



Lowe's Accelerates Threat Detection and Response by 70% with ReliaQuest GreyMatter and Agentic AI

200%

Improved Visibility

70%

Faster Threat Response

88%

Reduction in Alert Noise

Overview: Building A Smarter Approach to Securing Business Growth

As one of the world's largest home improvement retailers, Lowe's is no stranger to rapid growth. With over 1,800 store locations and a workforce of 7,000 IT professionals, the company's technology footprint expanded significantly in recent years with innovations like augmented reality and multi-cloud environments. However, this growth introduced new challenges downstream for its security operations: fragmented systems, visibility gaps, and a surge in low-priority alerts.

To keep pace with its growth, Lowe's needed a scalable security solution capable of unifying operations, enhancing detection accuracy, and streamlining workflows—all without disrupting day-to-day operations.

By introducing ReliaQuest GreyMatter, Lowe's achieved a 200% improvement in visibility, reduced alert noise by 88%, and accelerated threat response by 70%. This transformation not only resolved immediate operational challenges but also empowered Lowe's to fundamentally redefine its security operations, allowing its team to focus on advanced threat hunts, proactive defense strategies, and strategic initiatives—all supported by agentic AI.



With GreyMatter, Lowe's unified its security tools, enhanced detection across legacy and modern systems, and leveraged agentic AI to future-proof its security operations and keep pace with business growth.

Industry: Home Improvement Retail

Lowe's Home Improvement is the world's second-largest home improvement retailer, completing approximately 16 million customer transactions per week in the U.S. across its big-box stores, website, and mobile app. Founded in 1921 in North Wilkesboro, North Carolina as a general store, Lowe's shifted its focus to home improvement in the 1940s, capitalizing on the postwar building boom to establish itself as an industry leader. Known for its commitment to quality, convenience, and customer satisfaction, Lowe's continues to empower customers with trusted products and services.

