

Retail Rewired: The **AI-First** Cloud Advantage

AI-Powered CloudOps to Help You Stay
Online, On Budget, and Ahead of Demand

encora



Retail's technology infrastructure is reaching its breaking point. Old setups built for single-channel stores can't keep up with the demands of today's connected, omnichannel world. During peak sales like Black Friday, retailers often lose money due to website crashes, out-of-sync inventories, and cloud cost spikes.



Four Big Challenges Holding Retail Back

Security & Reliability

Protecting customer data while keeping systems running smoothly during busy periods

Cost Control

Balancing tech resources for peak sales without overspending

System Visibility & Forecasting

Tracking performance across channels and predicting demand for promotions or social commerce spikes

Omnichannel Commerce

Offering smooth and personalized experiences across stores, apps, and social platforms

AI-powered CloudOps can help retailers tackle these challenges head-on, delivering reliable, cost-effective, and customer-focused tech.



Leading **Retailers** Are Acting Now

- ✓ Global retail sales will reach **\$24.9** trillion in **2025**, with **\$5.3** trillion from online channels¹.
- ✓ Three out of four retailers (**76%**) believe AI agents will be vital for beating the competition within a year².
- ✓ **Omnichannel** shoppers typically spend more than single-channel customers.
- ✓ Smarter cloud use frees up budget for **innovation** and **sustainability**.



Five Dimensions of **AI-Powered** Retail Cloud

Enhanced Visibility Across Channels



Before AI

During a flash sale, a fashion retailer's website slowed, but IT couldn't pinpoint why.



Now

AI gives a real-time view of all systems, spotting and predicting issues before they affect the shopping experience.



Impact

Elevated customer experience with:

- Smooth performance across stores, apps, and websites
- Healthy inventory and order systems
- Visibility into metrics like order fill rates and delivery times

Intelligent **Cost** **Management**



Before AI

Cloud bills spiked during promotions, with no clear way to track waste.



Now

AI predicts resource needs and automatically optimizes spending without compromising performance.



Impact

Retailers reduce cloud costs while handling peak traffic through:

- Auto-scaling before sales surges
- Alerts for unusual spending
- Clear cost breakdowns for your team

Self-Healing Systems



Before AI

A system crash during Cyber Monday meant lost sales and angry customers.



Now

AI spots issues early and fixes them automatically.



Impact

Reliable tech through:

- Faster fixes for problems
- Automatic adjustments for traffic spikes
- Learning from past issues to prevent repeats

Automated Security & Compliance



Before AI

Security teams drowned in alerts, missing real threats.



Now

AI spots unusual patterns and ensures compliance across all channels.



Impact

Stronger protection with less effort through:

- Early threat detection
- Smart access controls
- Ongoing compliance checks

Intelligent Resilience Testing



Before AI

Critical testing was often skipped due to fears of disrupting live operations.



