Improving IT team productivity

\[ \text{Improved IT team productivity} = 32\% \]

When planning these initiatives to underpin the new look to teams, effort models require a common network infrastructure. A valuable and scalable network infrastructure can be the linchpin for enabling your key retail DX programmes and AI-talent hiring, as addressing their business case for contactless retail by relating your key retail DX and network resources and capacity.

Over the next two years, 36% of retailers will focus on implementing: using new AI/ML-based capabilities; improving IT team productivity; and achieving incremental efficiency gains. Of these, 67% will be a necessity for all, with 65% of retailers using or planning to use AI to simplify and predict that cross-functional LOB and IT teams will execute their missions with AI-driven and cloud-based networks.

Over the next 24 months, 68% of retailers are using or planning to use cloud infrastructure on both the secure omni-channel commerce platform and content optimisation. To implement DX programmes and AI-talent hiring, a contactless retail operational transformation (DX) programmes is aimed at implementing contactless retail operational transformation (DX) programmes.

Contactless Retail Key Capabilities and Technologies Require Modern Network Infrastructures

To improve 32% of performance and enable a frictionless retail experience, retailers are investing in: Cloud-Based Networks (62%); Secure omni-channel commerce platforms (65%); and Cloud Infrastructures (55%). These services are the core capabilities of the key retail subsegments that want to accomplish the contactless retail mission.

Contactless Retail is Accelerating

Retailers are leveraging the contactless digital commerce platform to implement contactless retail operational transformation (DX) programmes and in implementing cloud-based operational transformation. Over the next 24 months, 52% of retailers will focus on implementing new contactless retail operational transformation (DX) programmes to address their business case for contactless retail.

Cloud Infrastructures Deliver Concrete Benefits for Retail Organisations

To execute the implementation of contactless retail operational transformation, 62% of retailers have invested in cloud infrastructure. The survey was conducted on a total sample of 602 retailers.

IDC’s Recommendations for Retailers That Want to Accomplish the Contactless Retail Mission

Cloud infrastructures are the linchpin of modern retail operational transformation. According to the survey, 67% of retailers have invested in cloud infrastructure, and 65% of retailers plan to use AI to simplify and predict that cross-functional LOB and IT teams will execute their missions with AI-driven and cloud-based networks.

About This IDC Infographic (Methodology)

The IDC infographic is based on the results of IDC's 2020 Global Retail Innovation Survey (Western Europe n = 201) and the IDC’s 2020 WW Industry CloudPath Survey. The survey was conducted on a total sample of 602 retailers.

IDC's 2020 WW Industry CloudPath Survey (Western Europe, retail n = 40)

Source: IDC's 2020 WW Industry CloudPath Survey (Western Europe, retail n = 40)