



Platform for Possibility:

Walmart & Cisco's Joint Innovation Strategy

Draft Strategy

ABSTRACT

This charter outlines a strategic co-innovation partnership between Walmart and Cisco, aimed at evolving Walmart into the most advanced, data-driven, and sustainable retailer in the world.

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Concept Draft

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Abstract

This charter outlines a strategic co-innovation partnership between Walmart and Cisco, aimed at transforming Walmart into the most advanced, data-driven, and sustainable retailer in the world. Through a modular, scalable platform approach, the initiative focuses on reducing IT costs by \$1 billion, modernizing network and edge infrastructure, enhancing cybersecurity, enabling AI-powered operations, and accelerating digital experiences for customers and associates alike.

By aligning Cisco's platform capabilities with Walmart's operational goals and ESG commitments, this charter establishes a shared roadmap for innovation, value creation, and potential commercialization of next-generation retail technologies.

Walmart–Cisco Innovation Charter

Purpose:

Establish a joint innovation framework between Walmart and Cisco to accelerate retail technology modernization, unlock cost efficiency, enhance customer and associate experiences, and co-develop scalable solutions that can lead the future of retail infrastructure.

1. Vision Statement

To create a technology platform and operational model that enables Walmart to lead as the world's most advanced, data-driven, and sustainable retailer, with Cisco as its strategic co-innovation partner.

2. Strategic Objectives

- Accelerate Walmart's edge, cloud, and AI capabilities through Cisco platforms.
 - Reduce IT operational costs by \$1B over 3 years.
 - Enhance network security and infrastructure resiliency.
 - Drive measurable improvements in customer experience (CX) and employee productivity.
 - Co-develop and potentially commercialize next-gen retail technologies.
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3. Guiding Principles

- **Joint Value Creation:** Innovation must drive measurable impact for Walmart while providing learnings and scalable IP for Cisco.
 - **Agile Execution:** Deliver in modular phases with continuous feedback loops.
 - **Transparency & Governance:** Operate with shared KPIs, governance boards, and open communication.
 - **Customer & Associate Centricity:** Prioritize outcomes that enhance the real-world Walmart experience.
 - **Sustainability Alignment:** Design infrastructure with Walmart's ESG goals in mind.
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4. Charter Scope

The Innovation Charter includes but is not limited to:

- Network Modernization (Meraki, Catalyst, SD-WAN, SASE)
 - Edge Intelligence + Private 5G
 - Cloud Optimization & Orchestration
 - AI-Driven Retail Infrastructure (UCS, Intersight, AppDynamics)
 - Cybersecurity Transformation (Zero Trust, SecureX, Umbrella)
 - Developer Enablement & Retail APIs
 - Green Infrastructure & Smart Facilities
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5. Governance Structure

- **Walmart–Cisco Innovation Council:** Quarterly strategic review body with cross-functional execs.
 - **Program PMO Team:** Joint Cisco/Walmart ops team for execution oversight and dashboarding.
 - **Workstream Leaders:** Domain-specific leads responsible for delivery of each module.
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6. Success Metrics (Joint KPIs)

- % IT cost savings achieved
- Number of edge-enabled stores/warehouses
- Application and network uptime
- Latency improvements per region
- CX gains (checkout time, NPS, etc.)
- Security threat reduction rate
- Carbon footprint reduction (IT facilities)

7. Innovation IP & Commercialization

- Co-developed solutions may be jointly owned.
- Potential for commercializing IP into new Cisco solutions or Walmart-led ventures.
- Legal & IP teams to define usage rights per project.

8. Timeline & Review

- Initial pilot wave: 6-12 months
- Full rollout: 18-36 months
- Annual Charter Renewal & Strategic Realignment Session

Signatories (for formal engagement)

- Walmart SVP, Infrastructure & Tech Ops
- Cisco EVP, Customer Experience
- Cisco–Walmart PMO Lead
- Legal & Governance Representatives