

CASE STUDY

Building Always-On Retail Operations Through Proactive Disaster Recovery



Overview

As Giordano Middle East expanded across the GCC, the business became increasingly reliant on centralized POS, ERP, HR, and financial systems supporting over 70 stores across multiple markets. This growing dependence on shared infrastructure made uptime, data accuracy, and recoverability mission-critical.

Recognizing this shift early, Mr. Gani Mohammed Nasir, Head of IT, saw that continuity and operational resilience were becoming essential requirements for sustained growth—not just technical considerations. Rather than waiting for an outage or cyber incident to expose weaknesses, he initiated a proactive effort to strengthen the company's recovery and continuity capabilities.

About Giordano Middle East

Giordano Middle East is a leading apparel retailer operating across the UAE, Saudi, Qatar, Kuwait, and neighboring markets. Its IT operations depend on centrally managed POS systems, ERP platforms, HR & financial applications, and daily consolidation of data from multiple countries.

With a lean IT team supporting a large physical retail footprint, consistent uptime and reliable access to data underpin smooth store operations, customer experience, and accurate reporting. This structure made resilience an operational necessity.

The Challenge

By 2017, Giordano's IT environment had become highly centralized. Traditional backups provided basic protection but did not enable rapid or predictable recovery—especially during extended outages, infrastructure failures, or rising cyber threats that were emerging across the industry.

Downtime tolerance had diminished, and even short interruptions could disrupt store operations, delay financial visibility, and affect management decision-making. At the same time, the business needed a solution that avoided the cost and complexity of heavily engineered enterprise recovery platforms.



Giordano required a disaster recovery approach that would:

- Protect centralized POS, ERP, HR and financial systems
- Support rapid and reliable recovery for store continuity
- Be simple enough for a small IT team to manage
- Scale with regional business growth

The aim was to build long-term resilience—not react to incidents.

The Approach

Nasir defined clear priorities: recovery needed to be reliable, repeatable, and realistic in day-to-day retail operations. The objective was practical resilience—confidence that systems would restore quickly under real-world conditions.

Working with SkyOne Cloud, Giordano assessed options with a focus on recovery speed, ease of testing, and non-disruptive operation. A key requirement was the ability to validate recovery without affecting live ERP systems—critical for a retail network operating across multiple markets.

Infrascale's cloud-based disaster recovery platform met these needs by providing fast, predictable recovery capabilities while allowing the internal team to conduct routine validation drills. The platform delivered resilience without adding operational burden or complexity.

Outcome

Disaster recovery is now embedded into Giordano Middle East's standard operating model rather than treated as a backup plan. Critical systems are protected continuously, recovery processes are validated regularly, and continuity planning scales with the business.

KEY RESULTS:

- ✓ Stronger operational resilience across centralized retail systems
- ✓ Routine validation of recovery readiness
- ✓ Low operational overhead suited to a lean IT structure
- ✓ Reduced continuity risk as reliance on real-time data grows
- ✓ Greater organizational confidence in system stability

This proactive approach created long-term stability and positioned the IT environment to support ongoing regional expansion.

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For us, resilience was never about preparing for failure — it was about ensuring the business could operate with confidence every day. Infrascale enabled us to validate that readiness continuously without adding operational burden.

— **Mr. Gani Mohammed Nasir**,
Head of IT,
Giordano Middle East

