EXCLUSIVE INTERVIEW

JOHN CARMACK'S NEW HOLY GRAIL

THE DALLAS TECH WIZARD SETS HIS SIGHTS ON ARTIFICIAL GENERAL INTELLIGENCE.

THE COMPANIES SETTING THE PACE

THE FUTURE

50 THE INNOVATORS CRUSHING IT IN NORTH TEXAS

GAME ON HIGH-TECH ENTERTAINMENT

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Walsh co-founded Cariloop in 2012, aiming to create an app to help people find suitable nursing homes or senior living facilities for their loved ones. That goal came out of experiences he and co-founder Steven Theesfeld had early on. “Steven’s future father-in-law was diagnosed with cancer while we were in college, and then my grandfather had significant health issues right after we graduated,” Walsh says. After navigating the “very real challenges” of a complicated healthcare system, they decided “to ensure that no caregiver ever has to experience this process alone.” Now, about a decade later, Richardson-based Cariloop has grown to pursue its vision of creating “the global standard for the way we support caregivers, families, and each other.” In 2022 alone, Cariloop became a Certified B Corporation, made the Inc. 5000 list for the first time, and released its first annual impact report, all while continuing to build a coalition of employers and partner organizations. It also recently launched an Education Support service line, Walsh says, creating “the same incredible experience we create for caregivers navigating the healthcare system for a loved one, but instead for parents navigating the education system for their child.” —D.S.
Srinivasan and Co-Founder/President Suresh Dakshina started Chargeback Gurus after experiencing chargeback challenges themselves in their previous business operating an international call center.

Working through the problems they discovered there wasn’t any available guidance for dealing successfully with chargebacks, which are reversals of funds after a consumer disputes a credit or debit transaction with the bank that issued their card.

The co-founders took what they learned and began helping other businesses recover money lost to chargebacks, launching Chargeback Gurus in 2014. The company since has recovered about 70% of its clients’ chargebacks, which adds up to a whopping $2 billion-plus in recovered revenue.

McKinney-based Chargeback Gurus, which specializes in AI-based on-demand analytics for companies including “large enterprise merchants,” also focuses on risk management and e-commerce fraud prevention.

“Every chargeback tells a story, and we need data science to understand these stories to make meaningful business decisions that impact our clients,” Srinivasan says.

The company’s offerings can prevent future chargebacks by providing predictive and prescriptive analytics, detecting trends and anomalies, and helping merchants track and understand the root causes of their chargebacks, she says, adding, “We operate by the axiom ‘Prevent what you can and fight what you can’t.’”

The company grew rapidly during the pandemic, when more people shopped online, and in 2022 was ranked No. 961 on the Inc. 5000 list of the nation’s fastest-growing companies. It’s aiming now to expand into new international markets including Europe, Latin America, and the Asia-Pacific region. —S.E.