Rapid Growth and an Expanding Attack Surface

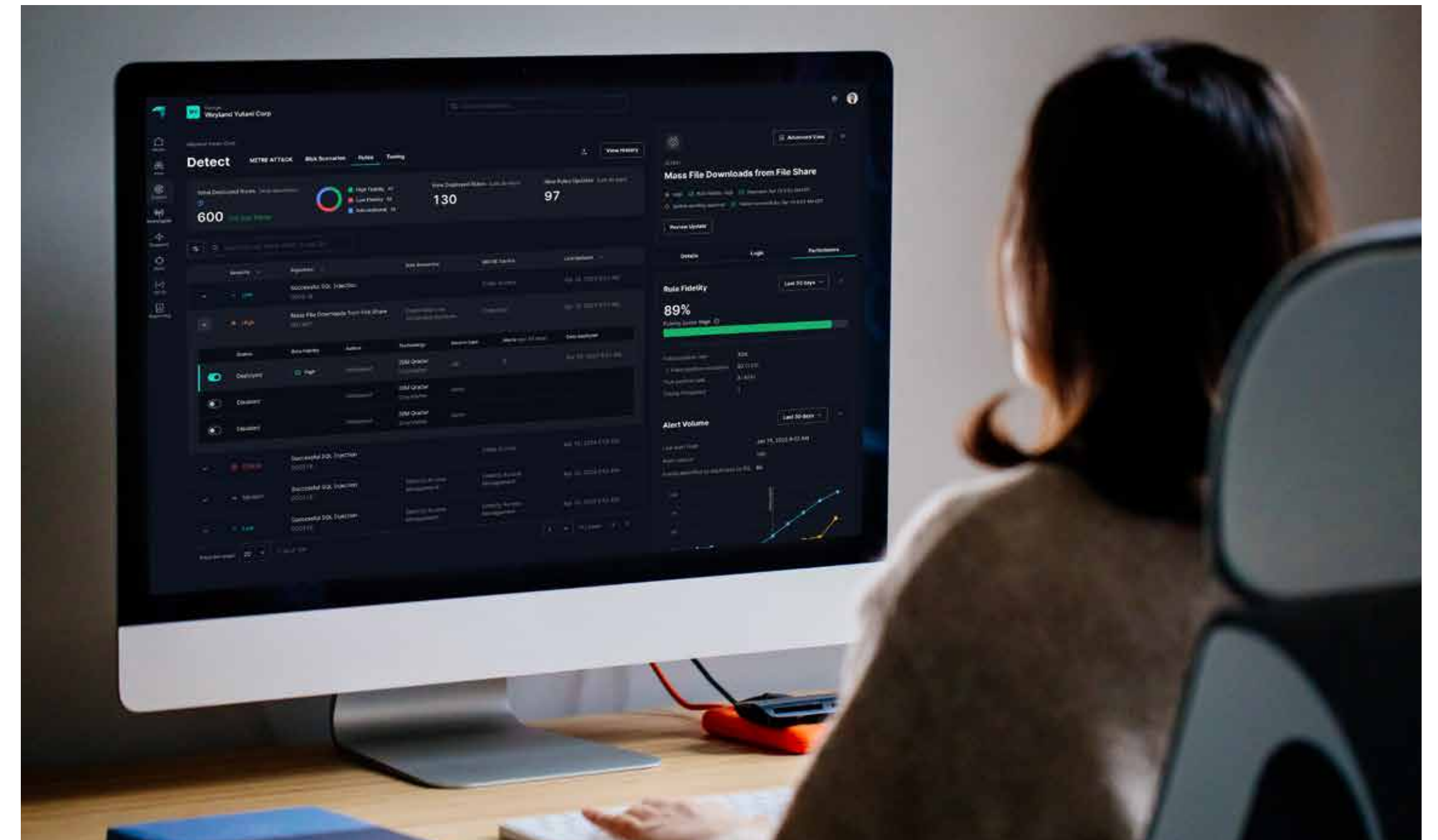
Between 2017 and 2019, Lowe's added \$35 billion in revenue while adopting new technologies to enhance customer experiences. However, this progress stretched their security infrastructure thin:

- Visibility Gaps:** Legacy systems and new cloud environments created blind spots, leaving threats undetected.
- Alert Overload:** Security teams were inundated with low-priority and duplicate alerts, limiting their ability to focus on critical threats.
- Fragmented Tools:** Insights were scattered across 33 disconnected systems, making it difficult to correlate data and prioritize risks.
- Scaling Challenges:** Onboarding new tools or maintaining legacy systems required significant operational effort, slowing the team's ability to adapt.

Marc Varner, CISO at Lowe's, knew a scalable solution capable of unifying detection across their existing systems was possible—and needed—to secure their growing business. But equally important was ensuring that the solution could free the team from mundane, repetitive tasks, enabling analysts to focus on higher-value work that could help Lowe's stay ahead of evolving threats.

“ Our technology environment is incredibly complex, spanning everything from legacy mainframes to virtual goggles that you can look at your new kitchen design from within our stores. We had so many disparate feeds across systems, and the challenge was finding a way to unify them without disrupting operations or sacrificing detection capabilities. The ReliaQuest value prop of ‘come as you are’ was exactly what we needed to bring everything together and scale effectively.

Marc Varner, Chief Information Security Officer
at Lowe's



Future-Proofing Security Infrastructure with Agentic AI and the GreyMatter Security Operations Platform

Lowe's partnered with ReliaQuest GreyMatter to transform its security operations into a scalable, efficient system built to support growth. Powered by agentic AI integrated within GreyMatter's modular architecture, Lowe's unified its security tools, enhanced detection accuracy, and automated workflows—all while using AI to expand its team's capacity without adding headcount.

