





ManageMall is powerful mall management software, which uses the latest Force.com cloud computing technology.

Malls are a unique and unavoidable part of everyday life in the world. In many places, the mall is the people's de facto place as well as a highly valued shopping location. As a result, what happens to the mall defines what happens to the community.

Today there are over 1.500 malls in America with the size from couple of thousand to 300 thousand square meters.

A mall management firm is a company that specializes in owning and managing shopping malls. Most shopping property management firms own 20 malls average in the world. These malls have significant number of tenants with different requirements and expectations.

Mainly the goal of the top-level managers and investors of mall management companies is to increase their asset's value. Having maximum number of visitors and increasing the turnover of the tenants helps this goal to be achieved.

ManageMall helps organizations to manage tenant operations more effectively and efficiently and to bring tenants and management team the highest possible visibility.

One of the main ManageMall's difference is its infrastructure. ManageMall is completely a native Force.com application that is the most reliable, most secure and fastest SaaS (software as a service) platform in the world.

Visualization capability of ManageMall is another important difference from the other traditional systems. Using ManageMall you can visualise all analysis on floor plans. You can also integrate media capabilities to these plans like video recordings, photos etc...

Our platform is scalable when you have 100 tenants or 10.000 tenants and flexible enough to be customized according to your needs. Your data is completely secure and you are the owner of it.

Our platform brings you agility, mobility and social enterprise. You can collaborate with your tenants easily with our built in functionality.

Mall management industry is now more mature and competition is increasing. You have to be quicker and more responsive to your tenants' needs. ManageMall platform is very flexible and fits any size of Mall Management companies or in any part of the world. According to studies by research companies, customization and development time is 60% less than traditional software systems.

Today mobile devices are sold more than desktop computers. Mobile devices brought high efficiency to our lives and we are doing everything regardless of the location. ManageMall has extensive mobile capabilities and compatible with many mobile platforms. It works on iPads and Android tablets.

In our lives a new revolution started with Facebook and Twitter and it is now time to make enterprise software social also. ManageMall brings you the capability to have your own Social Network with your employees and tenants. It is very powerful... You can share even large documents, like the posts and ideas internally.

When it comes to cloud computing security is the key. This is why we built ManageMall on Force.com platform. Force.com is the most reliable and proven enterprise platform in the world. It is also multi-tenant system that means you use it with lots of big names from the same place.



No Hardware, no software

ManageMall is based on world's best enterprise cloud computing system Force.com platform. You don't need to make investment on hardware and software. It is like subscribing to a magazine.



ManageMall can manage all operations of a mall from lead management to contract management and invoicing to accounting integration.

ManageMall has all functionalities below. System can manage almost every process and can integrate with your current accounting system.

- Sales Automation
- Marketing Campaign Management
- Tenant and Brand Relationship Management
- Services and Complaint Management
- Contract Management
- Invoice Management
- Tenant Self Service Portal
- Vendor Management
- Reporting, Dashboards and Analysis
- Workflows and Approval Processes
- Alarms and Notifications Management
- Visualization
- Mobility

SALES AUTOMATION

This module helps you to manage all the processes before the contract phase with tenants and brands. Lead and opportunity management are key parts of this module. You can keep special conditions for the lead tenant like preferred floor, preferred m2 etc.

ManageMall helps you to manage empty units easier on a visual interface. Lead preferences are triggered automatically and when there is an empty space that fits their preference then the system automatically informs the account manager. Sales opportunity management and activity management are kept with all the history.

Additionally you can measure the performance of your sales executives.

MARKETING CAMPAIGN MANAGEMENT

Marketing automation manages campaigns of the malls and shares the information with tenants also. When number of visitors is integrated with Mallforce, powerful visualization capabilities help you and your tenants to analyze the outcome of the campaign.

You can manage your loyalty programs, promotions, and coupons using ManageMall.

TENANT AND BRAND RELATIONSHIP MANAGEMENT

ManageMall connects Mall Management company and the tenants / brands tighter than ever. Powerful Chatter collaboration makes communication easier. This is a very detailed and comprehensive module.

Using this module you can get any type of reports related with the tenants and you can consolidate your data by brands.

ManageMall's tenant relationship module keeps all data related with the contracts also. The size of the unit that is assigned to tenant, rent amount per square meter, payment terms, activities management etc.

You can group the tenants and ManageMall can handle amendments for each tenant.

All history, communication and activities are kept on the system.

SERVICES AND COMPLAINT MANAGEMENT

ManageMall's service and complaint management is one of the most powerful parts of the system. There is a console in the system that you can manage all service requests. It is not just for tenants but can be also used for visitor requests.

ManageMall can be integrated with your telephony system, your website, your email system or even your social media channels like Twitter and Facebook.

With the use of powerful workflow functionality your cases are escalated to specific responsibilities and you can track the performance of service teams.

CONTRACT MANAGEMENT

Tenant contract configuration is very flexible and handles various types of invoicing like fixed rent, step rent, turnover rent, free periods, discounts, common area expenses, storage rents. Beyond this you can even create your own rent schedules for different tenants.

You can attach scanned contract amendments as well as the draft and signed agreements to contract records.

Flexibility of Force.com platform allows you to keep any type of information on the contracts. We can use large number of custom fields on the screen and you can then create reports accordingly with drag and drop.

Your tenants will love Mallforce's easy to use and powerful portal. They can access the information that you want easily and securely.

"ManageMall's comprehensive and easy to use visual interface is amazing!"

A Mall Management Company

INVOICE MANAGEMENT

Automated invoicing functionality of ManageMall is to decrease the overheads of your company. Planned invoices are generated as a batch using the contract information and schedules but if you want you can create and print an unplanned invoice anytime you want.

