

POSone

RETAIL RESILIENCE ACTION PLAN

A practical framework to help retailers stay operational during network outages, payment disruptions, and cyber incidents.

A POS-ONE guide

Helping retailers stay connected — even when networks aren't.

BUILD RESILIENCE BEFORE YOU NEED IT

Retail resilience is about ensuring your stores can continue operating even when systems fail.
This action plan provides a structured, six-phase roadmap for strengthening your operations and minimizing downtime from technical readiness to staff training.

01 **Assessment & Baseline**

02 **Deploy Offline-Capable POS**

03 **Network Failover & Redundancy**

04 **Payment Fallback & Alternatives**

05 **Procedures, Training & Drills**

06 **Monitoring & Governance**

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01

ASSESSMENT & BASELINE

Objective

Before you can strengthen your retail resilience, you need to know exactly where you stand. This phase maps the systems and connections that keep your stores running from POS and payments to networks and cloud and uncovers where you're most vulnerable.

Key Actions

- **Map your operational dependencies:** List all POS touchpoints, network providers, and connected systems such as ERP, loyalty, and payment gateways.
- **Identify critical risks:** Document which processes would stop if connectivity, payment, or system access failed — and rank them by business impact.
- **Run a technical audit:** Review configuration, redundancy, and failover capabilities with your IT and vendor teams.
- **Simulate a disruption:** Perform a short test (for example, unplug the network at one POS) to see how your systems and staff respond.
- **Define your baseline:** Record how long it takes to recover, what data is lost, and where manual workarounds are needed.

Responsible

Operations / IT Lead together with your POS vendor and network provider.
They coordinate the audit, document the findings, and define improvement priorities.

Timeline

Starts in Month 1.
Expect this phase to take 2–3 weeks, depending on system complexity and number of stores.

Outcome

A documented resilience baseline that shows exactly where your business is most exposed and which areas must be addressed first.
This foundation will guide all following phases and ensure that improvements are measurable, not theoretical.

02

DEPLOY OFFLINE-CAPABLE POS

Objective

When the network goes down, your stores shouldn't.
This phase ensures that your POS system can continue processing sales, receipts, and payments even when connectivity drops.
The goal is to make "offline mode" a built-in part of your resilience strategy, not an afterthought.

Key Actions

- **Enable offline functionality:** Work with your POS vendor to activate or configure local transaction storage so stores can continue selling without internet access.
- **Validate data sync:** Test how data (sales, inventory, customer updates) is queued and synchronized when the system reconnects.
- **Test critical workflows:** Verify that receipts, discounts, and returns function correctly offline.
- **Simulate a real outage:** Disconnect the network and process a few test sales — see how long you can operate independently.
- **Document recovery steps:** Write a short playbook for staff describing how to switch between online and offline modes.

Responsible

IT & POS Vendor — collaborating with store operations to test and document procedures.

Timeline

Starts in Month 2.
Allow 2–3 weeks for setup, testing, and staff familiarization.

Outcome

A POS system that keeps your business running and your customers happy even when your network isn't.
Transactions are stored securely, synchronized automatically, and your staff know exactly what to do when connectivity fails.

03

NETWORK FAILOVER & REDUNDANCY

Objective

Your stores rely on constant connectivity for transactions, reporting, and customer experiences. This phase ensures you have a reliable backup network ready to take over the moment your primary connection fails.

The goal is to eliminate downtime by designing your infrastructure for continuity, not recovery.

Key Actions

- **Add backup connections:** Set up a secondary ISP or cellular 4G/5G router for automatic failover.
- **Configure failover routing:** Use intelligent routing so your system switches seamlessly between networks without interrupting sales.
- **Test failover events:** Simulate a live network outage to confirm POS terminals and payment devices reconnect automatically.
- **Document switching procedures:** Create a simple internal guide describing how to verify connections and troubleshoot fallback issues.
- **Monitor uptime:** Implement automated alerts for latency or connection loss across all stores.

Responsible

Network / Infrastructure Lead supported by your IT team and connectivity providers.

Timeline

Starts in Month 3.

Expect 2–4 weeks for configuration, testing, and documentation.

Outcome

A network setup that stays live when others go dark.

