Scoop Sense

While you take care of your customers,
we take care of everything else.

Scoop Sense

ScoopSense automates manual complicated and repetitive tasks across Leasing, Billing, Operations & Marketing Departments.

We automate manual/repetitive tasks and smartly monitor critical ratios/processes across departments to increase efficiency and save more than **150 man-days** !!

Trusted by malls across India

nexus MALLS	DLF	Pacific.	LakeShore
aipl values that build worth	VIVIANA MALL CELEBRATE EVERYDAY	VIRTUOUS RETAIL	ELPRO® CITY SQUARE

& Many More

Our Vision

Simplified and paperless complex Retail and Commercial Real Estate operations.

What is ScoopSense ?

A simple and powerful module driven automation & analytics solution for Retail real estate industry.

SaaS based

Needs no additional hardware or software

Low capital expenditure

With viable ongoing monthly recurring cost

Modular offering

Fits industry's almost all requirements

Where does **ScoopSense** stand ?

Trusted by more than 50 Malls

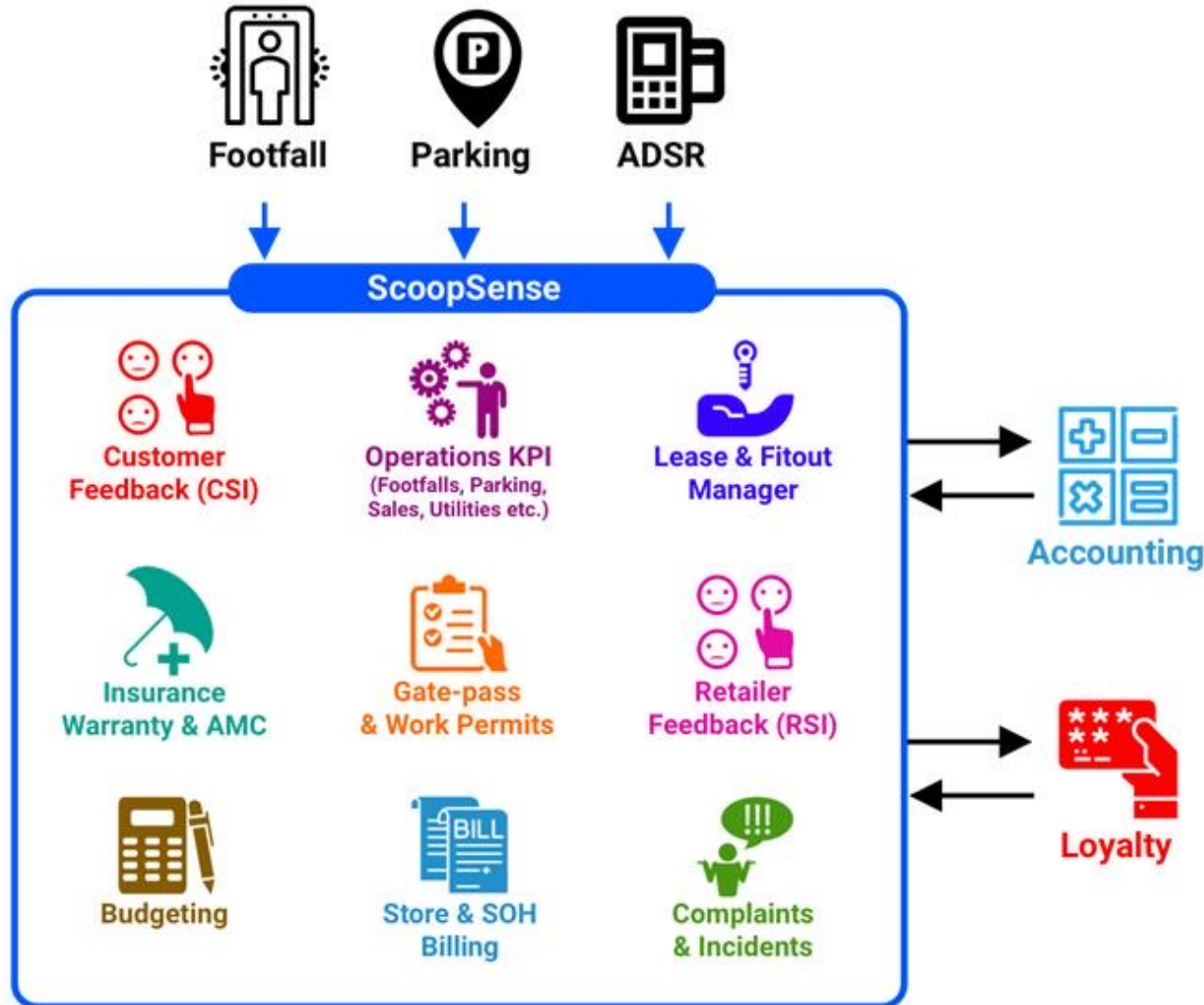Automating 1.5 Million + sq.m of Retail Real Estate

50+

1.5M+

More than 10 Million Tenant requests/complaints serviced

10M+

1M +

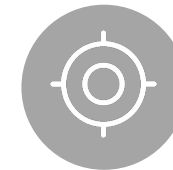More than 1 Million Mall Customers serviced

