

RETAIL AND E-COMMERCE

Retail Tech Stack Checklist

Keep registers running, inventory synced, and card data safe in store and online.

Retailers live and die by uptime at the register and accuracy online. Card payments bring PCI requirements, and customer data brings privacy obligations. Here is what a solid retail stack looks like.

How to use it: tick what you have in place today. Anything left unticked is a conversation worth having.

01 Store and online operations

- ☐ **POS hardware and software supported and patched**
Old registers are both slow and risky.
- ☐ **Inventory synced between store, warehouse, and online channels**
Overselling costs customers.
- ☐ **Internet with automatic cellular failover at every location**
A dead connection means cash only.
- ☐ **Guest Wi-Fi isolated from POS and back-office systems**
Customers should never share a network with the registers.
- ☐ **E-commerce platform with uptime monitoring**
Know it is down before customers tell you.

02 Payments and data

- ☐ **PCI DSS scope documented, with card terminals segmented**
Smaller scope means easier compliance.
- ☐ **Multi-factor authentication on POS admin, e-commerce, and email**
Store admin accounts are targets.
- ☐ **Endpoint protection monitored 24/7 on office and register PCs**
Point-of-sale malware still exists.
- ☐ **Customer data access limited by role**
Not every associate needs full customer records.
- ☐ **Vendor and plugin review for your online store**
Card skimming often comes in through plugins.

03 Growth and resilience

- ☐ **Standard setup for new stores and pop-ups**
Open on a checklist.
- ☐ **Backups of POS, inventory, and accounting data**
Test restores before peak season.
- ☐ **Seasonal staff onboarding and offboarding**
Accounts end when the season does.
- ☐ **Storm and outage plan for stores and inventory systems**
Cloud POS keeps unaffected stores selling.
- ☐ **Quarterly review of loyalty, CRM, and analytics tools**
Cut tools you are paying for and not using.

Red flags we see most

- Registers share Wi-Fi with customers.
- Former seasonal staff can still log in to POS.
- The website has plugins nobody has updated in a year.
- One internet outage stops every sale.

Where to start

Add cellular failover to every store. It is inexpensive and it keeps cards working during outages.

Want a second set of eyes?

Book a free 30-minute technical assessment. A senior engineer walks through this checklist with you and tells you what to fix first. No sales script, no obligation.

Book a technical assessment

(617) 322-5155

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