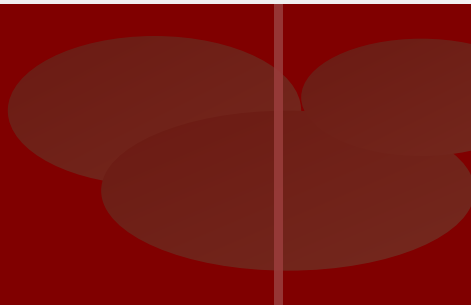


Case Study — Garden Center (Nursery)

Partnering for Resilience: Fidantis Strategies + a Leading Family-Owned Nursery



Client

A region-leading, family-owned nursery (est. 1948) known for premium trees, shrubs, and perennials. The company serves retail customers and trade partners across the Mid-Atlantic.

Situation

Leaders assumed critical records were safe because copies lived with outside partners (attorney, accountant, payroll provider, suppliers). In practice, **data held by partners does not equal recoverability** for the business. Internally, inventory/stock tracking was outdated, there was no continuity or recovery plan, and staff lacked secure digital access during an outage.

- Outdated inventory/stock tracking and scattered records
- No business continuity plan for unplanned outages
- Reliance on external sources without validating availability/exports
- No recovery plan for vital data
- No secure digital access paths for staff to reach critical info

Goals

- Understand business impact and seasonality risks
- Define **RTO** and **RPO** per critical process/system
- Stand up a tested path to recover operations—fast

What Fidantis Did

Discovery & Impact Mapping. Business Impact Analysis (BIA) across supplier coordination, inventory, orders, customer records, payroll/staffing, and AP/AR. Identified where partner data supports the business—and where internal copies/exports/APIs are needed for recovery.

Quick Risk Reduction. Cyber Risk Assessment (no major exposure found); email security hardening (MFA/anti-phish/legacy protocol review). (GRC program deferred for a later phase.)

Design – Targets & Runbooks. Defined RTO/RPO by process and season; high-level DR/continuity plan (owners, data sources, vendors, secure access, comms templates); backup & restore strategy with verification checklist; 30/60/90 plan.

Validation – Test & Iterate. Scheduled a tabletop exercise to validate assumptions and refine runbooks.

Results

- Robust backup strategy aligned to business impact and clean-restore proof
- Validated/tested DR plan with named owners
- Defined RTO/RPO per process/system, tied to seasonal realities
- Digital transformation roadmap (inventory modernization, secure shared data, partner exports/API cadence)

At-a-Glance

Industry: Horticulture / Nursery

Founded: 1948

Engagement: 1-week sprint

Scope: BIA, RTO/RPO, email security, DR plan

Key Lesson

“Data held by partners does not equal recoverability.” Plan for your recovery—with tested backups, clear owners, and a way to access what you need when systems are down.