These invoices are kept under each tenant record and can be shared with the tenants by email or via portal.

ManageMall's invoicing module also handles utility invoices, marketing expense invoices and common area expenses.

Invoice information is integrated with your accounting system at the end of the process.

TENANT SELF SERVICE PORTAL

Tenants can use the portal to enter their turnover amounts. They can view industrial averages for the selected malls for benchmarking and view their statements/financial information. Tenants can download their invoices.

Portal has a campaign calendar that is shared with all the tenants. So they can see more details about the campaigns and tenants can make better planning using this calendar.

Tenants can submit their inquiries and maintenance requests via portal. This can be done using a form or there is optional live chat functionality.

VENDOR MANAGEMENT

Facility services like security and cleaning are very critical for mall management. These service vendors should be managed carefully. These vendors should be part of the complaint management and service management processes. ManageMall's integrated vendor management functionality helps you to incorporate your vendors.

Vendors also have portal functionality inside the system and your mall vendors can see all of their financial information. You can keep your vendor contracts in the system and you can share this information on the portal.

Mall vendors can upload their invoices to the portal and it goes directly to an approval process. They can keep tracking their payments and dates using the portal.

Visual analytics using the floor plans shows exactly how you need. Decision making process is shorter and it is easier now. Any data can be accessed using ManageMall's visual interface. Even from tablets...

Reporting, Dashboards and Analytics

ManageMall's reporting functionality is easy to use and it is designed for any user to create their own reports and dashboards. ManageMall can email you your dashboard everyday on a certain time. If you want to see details just click on the indicator. It is not just that... Our solution's important difference from other systems is the capability of displaying analytics over the floor plans.

Workflows and Approval Processes

Using Force.com platform's standard functionality, you can set rules to create tasks for your team, you can setup approval processes for any type of information including tenant records, contracts, vendors and vendor invoices.

Alerts and Notifications Management

You can setup any alert inside the system. Email notifications and screen notifications are standards of ManageMall. You can also

add SMS alerts (operator fees apply).

ManageMall gives alerts and notifications to your team members, your tenants or vendors. We can even notify your mall visitors if you keep their records in the system.

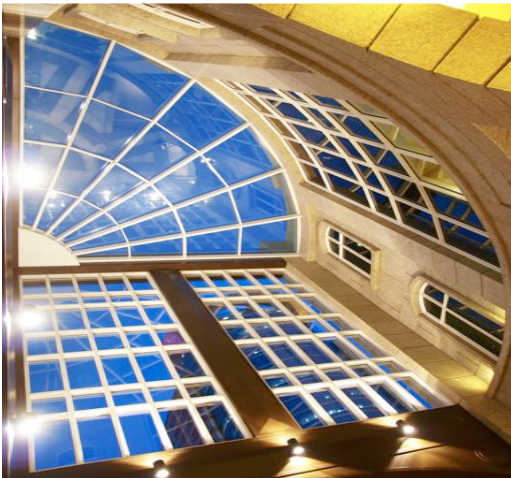
Visualization

ManageMall has amazing visualization capabilities using floor plans.

Some examples are displaying the allocated, free units with different color schema, displaying net rent income per m2 using a color scale, accessing tenant information from the floor plans. And we use your standard floor plans. No need to redraw or process your drawings.

Mobilization

ManageMall is accessible from mobile devices but to get the most benefit you should see the tablet interface.



Focus your main business and work more efficiently with ManageMall's innovative functionalities.

5 Reasons why you should use ManageMall to manage your assets.



1. Don't make huge investments upfront. Use SAAS model, make it an expense.

Force.com is the world's number one enterprise cloud computing platform. It has never been easy like this to implement an IT solution for your company. You don't need to invest on huge IT infrastructures and large IT teams to manage your malls. You only need an Internet connection and a device with the browser. Our platform is safe, secure and reliable serving more than 3 million users and over 100.000 companies that are using the same infrastructure.



2. Ability to access and analyze your data using powerful visualization functionality.

Our visualization capability helps you to access all data about units, tenants, tenant contracts or brands etc. easily. ManageMall allows you to access and analyze any type of information using the floor plans. You can demonstrate your mall to prospective tenants and investors. It also helps you to make your management meetings on real interactive maps using mobile devices like iPads.



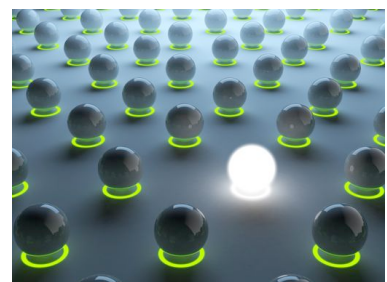
3. Executive dashboards and reporting to improve insight, planning and decision-making.

ManageMall helps executives to see everything on images of buildings, floors and shops. For example you can see empty spaces and units with higher revenue on the mall map with a color schema. With just one click you can access the details. Using this functionality you can decide where to focus and you can plan your actions. Marketing activities can be organized with better insight from the real-time data on our mall maps.



4. Management Information System to strategize and implement Mall marketing activities

One of the major target of mall management companies is to increase the number of high quality visitors. Number of visitors can be integrated from counters and marketing department can assist the tenants to improve their turnover. Marketing activities can be managed in the system with the campaign budgets and actual number of visitors so you can measure your campaign performance. ManageMall is integrated with social media sites and helps you to manage your audience.



5. Inspark's 22 years experience, leadership in platform and innovation drive continuous value for our clients.

Our company served over half thousand companies in the world in different industries and different sizes. Mall management industry is in Inspark's focus for the last 5 years. With this powerful experience we came to a stage that we can add more value to our customers. We decided to use Force.com platform which is selected as the number one innovative platform by Forbes in 2011.



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