ScoopSense for Mall Managers

Unified Reporting
Ready integration with all mall systems for reporting and analytics
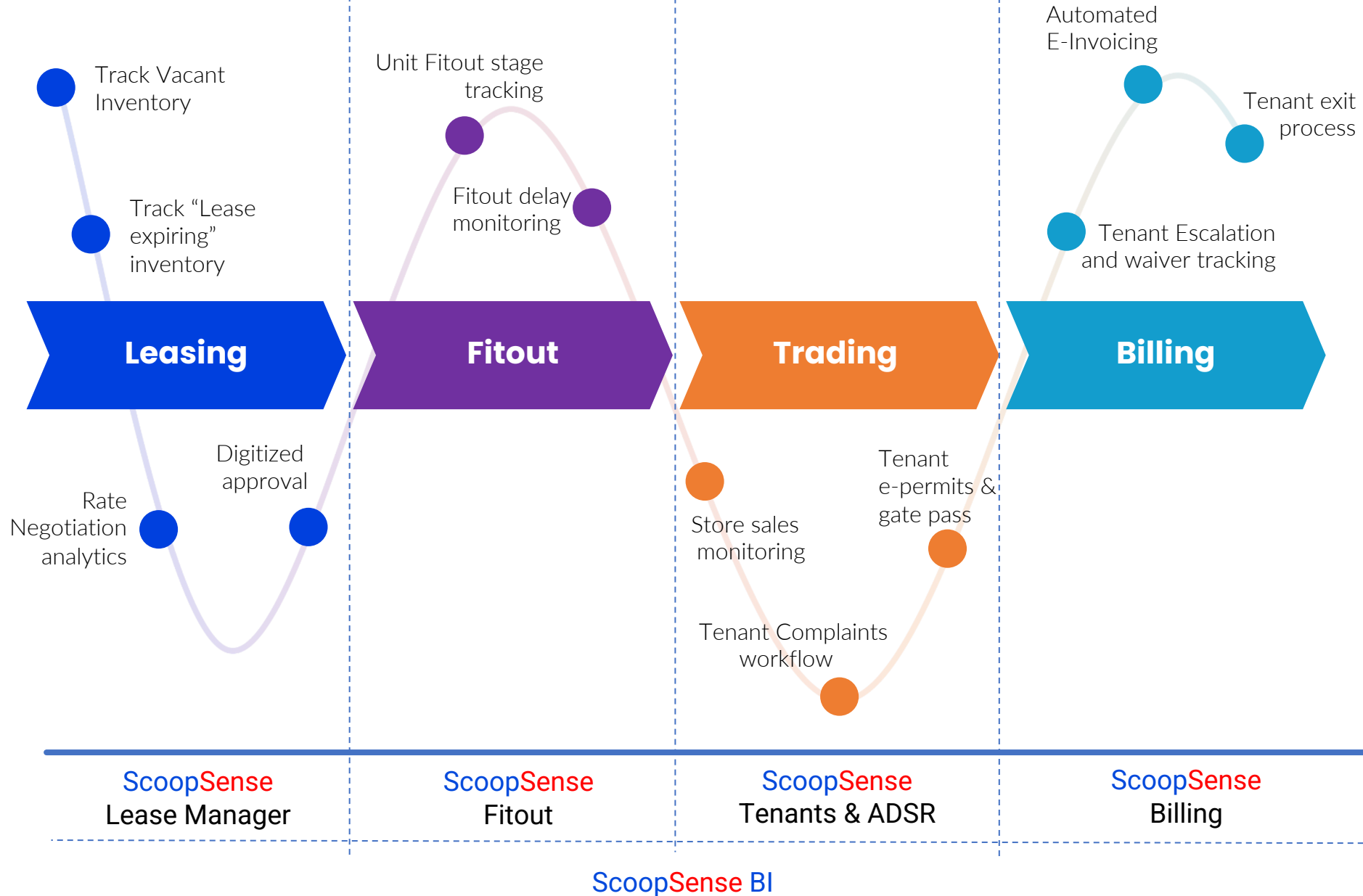
Real time Tracking
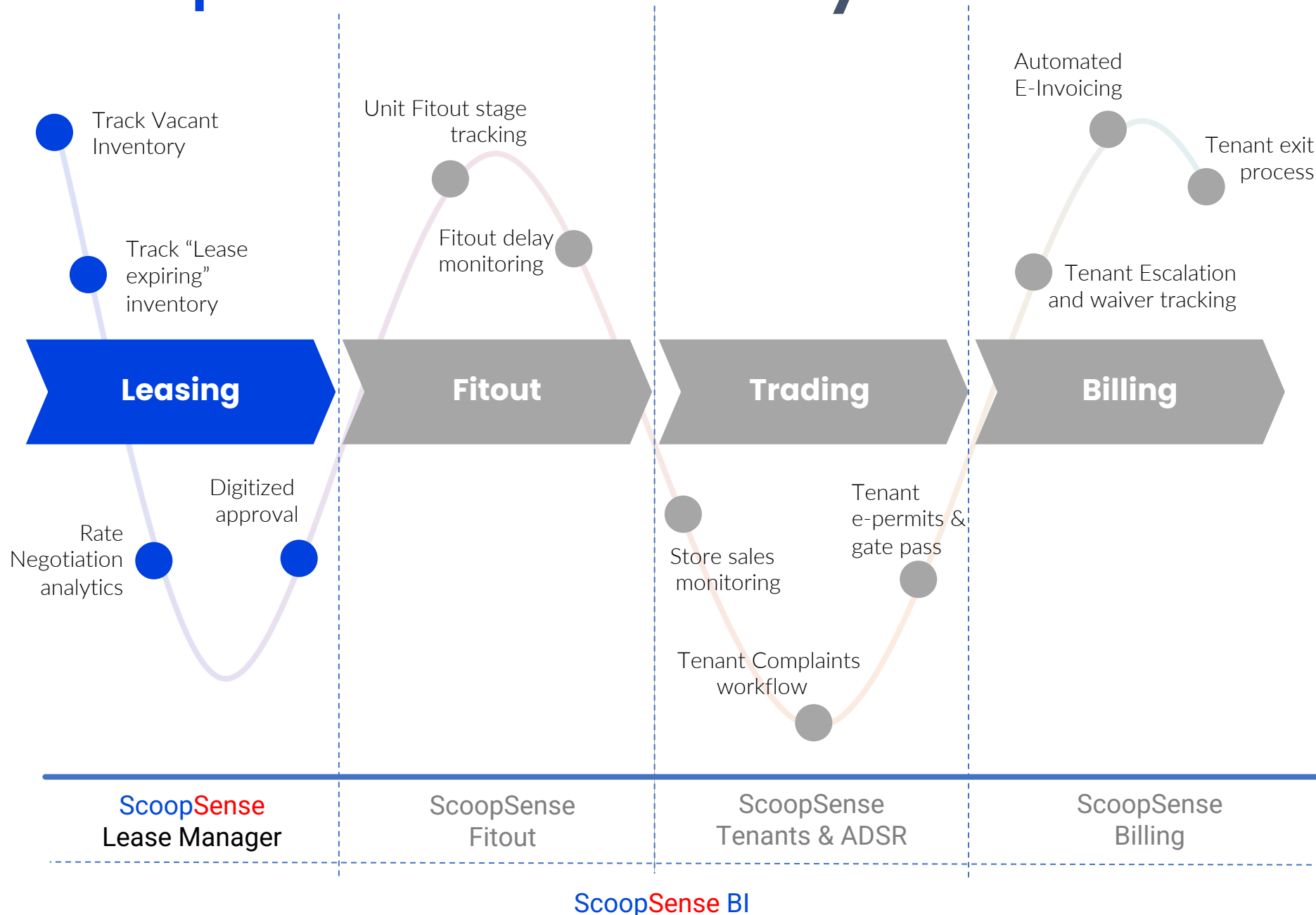Realtime performance/status tracking across departments

