

Taking Stock of Inventory Management

INDUSTRY

Retail

CONCORD CAPABILITY

Digital & User Experience

Project Overview //

Inaccurate inventory management can cause a myriad of issues for retailers— product shortages, purchasing wrong or too much inventory, or, worse yet, losing a customer. All of these issues ultimately cost money. When margins are thin and competition is tough, there's no room for inefficiency.

Our large retail chain client needed a replacement for their handheld RF scanner devices as they reached end of life and vendor support. Concord stepped in to create a native mobile application solution to perform all of their inventory management functions, including item lookup, item picklist, and retail signage and label creation.

Project Results //

Concord succeeded in modernizing the inventory management process for our retail client and enhanced customer service performance by providing more and better information to store associates. Our end-to-end solution included the following services:

- // Information architecture design
- // Wireframes and visual design iterations
- // Development of native Android application
- // Web services built in Java Spring
- // Successful deployment and roll out to over 100 retail locations