



# CONCORD

INTEGRATING, OPTIMIZING, AND ACTIVATING TECHNOLOGY  
& DATA TO ACCELERATE BUSINESS VALUE

## About Concord

We are a consultancy that combines technology and industry depth with a get-it-done culture to enable resiliency, efficiency, and innovation.



2003

Year Founded



950

Global Employees



8

Office Locations



200

Clients

## Adapt or get left behind.

Concord is purpose-built to provide retailers unique, “right fit” technology and data solutions to unlock opportunities in connected commerce, loyalty innovation, customer insights, and cloud modernization.

We go beyond systems integration. Leveraging deep engineering, technology, and industry expertise, we solve challenges others don't.

### Case Study (Major National Retailer):

Accelerate Revenue Growth Through Digital Channels

#### Concord developed and implemented solutions:



Buy Online, Pickup in Store (BOPIS) with real-time storewide inventory



System integration and data strategy



Data hub and integration Center of Excellence (COE) for data insights



MarTech and CDP roadmap and multi-channel orchestration



Mobile app and microsites across business lines

#### Results

1. 800% increase in digital revenue over four years, improved customer experience and brand loyalty
2. Improved 2X in digital marketing KPIs such as click-through ratio
3. Near real-time, single source of truth, self-service reporting and store dashboards, no shadow-BI
4. 3X conversion uplift during pandemic enabled by Curbside and BOPIS

**We are here to solve your critical retail challenges and opportunities:**



Experience



Commerce



Digital Marketing



Loyalty



Data Integration  
& Analytics



Cloud  
Transformation



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## Our Solutions

Concord provides clients with unique, “right fit” technology and data solutions to unlock opportunities in four key areas:



Digital & Product Experience



Data Management & Analytics



Cloud Engineering & Modernization



Security & Quality Engineering

## Our Delivery Centers

We combine global reach with an agile, impact-focused culture to deliver solutions with our onshore, offshore, and nearshore teams.

**Minneapolis | Kansas City | Richmond**  
**Lima | Sofia | Bangalore | Pune | Gurugram**



## Concord's Timeline // Concord is purpose-built to do the challenging technical and engineering work that others don't.

