

CISCO *Live!*



#CiscoLive



The bridge to possible

Starbucks: Radical Automation

Network provisioning at scale

Dexter Park, Lead Application Developer
CSSATO-1200



#CiscoLive

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.



<https://ciscolive.ciscoevents.com/ciscolivebot/#CSSATO-1200>



Dexter
Park
@ddexterpark

Agenda

- Starbucks Introduction
- North American Retail Network
- Need for Automation
- Organizational Response
- Business Results
- Recommendations
- Opensource Contribution
- Q&A

Introductions



Starbucks Coffee Company



Our Mission & Values



OUR MISSION

**TO INSPIRE AND NURTURE
THE HUMAN SPIRIT—**

one person, one cup and one neighborhood at a time.

SRE & Retail Infrastructure

Core Infrastructure Services



Network

Compute

Cloud

Telemetry

The Starbucks Retail Network



Starbucks Retail Network



Widely-Distributed



Edge Network



Scale

Starbucks Retail Network



Physical
Footprint



Cooling &
Power



WAN
Circuit



WIFI



Installation
& Budget

Growth



16,000 – 34,000 Stores over 10 years



Devices End of Life



Lack of Endpoint Visibility

The Need For Automation



Network Refresh Project



3-5 Year Hardware Lifecycle

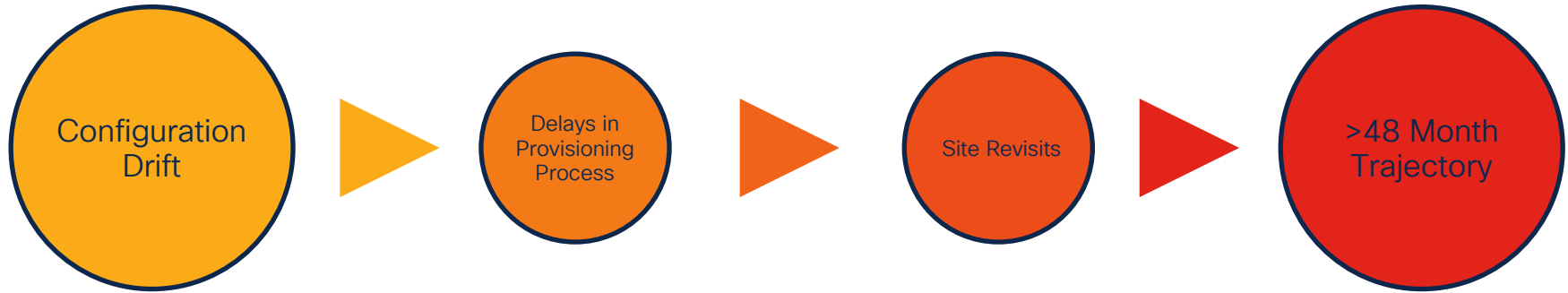


Manual Provisioning



24 Month Timeline

Project in the Red



Organizational Response



Radical Automation



Courage

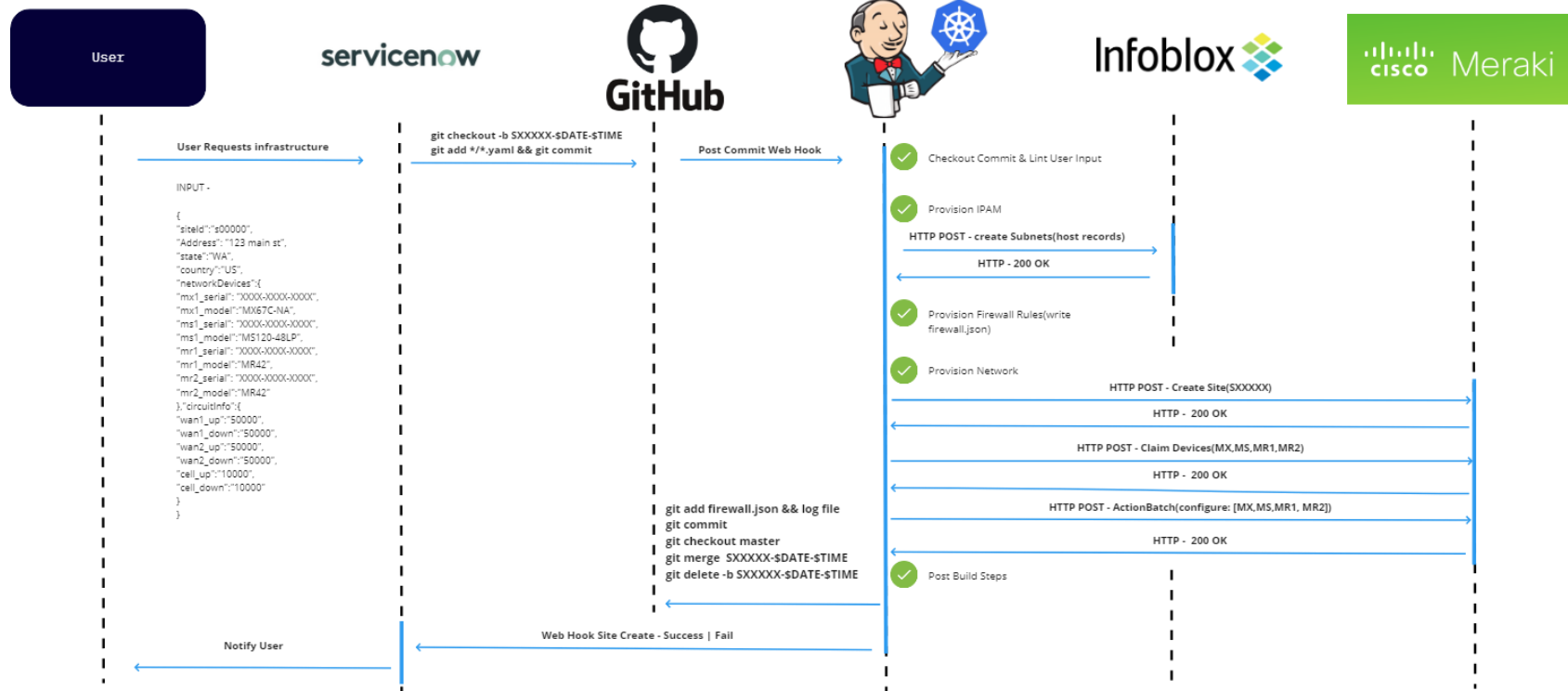


Culture



Collaboration

Retail Network Pipeline



Business Results



Business Results



- **40,000** hours manual labor reclaimed
- **\$20M** operational expense reduction
- Infrastructure configuration reduced from **6+ hours to 7 minutes.**
- **14 days** of business process efficiencies for new stores

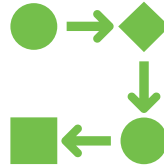
Our Thoughts for Your Next Automation Journey



Leadership



Invest



SDLC



Organizational
Focus

Teams



DISCIPLINE



API CONTRACT

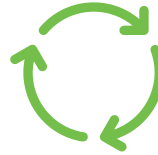


COLLABORATION

Engineers



Learn



Automate



Business focus

<https://github.com/core-infra-svcs>

We Are Hiring!

<https://www.starbucks.com/careers/>

Q&A





Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.



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The bridge to possible

Thank you

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