How GreyMatter Delivered:

1. Unified Visibility Across the Attack Surface

Lowe’s growth introduced blind spots across its sprawling attack surface, making it difficult to detect threats proactively. GreyMatter consolidated data from 33 systems—including legacy mainframes, cloud platforms like AWS and Azure, and SaaS applications—into one centralized view. This unified visibility eliminated blind spots and provided actionable insights to address vulnerabilities, strengthen defenses, and enable faster decision-making.

2. Automated Processes to Reduce Noise

Duplicate and low-priority alerts overwhelmed Lowe’s security team, leaving analysts bogged down by repetitive tasks. GreyMatter used agentic AI to automate alert filtering, reducing noise by 88%. This automation empowered Lowe’s team to shift their focus from handling mundane Tier 1 and Tier 2 tasks to developing proactive defense strategies and conducting higher-level threat hunts, directly addressing the industry’s cybersecurity talent shortage.

3. Enhanced Threat Detection Across Unified Systems

Insights scattered across disconnected systems made it challenging to correlate data and prioritize risks. With GreyMatter, Lowe’s centralized detection capabilities allowed analysts to create and deploy detections remotely across all tools and technologies. By enriching detections with real-time threat intelligence, Lowe’s team moved beyond basic monitoring to proactive threat detection, staying ahead of evolving risks.

4. Proactive Risk Management Beyond the Perimeter

Lowe’s faced risks not only within its internal systems but also from external threats, such as exposed credentials, third-party vulnerabilities, and brand reputation risks. GreyMatter’s Digital Risk Protection (DRP) capabilities expanded Lowe’s visibility beyond internal systems, introducing proactive monitoring and protection against external threats.

5. Plug-and-Play Architecture to Future-Proof Operations

Rapid growth required Lowe’s security infrastructure to scale efficiently, but onboarding new tools and maintaining legacy systems created significant operational strain. GreyMatter’s plug-and-play architecture allowed Lowe’s to integrate new tools seamlessly without disrupting operations, ensuring their infrastructure could adapt to emerging threats and evolving business needs.

Results: 200% Visibility Gains and 2X Team Productivity Boost

GreyMatter didn’t just help Lowe’s tackle its immediate security challenges—it completely transformed how Lowe’s approaches threat detection and response using agentic AI, enabling them to turn their security operations into a proactive, scalable powerhouse. The numbers speak for themselves:



200% Threat Visibility Improvement:

Unifying telemetry gave Lowe’s a clear and complete picture, enabling faster threat identification and smarter risk mitigation.



80% Reduction in Alert Noise:

Automation filtered out the noise, freeing analysts to focus on meaningful threats without getting bogged down by low-priority alerts.



70% Faster Threat Response::

MTTR dropped from days to under 4 hours, ensuring incidents were resolved before they could escalate.

