UCI
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STEPHANIE L. CARHEE

Stephanie L. Carhee is the founder and president of UCI, a consulting firm that enables digital transformation through modern technology adoption lifecycle services. A long-time digital strategist, Stephanie has worked in the technology industry for more than two decades, with firms like Cisco, Kaiser Permanente and Under Armour. Stephanie holds a BA in Business Management and Communications and also achieved an MBE from the UCLA Anderson School of Business. She is based in Chicago, IL.

in **Connect with Stephanie**

About UCI

Stephanie founded UCI in 2008. To help companies with advanced and emerging technologies, she built a cross-functional team of advisory staff, trainers, business analyst and strategic partners. Since then, she and her consultants have helped companies integrate digital assets, raise brand awareness, execute marketing campaigns, lead digital activation projects, and measure the efficiency and effectiveness of digital channels.

UCI has delivered transformation projects for more than 1 million internal and external users, for such companies as State Farm, Under Armour, Safeway, and Airbnb, among others, some with transformation budgets as high as $1B.

Some of UCI's key responsibilities include:

• Strategic Business and Transformation Change Management
• Governance, process & IT operations design
• Execution of area and global business goals and initiatives
• Driving enterprise-wide cross-functional & cultural alignment in technology enablement
• User Experience, UX Usability Development
• Digital Business Services
• End User Training and Curriculum Development
• Marketing/Communications & Brand Design
• New Product Onboarding Services
• People Analytics/Metrics/Business Outcome Reporting
• Professional & Advisory Services

Recent Career Highlights

Market Impact Insights

In 2021, Stephanie was invited to speak on *Market Impact Insights*, a podcast offering the latest in business leadership perspectives. In an episode titled "The Ultimate Journey," Stephanie talks to host Dan Albaum about her experiences helping organizations optimize the adoption of new technologies through UCI. She also talks about challenges she's overcome as an entrepreneur who champions diversity, equity, and inclusion.

Listen to the Podcast

Client Accomplishments

• Implemented a strategic change management initiative to relaunch an existing advanced technology for 3,500+ global users, resulted in 140% adoption increase and 51% additional new users

• Integrated Change Impact framework within ServiceNow to minimize user disruptions and optimize efficiencies for over 5,000+ global users

• Reaching 93% in Stakeholder satisfaction in the preparedness launch of new OMNI-Channel Order Management System (MAO) that supports over $1M a day in revenue sales transactions

• Over 700,000 active users within US largest insurance carrier to prepare training and skills development plan to support new operations model

• Designed modern change management solution to support retail customer in the execution of a 170,000 active users' rollout. "CIO indicated best new technology rollout in the history of the organization"

"There is nothing typical about what Stephanie and her team at UCI does … she has insight and focus on industry-specific business relevance that goes beyond just the features of technology."
—*Cisco, Business Development Manager*