



LOWE'S DEPLOYS FIRST AT-SCALE AI ASSISTANT FOR RETAIL ASSOCIATES

MAY 05 2025

Mylow Companion enhances customer service, speeds new employee onboarding, and empowers associates, showcasing Lowe's as the most assistive brand in home improvement

First at-scale AI tool makes Lowe's associates more knowledgeable regardless of where they are in their career journey

Mylow Companion follows the launch of Mylow—the home improvement industry's first AI-powered virtual advisor for customers—which was built from the same foundation

CHARLOTTE, N.C., May 5, 2025 /PRNewswire/ – Lowe's today launches Mylow Companion, an AI tool aimed at improving customer service and speeding associate onboarding. Purpose-built for associate sales floor devices, the app provides fast access to product details, project advice, and inventory information. The launch to all associates across Lowe's more than 1,700 stores marks the first time a retailer has successfully implemented this kind of technology at scale.



Associate expertise is uniquely valuable for home improvement retailers, as customers ask daily about a variety of complex projects and thousands of different products. Mylow Companion uses generative AI to tackle knowledge hurdles head-on. Whether they're new to Lowe's, working in their area of expertise, or supporting outside their department, Mylow Companion elevates the know-how of associates, enabling them to confidently assist customers. The successful rollout of an AI assistant to thousands of associates, a retail industry first, underscores Lowe's resolve to being the most assistive home improvement retailer.

Lowe's launches Mylow Companion, the first at-scale AI tool and designed for Lowe's associates to help customers.

"Mylow Companion is another example of Lowe's living out its commitment to elevate the customer and associate experience," said Seemantini Godbole, Lowe's Chief Digital and Information Officer. "Whether associates have been on the job for five weeks or five years, they can be confident they're delivering expert-level advice and assistance, and customers can trust they're getting the best service and experience of any retailer."

Lowe's is proud to lead the home improvement industry in AI, delivering two industry firsts within weeks of each other. Mylow Companion is built on the same foundation as Mylow, Lowe's customer-facing virtual advisor that was launched earlier this year. Mylow Companion and Mylow were both developed in collaboration with OpenAI and leverage Lowe's expert advice to empower customers and associates with fast, helpful information. Lowe's will continue evolving the experience on both, introducing new capabilities and refining functionality based on direct in-app feedback.

"Through our collaboration with Lowe's, AI is making it faster and easier for their associates to help customers find exactly what they need for their most important projects," said Brad Lightcap, Chief Operating Officer at OpenAI. "We're excited to support Lowe's transformation of retail by merging their industry-leading expertise in home improvement with our advanced AI capabilities."

Associates can use Mylow Companion with natural, conversational prompts, including voice-to-text for faster, hands-free use. Whether they're asked, "What kind of fertilizer works best for Bermuda grass?" or "How can I fix a leaky faucet?," Mylow Companion is able to deliver actionable information on the handheld devices associates already use.

Mylow Companion joins a growing list of Lowe's first-to-market retail technology, further positioning Lowe's as a leader in the future of retail. From pioneering the first home improvement app for Apple Vision Pro to introducing the first interactive digital twin for retail stores, Lowe's continues to raise the bar for home improvement.

About Lowe's

Lowe's Companies, Inc. (NYSE: LOW) is a FORTUNE® 50 home improvement company serving approximately 16 million customer transactions a week in the United States. With total fiscal year 2024 sales of more than \$83 billion, Lowe's operates over 1,700 home improvement stores and employs approximately 300,000 associates. Based in Mooresville, N.C., Lowe's supports the communities it serves through programs focused on creating safe, affordable housing, improving community spaces, helping to develop the next generation of skilled trade experts and providing disaster relief to communities in need. For more information, visit [Lowes.com](https://www.lowes.com).

Media Contact

Caitlin Byrnes

Lowe's Companies, Inc.

caitlin.byrnes@lowes.com



[View original content to download multimedia:https://www.prnewswire.com/news-releases/lowes-deploys-first-at-scale-ai-assistant-for-retail-associates-302445687.html](https://www.prnewswire.com/news-releases/lowes-deploys-first-at-scale-ai-assistant-for-retail-associates-302445687.html)

SOURCE Lowe's Companies, Inc.