Analytics
Track multiple KPIs with historic and budgeted comparisons across departments

ScoopSense Tenant Journey

- Track Vacant Inventory
- Track "Lease expiring" inventory
- Unit Fitout stage tracking
- Fitout delay monitoring
- Automated E-Invoicing
- Tenant exit process
- Tenant Escalation and waiver tracking

Leasing | **Fitout** | **Trading** | **Billing**

- Rate Negotiation analytics
- Digitized approval
- Store sales monitoring
- Tenant e-permits & gate pass
- Tenant Complaints workflow

ScoopSense
Lease Manager

ScoopSense
Fitout

ScoopSense
Tenants & ADSR

ScoopSense
Billing

ScoopSense BI

ScoopSense Tenant Journey

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ScoopSense Lease Manager

ScoopSense Fitout

ScoopSense Tenants & ADSR

ScoopSense Billing
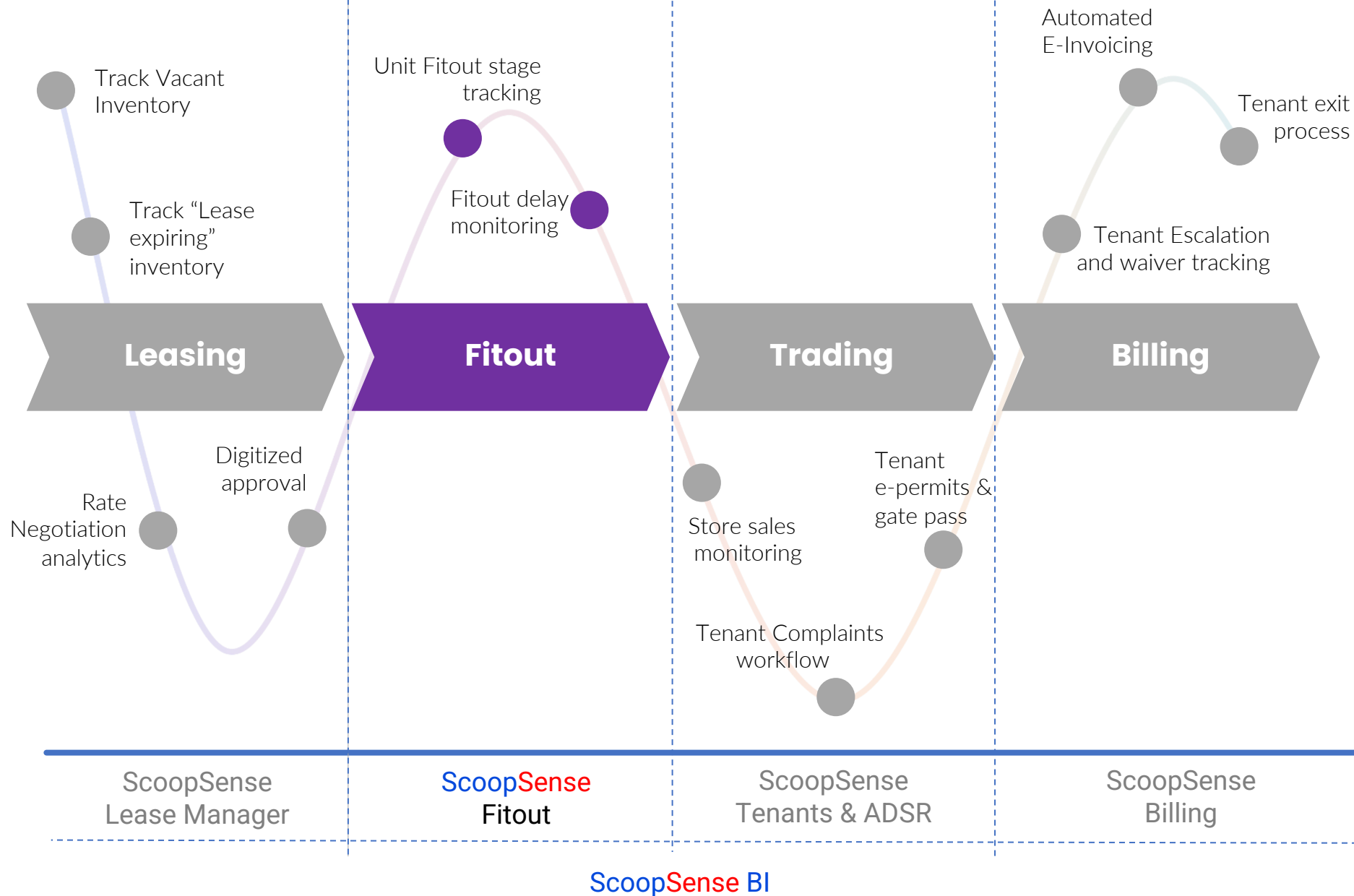
ScoopSense BI

- Take complete control of inventory visibility to view vacancy, **upcoming lease expiry and new negotiations**