Sales, payments, and data sync continue seamlessly across backup links protecting both revenue and customer trust.

04

PAYMENT FALLBACK & ALTERNATIVES

Objective

When payment systems fail, every second counts.
This phase prepares your stores to continue accepting payments even if acquirers, card networks, or gateways go down.
The goal is to make payment resilience part of your daily operations not an emergency workaround.

Key Actions

- **Activate offline card capture:** Configure your POS system to securely store card transactions until connectivity is restored.
- **Add a secondary acquirer:** Integrate a backup payment provider or route to process transactions if your main gateway fails.
- **Offer manual alternatives:** Define clear fallback options such as cash, mobile payments, or bank transfers.
- **Set payment thresholds:** Determine maximum transaction values for offline processing to manage risk.
- **Train staff on fallback procedures:** Ensure all employees know how to handle transactions, receipts, and customer communication when payments fail.

Responsible

Payments / Finance Lead in collaboration with IT and POS vendor.

Timeline

Starts in Month 4.
Allocate 2–3 weeks for system configuration, risk review, and staff training.

Outcome

A payment setup that keeps your business running through acquirer outages and network disruptions.
Customers can complete purchases without friction, and transactions synchronize automatically once connections are restored.

05

PROCEDURES, TRAINING & DRILLS

Objective

Technology only works if people know how to use it under pressure.
This phase focuses on turning resilience into second nature for your store teams through clear procedures, training, and regular practice.
The goal is to make sure everyone knows exactly what to do when systems slow down, disconnect, or fail.

Key Actions

- **Create outage playbooks:** Write short, visual guides that explain what to do during POS, payment, or network failures.
- **Integrate training into onboarding:** Make resilience training part of every new employee's introduction to store operations.
- **Run simulation drills:** Conduct quarterly "what-if" exercises to test how teams respond to outages.
- **Review real incidents:** After each disruption, evaluate what worked and what can be improved.
- **Communicate clearly:** Prepare customer-facing messages and signage for when systems are temporarily offline.

Responsible

Store Operations Lead supported by HR, IT, and Communications.

Timeline

Starts in Month 5.
Allow 3–4 weeks for development, testing, and staff rollout.

Outcome

Teams that stay calm, capable, and confident during system disruptions.
When everyone knows their role and has practiced it, small issues never turn into crises and customers notice the difference.

06

MONITORING & GOVERNANCE

Objective

Resilience isn't a one-time project, it's an ongoing discipline.
This phase ensures that your systems are continuously monitored, reviewed, and improved.
The goal is to build a governance structure that keeps your resilience strategy alive, measurable, and accountable.

Key Actions

- **Implement system monitoring:** Use tools to track latency, uptime, and data sync across POS and network environments.
- **Set clear thresholds and alerts:** Define acceptable performance levels and automatically trigger alerts for outages or anomalies.
- **Run quarterly resilience reviews:** Evaluate incidents, assess response times, and update your procedures accordingly.
- **Report findings to management:** Summarize uptime metrics, outage trends, and action items for leadership visibility.
- **Evolve playbooks and training:** Refresh materials after each review so learnings become best practices.

Responsible

IT / Risk Committee supported by store operations and executive leadership.

Timeline

Starts in Month 6 and continues ongoing.
Establish a quarterly rhythm for review and reporting.

Outcome

A living framework for operational resilience.
Incidents are detected early, actions are data-driven, and your organization stays one step ahead of disruption always ready, never reactive.

FROM PLAN TO PRACTICE

Retail resilience isn't built overnight, but every step you take strengthens your ability to stay open, serve customers, and protect revenue when systems fail.

You now have a clear roadmap

1. Assess your current setup
2. Enable offline POS
3. Build network redundancy
4. Prepare payment fallbacks
5. Train your teams
6. Monitor and improve continuously

Start small, move fast, and track results. Even implementing one or two of these initiatives will make your retail operations more robust and ready for what's next.

Partner for progress

Resilience works best when it's shared. Collaborate with your POS and Business Central partners to make your setup hybrid-ready ensuring every part of your business, from checkout to finance, keeps running in sync.

Need guidance on where to start?

POS-ONE specializes in creating seamless, resilient retail environments powered by POS365 and Microsoft Dynamics 365 Business Central.

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