

Retail Cloud Operating Model Overview

Agility across the infrastructure

According to a recent survey commissioned by 451 Research, the growth of the cloud over the last several years can be attributed to a desire to extract more agility and innovation from cloud-based IT infrastructures. This move to the cloud has done many things well for retailers. For instance, it has enabled IT organizations to pivot more quickly to maintain relevance and resilience as the business environment has become increasingly uncertain.

These capabilities can also benefit other IT infrastructures. Bringing a cloud operating model to the network goes beyond cloud operations and reimagines the entire IT experience.

This expanded model can leverage the anywhere-access, self-service elements of the cloud, the automation and insights of effective management platforms, and API-powered extensibility to apply these principles to network infrastructures.

Many retailers are deep into their cloud transformation journey while others are just scratching the surface. The last few years were about survival, and we have now moved to it also being important for growth and innovation.

While retailers strive to innovate and differentiate their experiences, they are faced with challenges which limit traditional

Benefits

Cisco® solutions bring the simplicity of the cloud operating model to the network and deliver the following benefits:

- Greater agility and simplification of network, cloud infrastructure and processes.
- Improved flexibility, simplicity, and efficiency of on-premises network and cloud infrastructure.
- Consistent cross-functional processes and policies to help reduce operational friction and promote greater collaboration across operational teams.
- Network insights and data-driven intelligence to help inform and simplify complex network and cloud operations.
- End-to-end automation for day-to-day operations to enable IT resources to be focused on more strategic and innovative efforts.

on-premise approaches – They want to minimize the physical technology footprint in the store to save real-estate, power and cooling and are challenged with managing and maintaining an on-prem footprint across thousands, or tens of thousands, of geographically dispersed locations.

By bringing a cloud operating model to on-premises infrastructure, your entire IT stack can be more cloud-like while maintaining the critical cost and control aspects of on-premises technology. Think of it as the best of both worlds: promote greater business innovation through end-to-end agility, minimize wasteful operational friction with more consistent operations and simplified processes, and ensure greater cross-functional adherence to your overarching business objectives for your retailer – all while relying on APIs to expand convergence and capabilities. And, as a result, your IT team becomes an indispensable tool for business success.

Transitioning to a broader cloud operating model

This approach to a cloud operating model requires management platforms that span the cloud, the internet, and the network with consistent policies, processes, and data telemetry. These platforms support the simplicity

of the operating model with cloud-driven automation, network insights, and API-powered extensibility and value, to deliver greater network simplification and data-driven intelligence across a range of use cases, including:

- Application performance – solutions that impact the availability and performance of applications. The improved experience can help IT boost organizational productivity and enhance customer digital engagement.
- Business innovation – solutions that directly support line of business innovation or do
- Operational convergence – solutions that help operations more tightly align and collaborate through policy and process workflows and consistency. Greater consistency across operational teams helps reduce operational costs and supports greater agility so the organization is better able to adapt to market change.

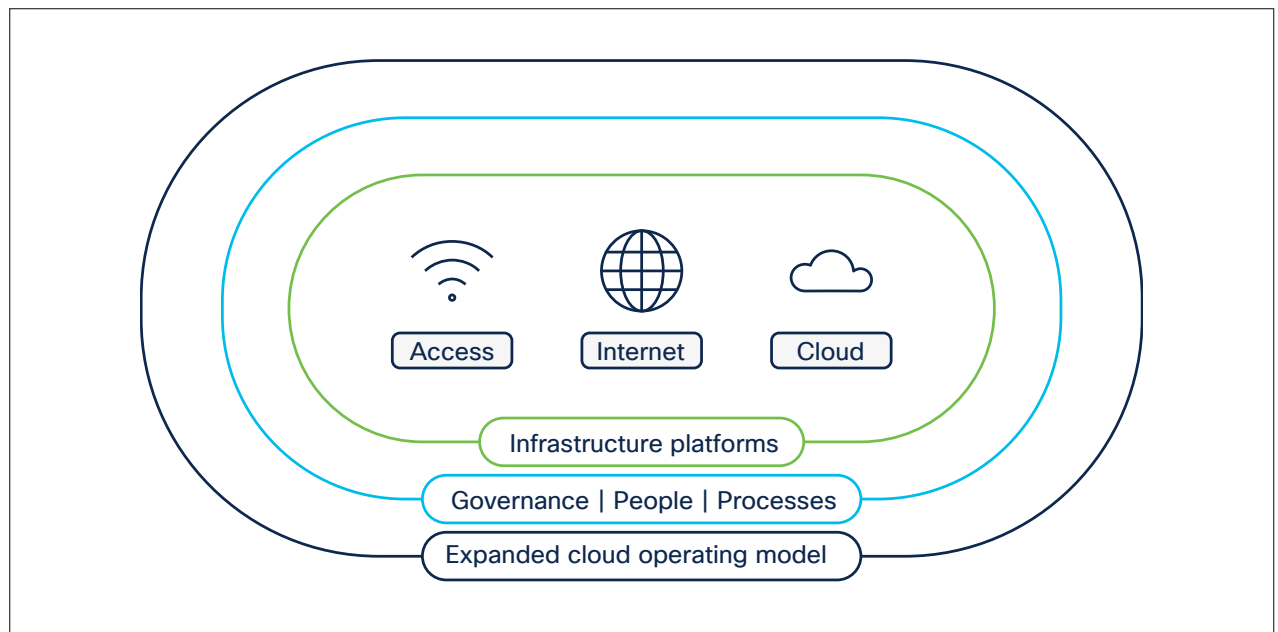


Figure 1. Journey to a cloud operating model

Cisco and the cloud operating model

Because cloud operating models are necessarily unique to each organization, no vendor has a monopoly on a given model. However, because of our cloud and network portfolio, Cisco is in a unique position to help your retailer transition to this expanded model. We deliver cloud-managed platforms that optimize data-center and public-cloud workloads with consistent policies. We simplify the networking of cloud connections, with SD-WAN on ramps to public and SaaS clouds. We power security and identity engines that inform these platforms with greater policy consistency. And we offer platforms that deliver optimal user and IT experiences through LAN, WAN, and internet connections with end-to-end visibility of applications and connections.

Why Cisco?

Cisco solutions come together to provide essential capabilities for your transition to a more effective, cloud operating model for your IT infrastructure. For information about these solutions, explore:

Cloud management for network infrastructure:

- [Cloud management for Catalyst infographic - Cisco Meraki® dashboard](#)

Cloud and data center networking:

- [Cisco Nexus® Cloud](#)

See how Cisco can help your retail organization

- [Discover our solutions](#)