- **Historic deal rate analytics** and current mall performance KPI gives an edge to ongoing negotiations

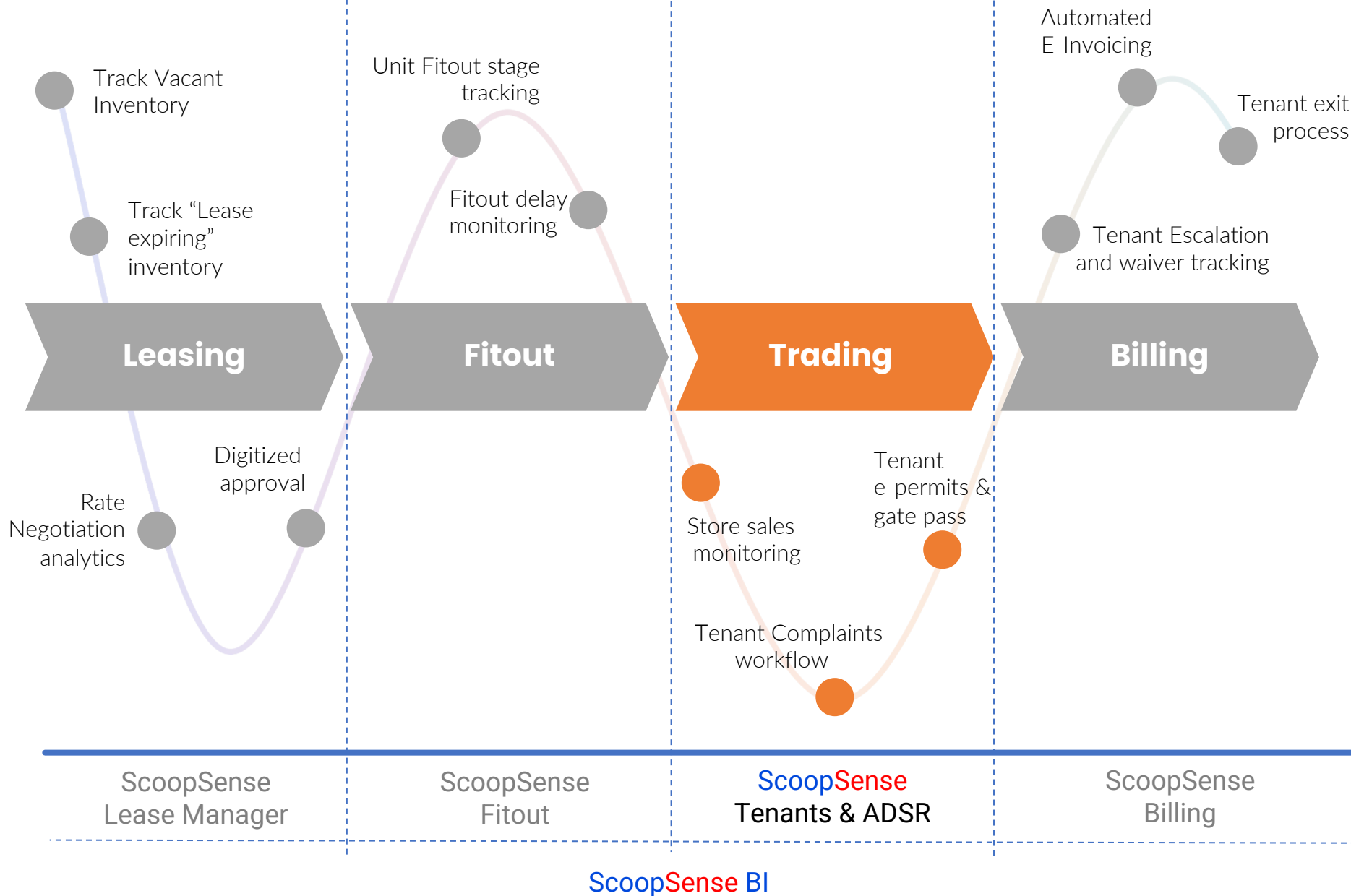- **Go paperless with digitized leases** and approvals to be shared with Finance for Billing
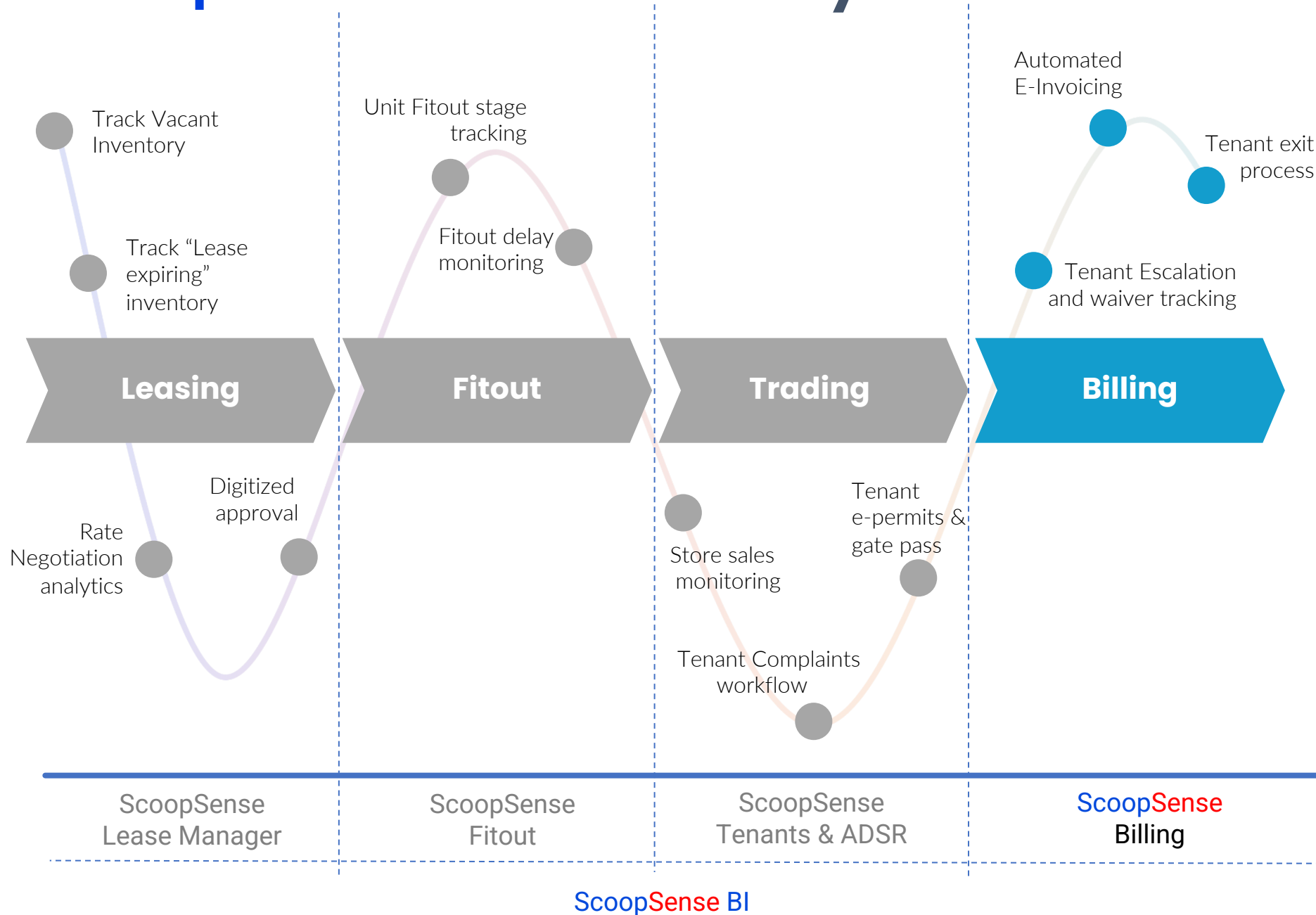
ScoopSense Tenant Journey

