



Softcat and CrowdStrike help Peak Technologies enhance security and scale with confidence

Published: June 2026

Peak Technologies is a global provider of digital supply chain, enterprise mobility and automation solutions, supporting organisations across manufacturing, retail, logistics, warehousing and field based operations.

The company designs, deploys and manages mission critical technology that improves visibility, productivity and efficiency across complex, distributed environments. Operating across the United States and Europe, Peak

Technologies combines hardware, software and managed services to help enterprise customers modernise operations, support mobile workforces and make data driven decisions at scale.

Key Facts



The Challenge

Peak Technologies' growth had been driven by acquisition, As Jakob West, Director of IT and Security at Peak Technologies, explained, "We've had 26 acquisitions in the last few years that have all kind of been smooshed together as a single umbrella of a company called Peak Technologies." While this accelerated expansion, it also introduced significant complexity across IT and security. Each acquired company arrived with its own tooling, security posture and operational habits, none of which had been designed to function at enterprise scale.

With multiple security tools in place across different parts of the business, visibility and standardisation became increasingly important. "The platforms that we had in place did not cover all of the security mapping that we needed, or the tooling that we needed in order to be able to support our enterprise," Jakob said. While existing solutions provided value in specific areas, they were not suited to support Peak Technologies' long term ambition as a unified, enterprise grade organisation.

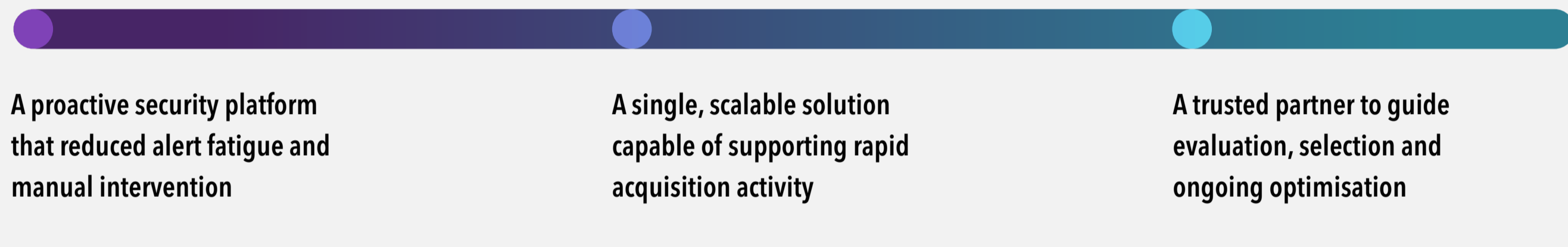
The volume of alerts and manual intervention required to manage security across the estate also grew alongside the business. "What this translated to is me inheriting an IT

team that was constantly experiencing this reactivity to something happening in the business," Jakob explained. As Peak Technologies expanded geographically and operationally, the team recognised the opportunity to move towards a more proactive model that reduced noise and allowed greater focus on strategic priorities.

Ongoing acquisition activity further highlighted the need for a consistent approach. Each new business brought its own technology landscape, and integrating these environments efficiently became increasingly important. "We could roll those things out, but we would often see even more events and even more incidents that were not being remediated," Jakob said. Rather than adding more layers of tooling, Peak Technologies wanted to simplify and standardise wherever possible.

Ultimately, they needed to build a security foundation that matched the organisation Peak Technologies was becoming. The goal was to consolidate tools, improve visibility and create a scalable security model that could support growth, reassure customers and enable the IT team to operate with greater confidence.

Critical Success Factors



The Solution

Rather than simply replacing one security tool with another, Peak Technologies worked with Softcat to reassess its entire security approach.

While Softcat was already a supplier, the relationship evolved quickly as Jakob set out to rebuild the security function from the ground up.

"I didn't understand the Softcat relationship originally," Jakob said. "It was something that was inherited. I needed to start from scratch and figure out what it is that I need." What changed was Softcat's response. "I picked up a call from Dylan and immediately he wanted to help. He wanted to do some research for me and offload a little bit from my plate so that way we could work together."

