



Frances West is a globally recognized thought leader, trusted advisor, and technology executive with over three decades of experience driving business success through inclusive innovation. As IBM's first Chief Accessibility Officer, she shaped the company's approach to technology inclusion, setting new digital accessibility standards worldwide and ensuring full access regardless of age or ability. Building on this foundation, she founded FrancesWest&Co, an advisory firm that helps Fortune 500 companies, startups, and nonprofits develop sustainable, human-first digital strategies that fuel product differentiation, market expansion, and talent growth. Frances is also the author of *Authentic Inclusion™ Drives Disruptive Innovation* and a sought-after speaker on leadership, AI, and the future of work, offering a unique perspective shaped by her global business expertise and personal journey as a first-generation immigrant.