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Leasing

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ScoopSense Lease Manager

ScoopSense Fitout

ScoopSense Tenants & ADSR

ScoopSense Billing

ScoopSense BI

- **Store category** and unit Fitout stages tracking

- **Automated updates and reports** to Tenants and Fitout Team

- **Proactive reminders and notifications** for upcoming tasks
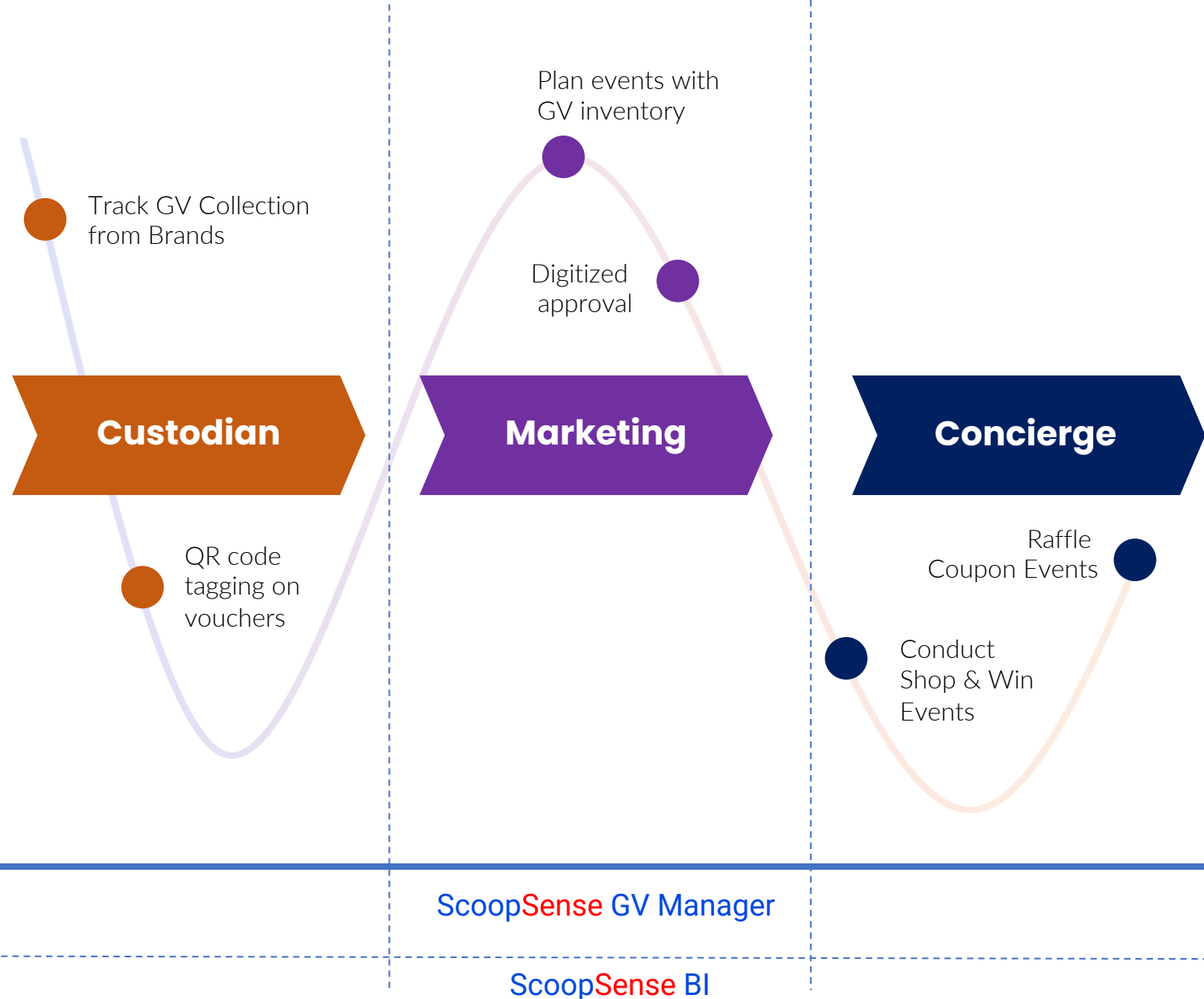
ScoopSense Tenant Journey

