



“Our Legacy”

- **Well Established = Longevity and Resilience.** Concord USA, Inc. the developer and supplier of Xitracs, has been supporting the US Education Industry for over 25 years.
- **USA Based = Local Support:** Headquartered in Atlanta GA. In spite of what you may have heard, all Concord USA personnel are US based. And, yes we do have a few folk with English or Australian accents.
- **Independent Funding = Competitive pricing:** The company is internally funded, free from venture capitalists that create pressures for higher profits. This allows us to keep our pricing competitive. Competitors that have undergone acquisitions by venture capitalists will have increased pressure for higher profit margins.
- **Merger and Acquisition Resistant:** Its not that we haven't been approached, but we are owned by a small number of individuals, some of whom work at Concord.

“Our Strengths”

- **Seamless Integration:** From day one, Concord USA has focused on developing new applications for its own powerful ‘Data and Content Management engine’. This is the core of Xitracs. This ensures all Xitracs modules work harmoniously together.
- **Customer-Focused Development: You get features that make your life easier.** We prioritize creating solutions that directly address our customers’ needs through continuously monitoring and prioritizing customer satisfaction. Aligning business strategies with customer needs.

“Our People”

- **Expertise and Knowledge = Great Customer Success.** Our team members are highly experienced and trained professionals, ensuring your questions and concerns are addressed promptly. Some staff members have long-term experience in institution IR&E departments, while others have been in the “support business” all their careers.
- **Personalized Support = Implementation of a system that meets your needs.** We provide tailored support to meet the needs of customers and work to provide effective solutions to any problems encounter.
- **Stable Leadership: = Plans and direction don't change every 5 minutes.** The company has boasted the same senior management team and owners almost since its inception.
- **Low Staff Turnover: = Consistent high-quality support.** Concord USA experiences minimal staff turnover at all levels.

“Our Support”

- 25+ years of Customer Support and many long-term customer institutions.
- Our team’s combined industry experience includes technology, business, and higher education.
- Support Portal: Guides, videos, and other resources.
- Efficient ticketing system. Should you have an issue you can track the status.
- Designated Customer Success team member.
- Bi-annual Community Meeting with other Xitracs customers.
- No Surprises. No hidden support or implementation fees.

Choosing Concord-USA means partnering with a company that values innovation, reliability, and customer success. Our proven history, based on customer reviews, ensures that you will receive solutions that will fit your institution’s needs.



**For more information about Concord USA, Inc. and Xitracs,
please contact us by calling:
1-877-494-8722**

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Updated 11/19/2025



Xitracs™

ASSESSMENT | PLANNING | ACCREDITATION | CREDENTIALING