



Retail

Accelerating Customer-Driven Innovation

In an uncertain economy with shifting consumer demand, brands must adapt or fall behind.

We help by transforming retail experiences, leveraging AI and data science for personalized marketing, and building loyal customers who come back for more.

We Helped

- Starbucks create a loyalty program that **generated 29M signups**.
- Michael's modernize operating systems that **increased digital revenue by 800%** over two years.
- Kohl's implement Amazon returns that **increased store traffic by 24%**.
- Hot Topic develop a mobile app that **improved average order value by 25%**.
- Sephora establish a brand strategy for a brand launch that **uncovered \$60M in new revenue**.
- Kroger consolidate analytics architecture that **saved platform costs upwards of \$2M annually**.
- Bed Bath & Beyond enable modern architecture that **saved \$1.5M annually** in marketing.

What's Involved

Connected Commerce – Whether you're in B2C, B2B, a marketplace, or somewhere in between, we craft connected commerce solutions that drive revenue across both digital and in-store channels.

Critical Customer Insights – We specialize in marketing analytics solutions, like advanced CDPs, that provide actionable insights to drive better decisions, higher e-commerce conversions, and frictionless experiences.

E-Commerce in the Cloud – From data-driven marketing personalization to scalable mobile commerce solutions, we unlock future-focused innovations that build retail resilience in the cloud.

Loyalty Innovations – Brands that reward their customers are winning. We design loyalty programs and platforms that foster brand loyalty and deliver the strongest ROI.

Featured Partners

Experience



Commerce



Data



Cloud



About Concord

Concord is a leading technology consultancy blending style with substance. We build connected customer experiences powered by analytics and AI and underpinned by superior IT foundations.

21

Years in Business

950+

Global Employees

8

Office Locations

Our Capabilities

- ✓ Artificial Intelligence
- ✓ Digital Experience
- ✓ E-Commerce
- ✓ Application Development
- ✓ Data Security
- ✓ Data Integration & Transformation
- ✓ Analytics
- ✓ Digital Marketing & Loyalty

Our Solutions

Intelligent Experiences

Building designs that function. Consider it our sweet spot.

Actionable Insights

Data that does not answer questions is just noise. We build analytic insights that you can actually use.

Scalable Platforms

Everything runs on platforms. We make yours sing whether we build them anew or integrate with legacy.

Efficient Operations

Time and money are precious assets. Let's use them wisely.

Core Industries We Serve



Healthcare



Consumer & Retail



Manufacturing



Financial Services
& Technology