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ScoopSense Lease Manager

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ScoopSense Tenants & ADSR

ScoopSense Billing

ScoopSense BI

- **Bill wise store sales** tracking with date and time stamp

- **"Do it Yourself"** app for any Tenant request

- **Digitized e gate pass and work permits** for Tenant request and inventory movement

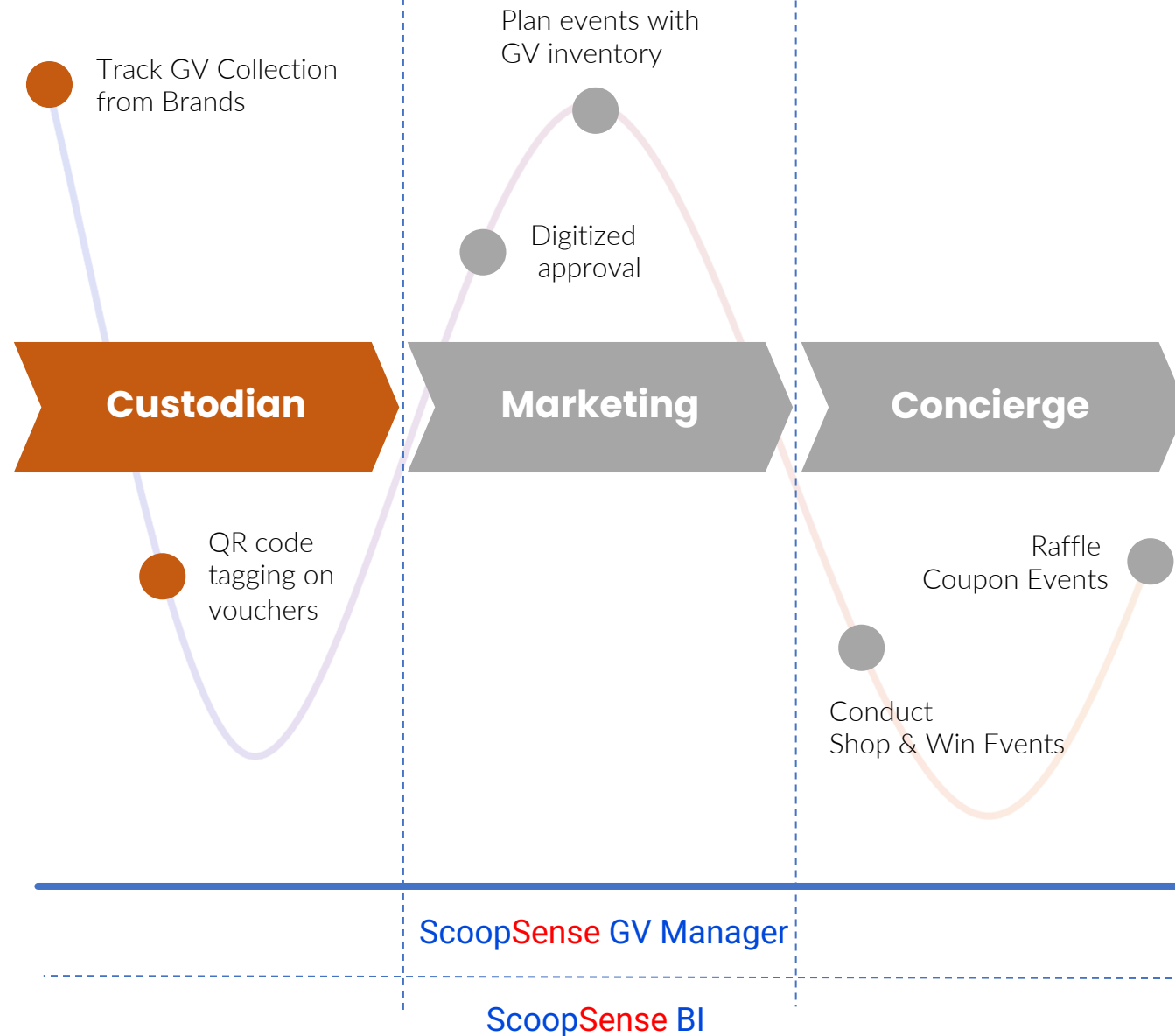- **SLA based tracking** of Tenant complaints

ScoopSense Tenant Journey

Track Vacant Inventory

Track "Lease expiring" inventory

Rate Negotiation analytics

Digitized approval

Unit Fitout stage tracking

Fitout delay monitoring

Automated E-Invoicing

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ScoopSense Tenants & ADSR

ScoopSense Billing

ScoopSense BI

- **Automated monitoring of Lease based billing** and collection to reduce Financial risks

- **Track Occupancy Cost, Outstanding and Tenant performance analysis** for better decision making/ renewal negotiation.