Now

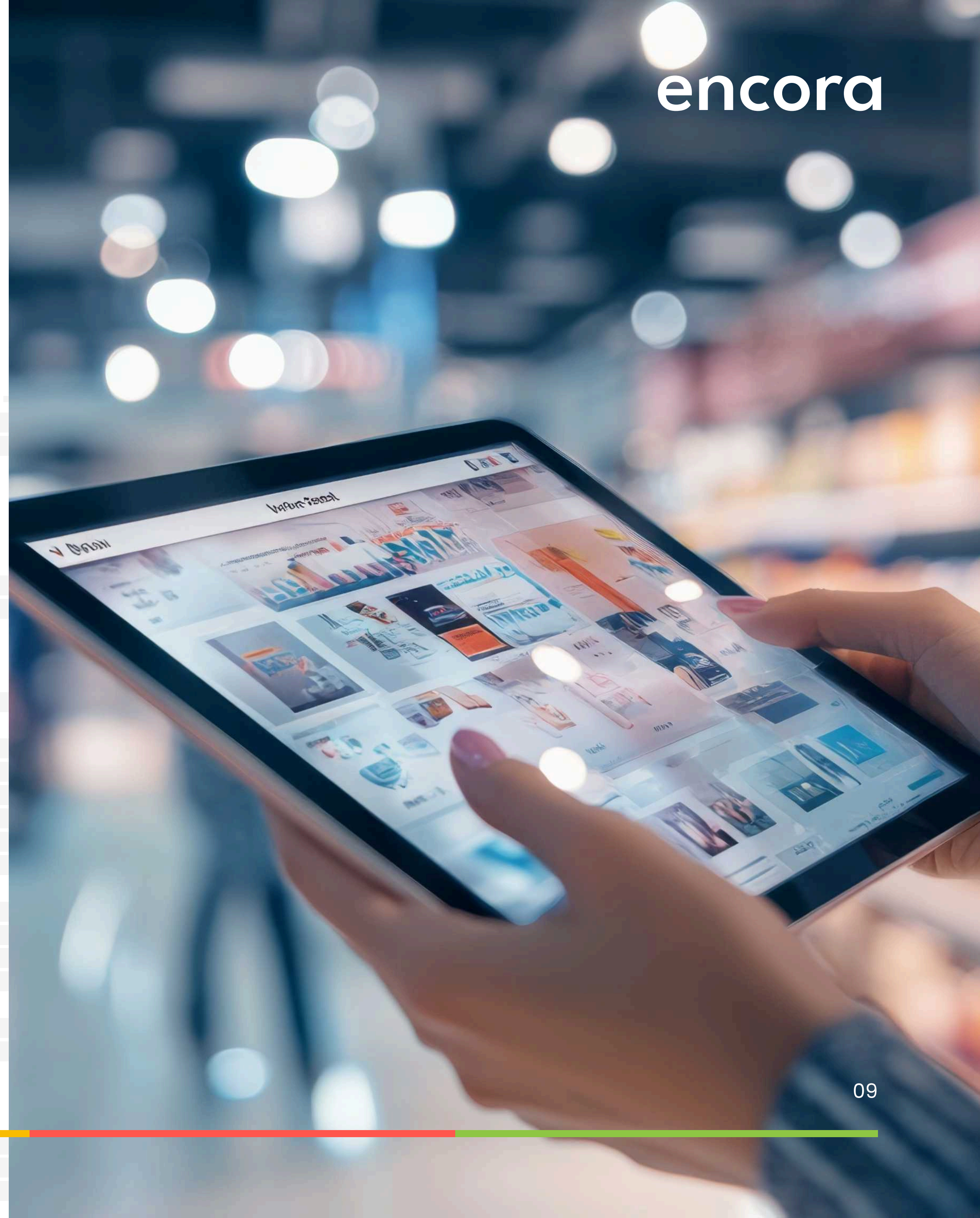
AI safely simulates extreme conditions and failure scenarios without affecting customers.



Impact

Keep systems strong with:

- Realistic simulations of busy periods
- Safe tests that mimic real operations
- Ongoing improvements from test results





The future of retail is **AI-led** on the **cloud**, and it is

Predictive

Anticipate demand instead of reacting.

Personalized

Deliver tailored shopping experiences.

Connected

Work smoothly across all channels.

Secure

Advanced security for complex digital systems.

