CASE STUDY - IT RESILIENCY LIFECYCLE MANAGEMENT

Modern Backup & Recovery Resiliency for +550 Retailer Stores

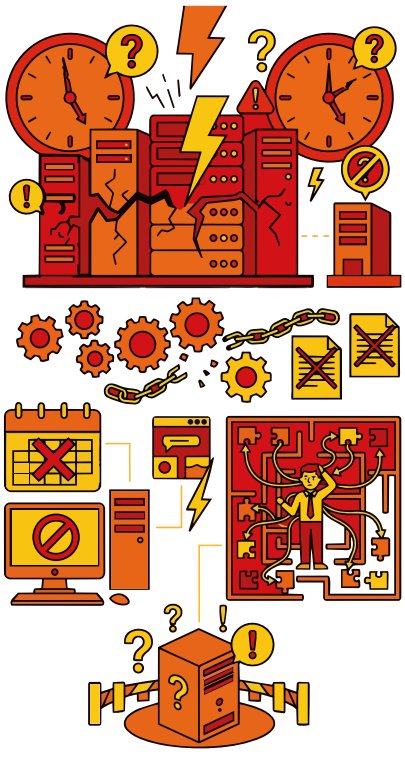
Full-scale one year

OVERVIEW

A leading Italian retail group, engaged us to rebuild its disaster recovery capability from the ground up. The result is a fully governed, fully tested, multivendor DR operation spanning 17 technical areas across two geographically separated sites. Validated by a full primary-site failover simulation completed a day ahead of plan.

THE CHALLENGE

A major infrastructure failure took months to recover and it exposed a deeper truth: the client had a DR site, but not a DR capability.



- **No defined RTO or RPO** across the application portfolio businesscontinuity targets were undefined and unenforceable.
- **No formal DR processes, procedures, or historical documentation.**
- **No recent DR test cycle** and limited internal training in event management.
- **Client's internal IT team** orchestrating a large, fragmented supplier ecosystem with high operational complexity.
- **A new DR site** being stood up, but unproven under real conditions

TECHNOLOGY STACK

Infrastructure
Multi-cloud Iaas | PaaS

Network
Check Point | Palo Alto Networks | Fastweb

Virtualization
VMware

App management platform
Red Hat | OpenShift

Database management
Oracle | SQL Server

Backup & Data Protection
Commvault

Identity management
Microsoft

DELIVERABLES

1. **Strategy, Plan & Governance**
Drafted the enterprise DR Strategy and Plan; stood up a crisis/DR committee (technical, business, governance) with a clear RACI; ran the BIA and mapped critical services and assets to set coherent RTO/RPO.

2. **Multi-Team Orchestration**
Coordinated 15+ internal teams and external suppliers through vertical working groups, one per scope, in a fast, structured cadence.

3. **Multi-Vendor Harmonization**
Brought order to six technology silos plus cloud and directory services (below).

4. **New DR Site & Hardware**
Provisioned and validated the secondary hub in Settimo Milanese (MI), aligning replication and recovery across every tier.

5. **430 DR Tests & Validations**
A sustained validation campaign, culminating in the full failover simulation (see The Proof).

6. **Complete Documentation**
Template-aligned suite: DR strategy, test plan, architecture, recovery procedures, pre/post checklists, RTO definitions, tiering & comms, simulation results, and a periodic review cadence.

7. **Opportunistic Modernization**
JBoss → v8 upgrade and domain-controller infrastructure renewal, folded in without extending the timeline.

CONTINUOUS SERVICE: RESILIENCY IS A PROCESS, NOT A MILESTONE

DR resiliency is an ongoing discipline. Our post-project commitment:

- Annual DR: Isolated "bubble" master runbook to lift first-time success rates.
- DR Plan updates: Re-aligned with every architectural and technological change.
- Periodic reviews: Standards, role management, and the crisis committee.
- Backup & Restore: Automating backup, streamlining restore.

We guarantee prompt delivery of an always-effective, up-to-date restart plan.



OUTCOMES AT A GLANCE

1 year
Project duration

89,7%
RTO success
(305/340) on the full simulation

4-day
Test for failover **recovery**

430
Validations across the project

17
Areas, 15+ teams, 2 sites of **coverage**

100%
of critical apps with defined RTO/RPO **governance**