- **Invoicing done in 5 clicks and 5 minutes** with rent waivers, escalations taken care of
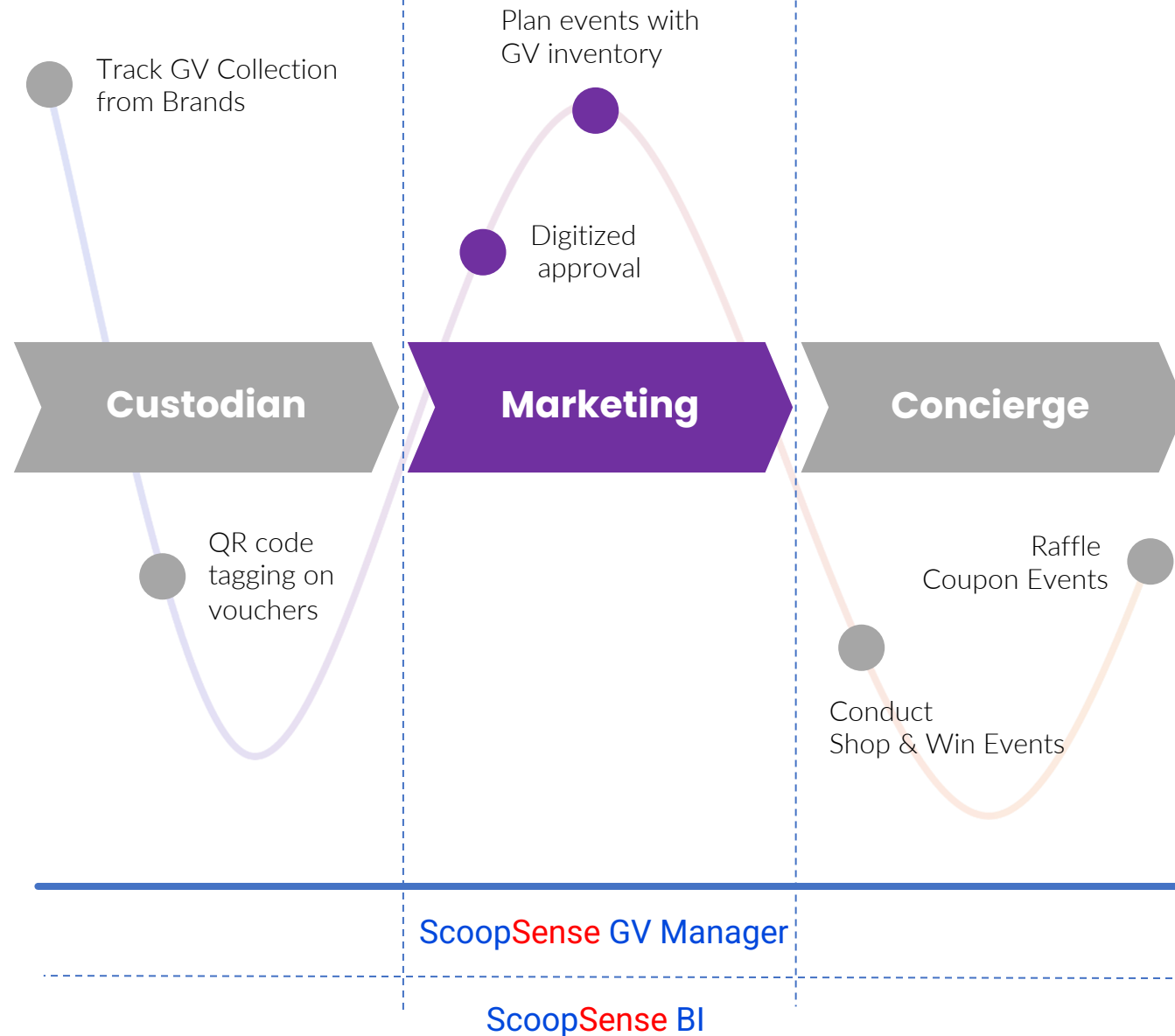
ScoopSense Mall Events Cycle

