”** she explains. **“Be patient, but always build your toolkit — whether it’s through learning from others, reading, or seeking external development opportunities.”**



### The responsibility of leadership: Creating inclusive cultures

Both Trish and Kim emphasize that leadership isn’t just about personal success; it’s about lifting others. Kim, reflecting on her career, says, **“The most rewarding part has been seeing the people I’ve worked with grow. I know I left it better than I found it, and that’s what matters.”**

Trish adds that true leadership requires fostering an environment where collaboration outweighs competition. **“When women support each other, we build stronger teams, better ideas, and ultimately, better businesses. There’s no room for ego—only for shared success.”**

Kim recalls a transformative project she was part of, which was primarily led by women at both Vertex and Ondaro. When you work on truly innovative solutions that have never been done before that are really difficult, you build deep relationships and connections that last a lifetime. **“It wasn’t about who took credit; it was about making sure everyone thrived. That’s the kind of partnership that moves industries forward.”**

## Advice for future-ready women in tech

Both leaders offer practical advice for women looking to grow in tech and leadership. Kim stresses the importance of setting aside time for personal development. **“Schedule time for growth—whether it’s reading an article, attending a conference, or networking. Put it on your calendar and defend it.”**

Trish advises women to be proactive in seeking opportunities. **“Sometimes, you just have to say yes before you feel ready. The best way to gain confidence is through action.”**

As Kim prepares to retire from Vertex, she reflects on her next chapter.

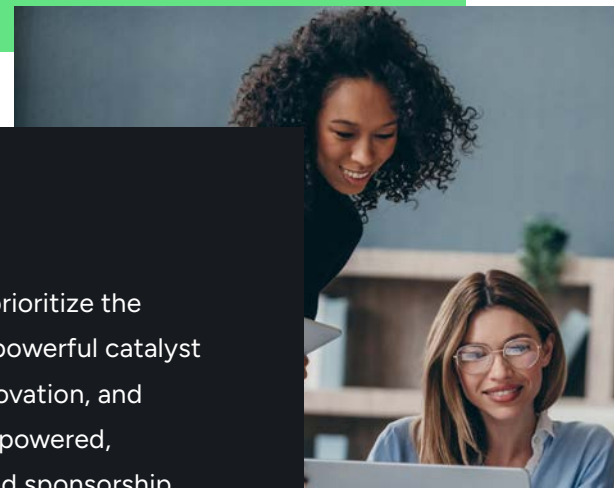
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***“I’m excited to hand the baton to the next generation of women leaders. The future is bright, but it’s up to us to ensure that women are equipped, empowered, and ready to lead.”***

## Refocusing on people

As organizations navigate the future of work, leaders must prioritize the development and advancement of women. Technology is a powerful catalyst for career growth, providing opportunities for upskilling, innovation, and leadership. However, creating spaces where women feel empowered, fostering inclusive cultures, and championing mentorship and sponsorship are just as critical to ensuring long-term success.

Trish and Kim’s insights make it clear: the future isn’t just about technology — it’s about the people who drive it. Organizations that invest in both cutting-edge technology and the advancement of diverse talent will be the ones that thrive in the next era of innovation.





**Stephanie Otto,**  
**Global Director of Strategy &**  
**Innovation, Ondaro**

## Executive Insights

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As the Global Director of Strategy & Innovation at Ondaro, an Elite ServiceNow Partner, I have the privilege of working at the intersection of technology and transformation every day for a company that champions women in leadership. In an industry where change is constant, success isn't just about keeping pace; it's about staying ahead, guiding organizations toward the future with customer-centric solutions that drive real impact.

Agentic AI is the fastest evolving technology I've encountered in my career—and I've seen a few. This wave of disruption brings immense opportunities for collaboration, continuous learning, and a customer-first mindset that fuels real business transformation.

At Ondaro, a culture of inclusion and collaboration is at our core. We value diverse perspectives in decision-making, emphasize teamwork, and elevate women's voices in conversations like this one. Women here are leading the charge in AI, automation, and enterprise technology, helping our clients achieve end-to-end transformation. By fostering an environment that empowers women, Ondaro and ServiceNow are dedicated to advancing women into leadership, ensuring their perspectives shape both strategy and innovation.

My own journey has fueled my passion for amplifying female voices and championing women as they rise in tech. Their stories inspire me every day, and I'm honored to collaborate with so many incredible women throughout my career. Women in leadership bring a unique blend of emotional intelligence, resilience, and innovation—qualities that not only drive success but also forge deeper partnerships with clients. Our ability to think critically, multitask, and lead with empathy creates inclusive cultures and enables us



## EMPOWERING WOMEN IN TECH

# How ServiceNow and Ondaro Champion Inclusion

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At Ondaro, we're committed to fostering a more inclusive and diverse tech industry. That's why we're proud to be an Elite pure-play partner for ServiceNow, a company that not only leads in digital innovation but also in building a more equitable workplace.

ServiceNow's ongoing efforts to support women in technology align closely with our own values of empowerment, inclusion, and continuous learning.

ServiceNow has made significant strides in **increasing gender representation**, with a goal of reaching 34% women in its workforce by 2025. The company has been recognized as one of the Fortune 100 Best Large Workplaces for Women for two consecutive years, demonstrating its dedication to creating an environment where women can thrive.

Beyond the numbers, ServiceNow's people-first approach ensures that every individual—regardless of background—has the opportunity to contribute, grow, and lead. Their focus on intersectionality highlights the importance of supporting women from diverse backgrounds, especially as we celebrate both **Black History Month** in February and Women's History Month in March. This emphasis on inclusion ensures that women from all walks of life have a seat at the table in shaping the future of tech.

As we look toward the future, we're excited to continue our partnership with ServiceNow, ensuring that innovation and inclusion go hand in hand. Together, we're building a tech industry where everyone has the opportunity to succeed and lead the charge into the next era of digital transformation.







## ABOUT ONDARO

Ondaro is the leading Elite, pure-play ServiceNow partner in the Americas. We have helped thousands of clients achieve their transformation goals leveraging ServiceNow, the AI platform for business transformation.

Through strategy, implementation, transformation and operational services, we help our clients transform the complex landscape of business operations into streamlined, secure, automated processes.

Whether you need help getting started fast with ServiceNow product capabilities or going big with transformational impact, Ondaro can help you navigate what's next for you.

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