



# **MALLCOMM**

**THE WORLD'S LEADING PROPERTY  
MANAGEMENT TECHNOLOGY**

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**US & CANADA**



**100+** PROPERTIES

**95%**  
TENANT ENGAGEMENT

TOP INSTITUTIONAL CLIENTS

OVER **20** STATES



**17,500+** TENANTS

AVERAGE **500 USERS**  
PER LIVE PROPERTY

INDUSTRY GAME CHANGER

Toolbox Group's leading technology, Mallcomm, is one of the most established, advanced, cutting edge and large scale solutions in its area of property technology.

Mallcomm is the world's leading shopping center and mixed-use technology that allows property managers to instantly communicate 24/7 with all employees whether on site or working remotely. It enables operations to manage systems through built-out workflow capabilities and provides easy, direct access to security for all employees and tenants.

Mallcomm, seamlessly engages real estate communities: tenants, operations, suppliers, shoppers and other stakeholders. The platform transforms the users' experience of the space, creates loyalty by connecting people to places while delivering efficient operations, significant budget savings and valuable insights.

## WHY MALLCOMM?

Mallcomm connects people at all levels enabling them to simply and effectively engage, manage, secure and operate their physical and digital environment.

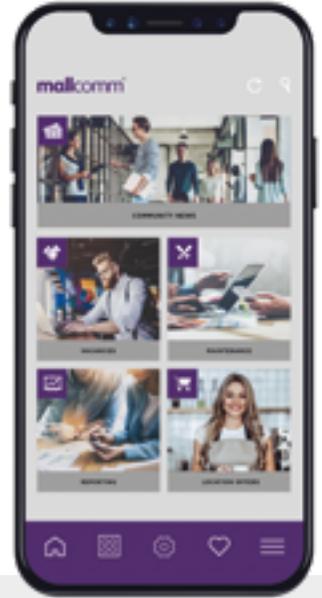
But it's so much more. It helps managers curate and promote their ecosystem and provides a suite of powerful data insights to efficiently measure and adapt the outputs of B2B and B2C engagement.

## BUDGET SAVINGS

Overall operational savings of 10% have been reported by users allowing property managers to reallocate resources to areas of most need.

## PROVEN ROI

- Approximately **10% budget savings** annually
  - 37% of the savings were recorded as a result of **streamlining and tracking operations**
  - 35% of the savings were reported in the **marketing department**
  - 28% of the savings were generated by **other digitized tenant engagement**
- **85%** of landlords are using Mallcomm to de-risk asset management
- Property teams reported **53%** improvement in tenant engagement



## INSTANT REPORTING

giving you access to real time overview of your retailers' behavior and the performance of your property.

### USED BY



### RECOGNITION



# US & CANADA LOCATIONS



As of 2019, Mallcomm now supports management and tenant engagement at over 100 leading shopping centers throughout the US and Canada.

Across our retail portfolio, the OxComm platform has become an essential tool for us to manage tenant communications with retailers during the Covid19 emergency. While this situation changed daily, it has allowed us to accurately communicate operational changes to hundreds of store employees in a matter of minutes, even if they were not onsite. It has become the trusted source of up to date information for our tenants throughout this ever-changing and evolving period of our business.

**Robert Horst,**  
**VP, Retail,**  
**Oxford Properties**



The Mall of America Tenant Hub has been a game-changer. It has greatly increased our effectiveness when communicating with our tenants. For the first time in our 29-year history, tenants have a single resource which they can access to receive standard documentation, timely messages and helpful information. They can also send messages directly to mall management in order to help them with any issues they may have.

**Jill Renslow,**  
**Executive Vice President,**  
**Mall of America**



# RETAIL MODULES

-  Reporting/Sales Collection
-  Food Ordering and Local Services Booking
-  Surveys and Feedback
-  Social Media, Group/Community Chat
-  Auditing and Inspections
-  CRM
-  Leasing Management
-  Offers and Discounts
-  Access Management
-  Document Library
-  Travel and Weather Info
-  Critical Communications Security and Panic Button
-  Wayfinding
-  News and Events
-  Loyalty
-  Maintenance and Cleaning
-  In App Payments
-  Contact the Team



## CONNECT WITH US



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