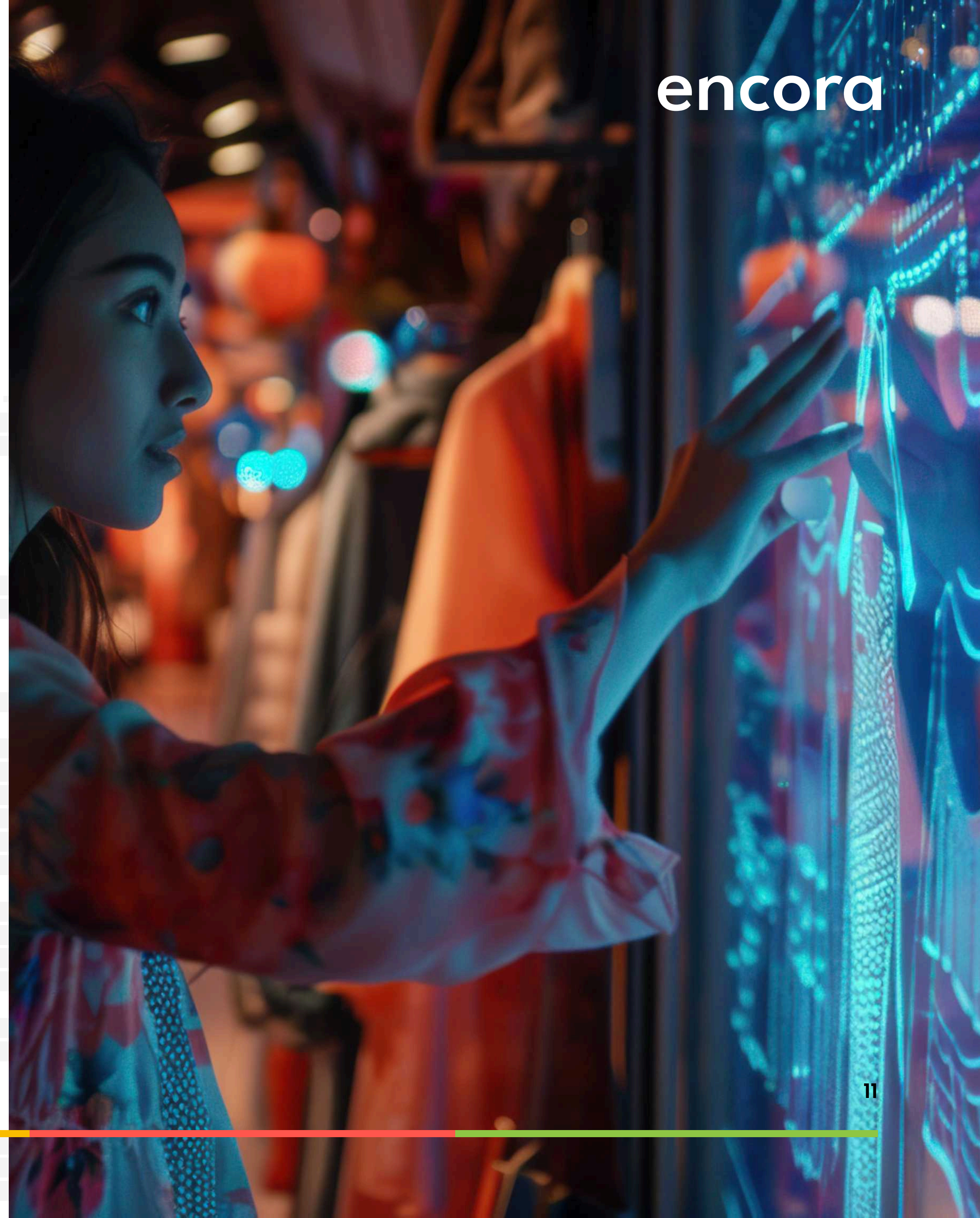
Sustainable

Use resources wisely to support eco-friendly goals.

Forward looking retailers can expect

- ✓ AI agents that handle customer service, inventory, and marketing
- ✓ Real-time personalization for apps, websites, and in-store shopping
- ✓ Support for new tech like AR/VR and social commerce.
- ✓ Ethical AI practices to ensure fairness, transparency, and customer trust

Retailers who build **AI-powered** cloud operations today will lead the pack in delivering these trusted, next-level shopping experiences tomorrow.



Get Started



Assess

Evaluate your current cloud performance and costs



Focus

Begin with one high-impact area, like e-commerce monitoring or AI-powered personalization



Implement

Test AI solutions in a controlled environment



Scale

Expand successful implementations across operations

For retailers, **AI-powered CloudOps** is more than tech—it's your edge in a digital-first world.

Ready to Transform Your Retail Cloud?

Schedule a comprehensive assessment to identify your highest-impact opportunities.

CONTACT US →

Transform Your Cloud Operations with AI

Download our comprehensive eBook on **AI-powered CloudOps and discover five transformative strategies** that revolutionize cloud operations through artificial intelligence.

Key Benefits:

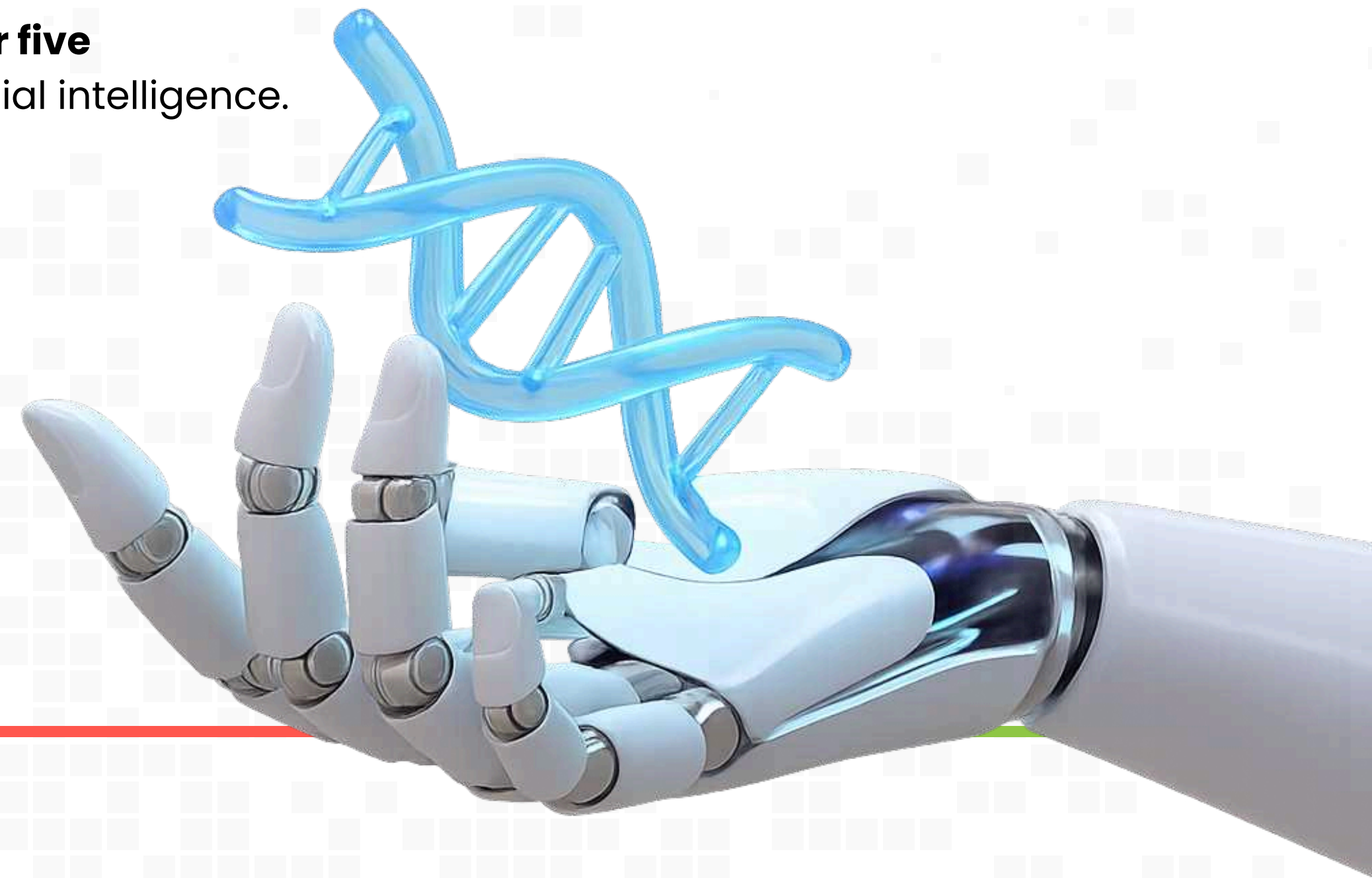
- Reduce cloud costs with AI-powered optimization
- Build self-healing infrastructure with predictive maintenance
- Deploy specialized AI agents for autonomous operations
- Master AI-powered observability and monitoring
- Implement intelligent FinOps and security frameworks

Accelerating Business Value with AI-Enabled CloudOps

Download Options:



To access the eBook: Visit [Accelerate Business Value via AI-Enabled Cloud Operations | Encora](#) or scan the QR code.



About Encora

Headquartered in Santa Clara, CA, and backed by renowned private equity firms Advent International and Warburg Pincus, Encora is the preferred technology modernization and innovation partner to some of the world's leading enterprise companies. It provides award-winning digital engineering services, including Product Engineering & Development, Cloud Services, Quality Engineering, DevSecOps, Data & Analytics, Digital Experience, Cybersecurity, and AI & LLM Engineering. Encora's deep cluster vertical capabilities extend across diverse industries, including HiTech, Healthcare & Life Sciences, Retail & CPG, Energy & Utilities, Banking, Financial Services & Insurance, Travel, Hospitality & Logistics, Telecom & Media, Automotive, and other specialized industries. With 9,500 associates in 40 offices and delivery centers across the U.S., Canada, Latin America, Europe, India, and Southeast Asia, Encora delivers nearshore agility to clients anywhere in the world, coupled with expertise at scale from India. Encora's Cloud-first, Data-first, AI-first approach enables clients to create differentiated enterprise value through technology.

For more information, please visit

www.encora.com

References

1. Forrester. (2024, October 3). Predictions 2025: Retail Trends. Forrester Research.
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2. Salesforce. (2024). Connected Shoppers Report. Salesforce Research.
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