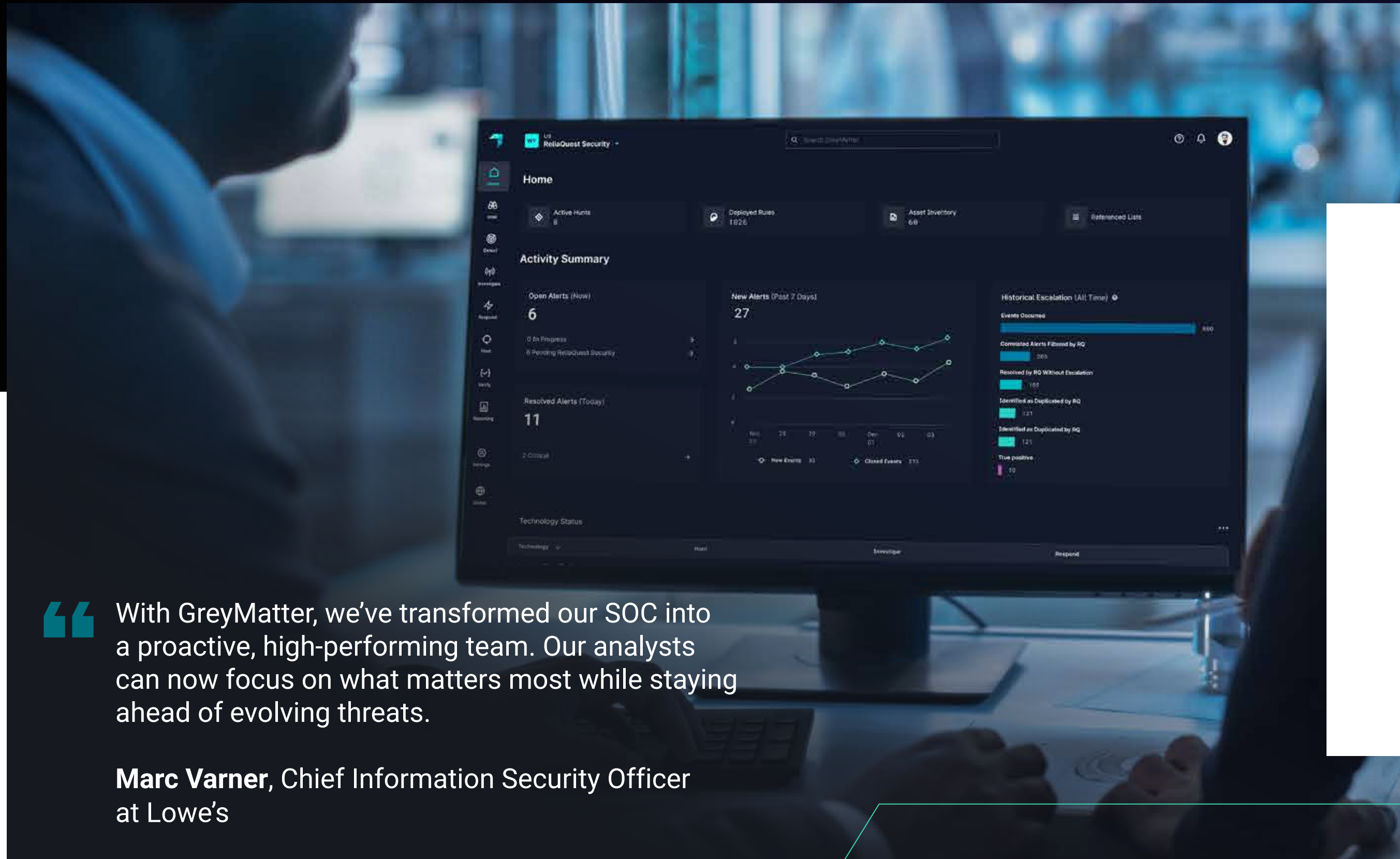


2X Increase in Team Productivity:

By automating repetitive Tier 1 and Tier 2 tasks, Lowe’s security team doubled their capacity, allowing analysts to focus on proactive defense strategies.

“With Digital Risk Protection and GreyMatter, we’ve been able to tackle risks from both internal and external perspectives. For us, it wasn’t about prioritizing one over the other—it was about the order and synchronization of how we addressed them, which has made all the difference.

Marc Varner, Chief Information Security Officer at Lowe’s



“ With GreyMatter, we’ve transformed our SOC into a proactive, high-performing team. Our analysts can now focus on what matters most while staying ahead of evolving threats.

Marc Varner, Chief Information Security Officer
at Lowe’s

Lowe’s and ReliaQuest: A Secure Foundation Built for Operational Resilience

ReliaQuest GreyMatter empowered Lowe’s to overcome the challenges of rapid growth by unifying tools, delivering actionable detection capabilities, and automating processes. And with agentic AI within GreyMatter, Lowe’s was able to leave mundane work to AI and prepare its team to take on strategic, valuable defense strategies.

With measurable gains like **200% visibility improvement** and **70% faster** threat response, Lowe’s is now equipped to innovate confidently while protecting its customers and operations from whatever threats come next.

