

## From the editor's desk

It's 2020 already... 2020! Check out what's in store this year for technology and the Chief Digital Officer role. Read about the in-store customer experience and check out our Ops award from IDC. Happy New Year!



**Brendan Kavaney, Head of Field Marketing**

## Editor's pick

### Chief Digital Officer Becomes A Compelling Career Path

Is chief digital officer a career path worth pursuing? What can they accomplish that isn't already covered by chief information or technology officers? Will this be a position a decade from now?

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## View from the top



### 4 Key Elements Driving Superior Customer Experience In-Store

In a new world of retail comes a new set of responsibilities. According to Adobe's Digital Trends Report, the single most exciting opportunity in 2020 is the customer experience.

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## Mindtree musings



### Mindtree Recognized for Excellence in Operations at 6th IDC Insights Awards

Mindtree's win in the Excellence in Operations category indicates that the MWatch platform has demonstrated sustainable and measurable improvements in key performance metrics, such as operational efficiency or employee productivity.

[Read more](#)

## 2020: the Year of Course Correction for Younger Technologies

It's time to reflect on the hype around different technologies that took place at the start of 2019, and how 2020 will be the year of course correction for younger technologies such as blockchain, IoT, and AI/ML.



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