

Digital resilience for firms: seven things to check

A one-page guide. Keep it by the till. Twenty minutes with this page is the difference between a bad day and a lost week.

1. Name your single points of failure. One card terminal. One email provider. One hosting account. One person who knows the passwords. Write them on the back of this page. If any one of them stopped tomorrow, you have found your list.

2. Test a restore, not a backup. A backup you have never restored is a hope. Ask two questions: how long does a restore take, and who does it? If nobody knows, that is your finding. Test it once this quarter.

3. Keep an offline copy of the things that make you money. Customer list. Open invoices. Key contracts. Supplier contacts. On a device you own, not only in a browser tab on someone else's service.

4. Have a second way to talk. A phone number and a message group that do not depend on your work email working. Agree now who is in it and what it is for.

5. Be able to take a payment and issue a document without the internet. A cash float. A paper invoice pad. A written note of what was agreed, signed. Unglamorous, and it keeps you trading on the day the card machine is down.

6. Three days of water and food at home. The government's own advice, and cheap. Two to three litres of water per person per day, food you actually eat, a torch, a charged power bank. Do it once.

7. Write the one page. If this breaks, we do that. Who calls whom. What gets paused. What gets said to customers. One page, printed, in a drawer. This is the check most firms never do, and it is the one that pays.

The point. You cannot control the flaw in someone else's software, the day it lands, or the cloud provider that goes quiet. You can control how long it takes you to notice, decide, and start trading again. That is the whole of it. Not prediction. Recovery time.

*Fleur Lamont Ltd · fleurlamont.com · Prepared for firms in the North East, October 2026.
Companion piece: liveworkdream.uk, "The morning the card machine stops".*