Softcat supported Peak Technologies through a structured evaluation of the EDR market, including a MoSCoW analysis of leading platforms. Rather than pushing a predetermined solution, Softcat focused on understanding Peak Technologies' operating model, acquisition strategy and internal capabilities. "I've always felt that my feedback is very well listened to and understood by the Softcat team," Jakob said. "If there's something that's a little out

there, the guys go away and come back and say, 'Here's what we found. Does this work for you?'"

Through this process, CrowdStrike emerged as the best fit. The platform addressed Peak Technologies' immediate need for strong endpoint protection while also offering a broader security ecosystem that could replace multiple tools over time. "I needed something where I could replace two existing tools and a managed security provider with one solution," Jakob explained. "And CrowdStrike checked those boxes."

Softcat managed the commercial and technical engagement throughout, coordinating vendor discussions, supporting module selection and enabling Peak Technologies to expand its deployment as requirements evolved. Over time, additional CrowdStrike capabilities were introduced, all delivered under a single platform and contract, supporting Peak Technologies' long term consolidation goals.

Solution Highlights



The Benefits

Moving to CrowdStrike fundamentally changed how Peak Technologies approached security. The most immediate benefit was the shift away from a reactive operating model towards one that was proactive and resilient. "We didn't have enough safeguards in place to really give us some peace of mind," Jakob said. "Now with CrowdStrike, we're in a place where we can sleep and breathe again."

CrowdStrike's ability to prevent and stop threats rather than simply report on them transformed day to day operations. "In CrowdStrike we found a product where we can wake up in the morning and take care of maybe the tail end of an incident that happened overnight, but that the actual EDR is stopping things in their tracks to begin with" Jakob explained. CrowdStrike delivered, significantly reducing noise and manual remediation.

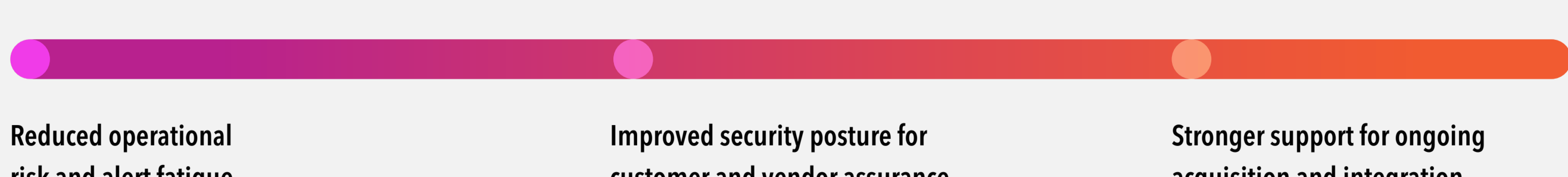
Consolidation was another major benefit. By replacing multiple overlapping tools with a single platform, Peak Technologies reduced complexity and improved visibility across its environment. "Overnight, we went from answering security assessments where we had to

say we were missing a number of different things, to being able to say we were better protected in more areas than ever before," Jakob explained. This had a direct impact on customer trust, vendor risk assessments and compliance conversations.

The breadth of the CrowdStrike platform also supported Peak Technologies' acquisition strategy. As new businesses joined the group, CrowdStrike provided a consistent security baseline that could be deployed quickly without overwhelming local teams. Rather than introducing more fragmentation, security became an enabler of integration and growth.

For the IT team, the benefits were also cultural. Reduced alert fatigue, clearer prioritisation and external support through services like CrowdStrike OverWatch meant the team could focus on strategic work rather than constant firefighting. "Offloading our need to investigate every single thing means we're able spend more time focusing on innovation and proactive work," Jakob said.

Benefits at a Glance



Why Softcat

For Peak Technologies, Softcat became far more than a reseller. The relationship was defined by trust, continuity and genuine partnership.

"I don't even really see Softcat as a third party," Jakob said. "They are part of an essential IT procurement function." Softcat's proactive engagement, consistency of people and willingness to advocate on Peak Technologies' behalf set them apart. "When there is an issue, I feel like I'm being fought for and not fought against," Jakob added. "That's probably the biggest compliment I can give you guys."