

Lowes Corporation Case Study

cmi  The business IT experts


LOWE



Who is Lowe Corporation?

Lowe's story began in 1977 in Northern Ireland. A family-run business, Lowe started out renting fridges to businesses at food and beverage exhibitions. Over the years Lowe has grown to be the world's leading refrigeration and catering equipment rental company.

Exhibition equipment rental now forms just once facet of the Lowe's growing offering. Expansion throughout the years has seen Lowe's service lines expand to offer rental for retail, events, dark stores, kitchen infrastructure, e-commerce foodservice equipment, refrigeration design consultancy and an award-winning patented IoT data platform software. Lowe now employs 350+ people and has 14 permanent sites worldwide.

From the Texas to Hong Kong, strategically placed offices on a global scale enables the Lowe to deliver local expertise on an international scale.

What challenge was the organisation facing?

As Lowe had rapidly expanded their services across the world, they needed to update their technology to facilitate their entire user group. Lowe were struggling to manage legacy applications on their ageing technology platform. They wanted to implement a single platform that could effectively enable the business and the user through management, provision of services and required security. Due to their diverse range of service locations, their new IT systems needed to be agile, scalable, and managed through a single pane of glass.

Lowe were working with a single connection to their office hosting their on-premises systems. They needed their new platform to offer them effective hybrid working capabilities, to support the global reach of their business and help improve their Business Continuity risks.

"It is a great opportunity to work with CMI on game changing technology which provided a platform that delivers a great end user experience for all our users across the globe. This coupled with our migration to Azure Cloud services has enabled the technology team to become more agile in delivering change for the organisation."

John Lucas Group IT Director, Lowe Corporation





What solution did CMI provide?

Lowe's primary concern was ensuring that their business and user needs were met, their day-to-day operations were optimised, and their potential future growth was accommodated for by the technology solution CMI implemented.

CMI carried out a comprehensive investigation of the technology options available, considering both Cloud and on-premise solutions. This phase was a true collaboration between CMI and Lowe, with CMI offering expert knowledge of technology trends and Lowe Rental providing insight into the specific needs of the refrigeration business.

Having reviewed the different options available, CMI suggested using Windows Virtual Desktop (WVD), a centralised solution that allowed Lowe to manage their estate through a single pane of glass. This allowed them to streamline change management to ensure maximum flexibility for users, no matter where they are based in the world, or what time zone they are operating in. As the team were already familiar with the Microsoft stack, CMI identified that migrating Lowe to the Windows Virtual Desktop estate would minimise the learning curve needed, while still supporting their planned growth over the coming years.



How did CMI navigate Lowe Corporation's reservations?

Lowe's primary reservation was resistance to change within the team. Before implementing such a major technology overhaul, CMI comprehensively considered 'what-if' scenarios regarding uptime, access and more. Before introducing any change, CMI weighed up and advertised the day-to-day benefits that the shift would bring, to minimise any pain change.

Full testing and acceptance from the team at Lowe was sought pre-deployment, to ensure that all employees were comfortable with the change. CMI phased a comprehensive Proof of Concept with full stakeholder engage at all levels of the company. This allowed Lowe to test the technology before it was rolled out and ensured that any refinement and adjustments identified by the testing groups could be administrated and satisfied by the final design.

Supplementing this was a full risk analysis, ensuring that each technology could offer the full diversity of services without introducing risk and irrespective of localised issues.

When the time came, CMI also decided to implement a gradual rollout of the new technology to allow users to adapt with minimal interruption to their working day.



What were the results?

The solution CMI provided addressed the major pain points Lowe Rental were facing and provided significant business benefits.

1. Improved user experience, especially for remote workers and those connecting from outside of the UK.
2. Ability to scale quickly to support business growth.
3. Ability to respond to business change effectively.
4. Simplicity of management, as everything is stored and can be managed in one place.
5. Ability to leverage said platform with other legacy systems from across the group mitigating the need to buy more physical technology.
6. Substantial improvement with regards to Business Continuity Management.

“This was only possible with collaborative working with all levels of staff within CMI, who show patience, provided clear advice whilst delivering customer focused professionalism and truly game changing business outcomes.”

John Lucas Group IT Director, Lowe Corporation