Track GV Collection from Brands

Plan events with GV inventory

Digitized approval

Custodian

Marketing

Concierge

QR code tagging on vouchers

Raffle Coupon Events

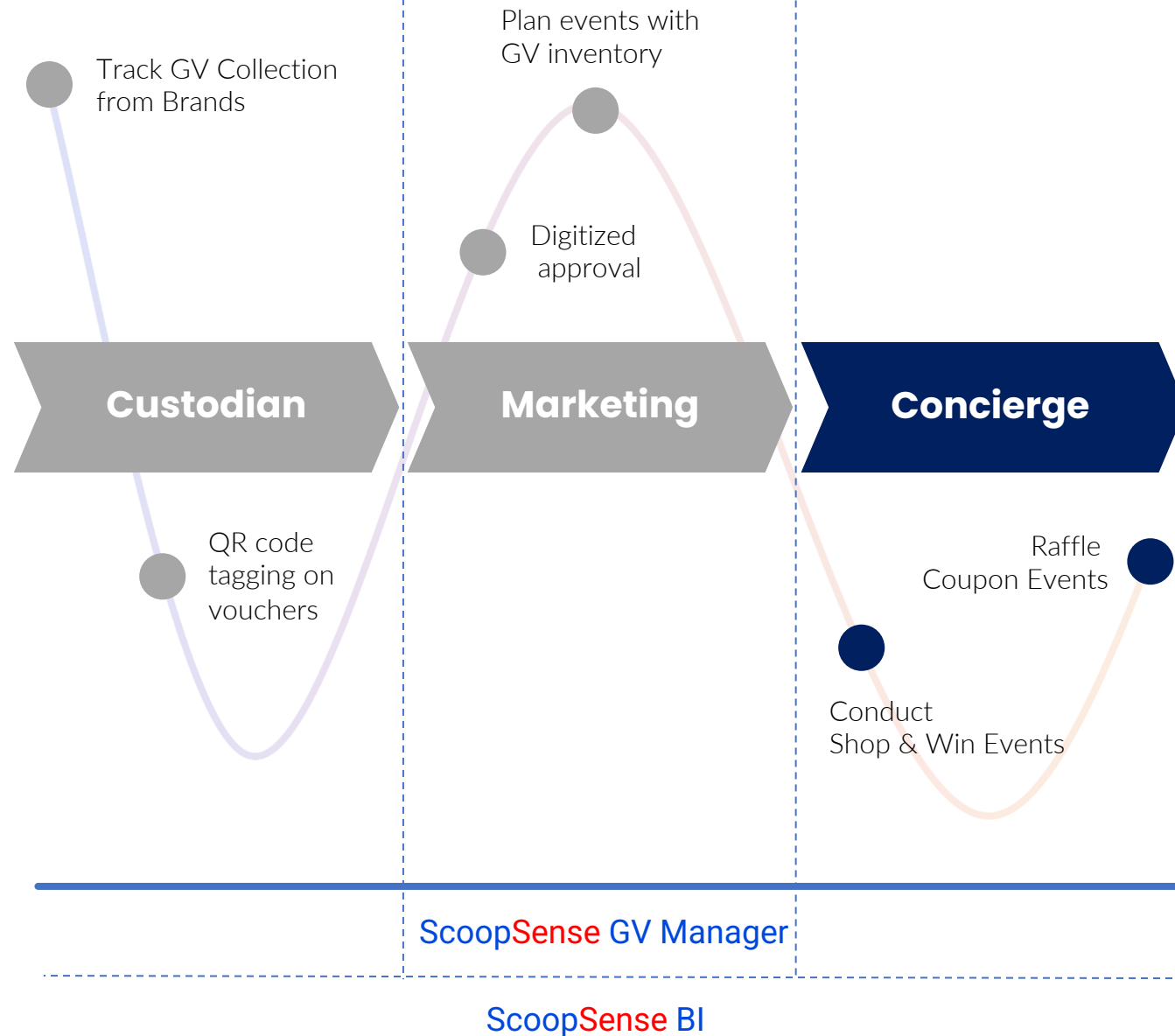Conduct Shop & Win Events

ScoopSense GV Manager

ScoopSense BI

- **Proactive tracking of conditional and unconditional GV** commitment from Brands

- **One-time QR code tagging** of stock in of every individual inventory received

- **Renew GV** expiring with the Brand

ScoopSense Mall Events Cycle

Track GV Collection from Brands

Plan events with GV inventory

Digitized approval

| Custodian | Marketing | Concierge |

QR code tagging on vouchers

Raffle Coupon Events

Conduct Shop & Win Events

ScoopSense GV Manager

ScoopSense BI

- **Collect GV from Brand** as part of Barter deal or any other deal

- **Plan Event wise GV usage** based on expiry

- **Multilevel approval** for GV inventory usage across any Event

ScoopSense Mall Events Cycle

Track GV Collection from Brands

Plan events with GV inventory

Digitized approval

Custodian	Marketing	Concierge

QR code tagging on vouchers

Raffle Coupon Events

Conduct Shop & Win Events

ScoopSense GV Manager

ScoopSense BI

- **GV Promoter/Concierge** inventory stock out to customers

- Capture critical customer data like Age, Gender, Bill details to understand customer buying behaviour

- **Return/Restock** unutilized inventory back to Marketing/Custodian

ScoopSense
Benefits

- **Integrated Dashboards across multiple peripheral systems**

- **Real time data comparison across historic performance and budgets**

- **Critical performance analytics**

- **Critical customer data analytics**

Here's what you get!

90% **Increased Efficiency**
Key KPI help to focus on actions and decision making

80% **Decrease in Data Collection & Analysis**
Automated data collection and analytical reporting

150 Man-days **Saved per employee every year**
By automating the manual tasks carried out across departments

Integration to Key Operations System
Ready API to tightly linked with Footfall, BMS, Parking, Retail Sales Monitoring System and more

Reminders
Proactive notifications and email to departments for the actionable
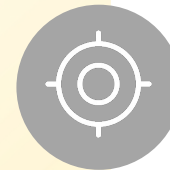
Track
Monitor asset performance across departments with comparison to historic and budgeted numbers

Your data is in safe hands

PHYSICAL SECURITY

Our systems are hosted on AWS providing robust physical data center security and environmental controls.

ENCRYPTION

Encryption of sensitive data is enabled both at rest and in transit over public networks.

DATA OWNERSHIP

Your data 100% belongs to you. We won't delete data in your account without giving you time to export it.

DATA RECOVERY

We regularly back up your data and provide a maximum 24-hour RTO and RPO.

Trusted by

VIVIANA MALL
CELEBRATE EVERYDAY

PACIFIC
TAGORE GARDEN DELHI

ELPRO® CITY SQUARE

PACIFIC
NSP-PITAMPURA DELHI

SEAWOODS GRAND CENTRAL

AHMEDABAD ONE

Pacific
THE SPIRIT OF DEHRADUN

aipl JOYSTREET

Mall of Travancore
Celebrate Every Day

nexus KORAMANGALA

aipl Business Club

ELANTE

DLF PROMENADE
VASANT KUNJ

AIRIA
by REACH & LakeShore

ORION
MALL-PANVEL

THE PAVILLION

Mall of Amritsar

ESPLANADE

WESTEND
Fashion · Food · Fun

DLF AVENUE SAKET

CYBERHUB
CELEBRATING LIFE

nexus HYDERABAD

nexus SHANTINIKETAN

THE Celebration MALL
Amritsar

nexus CENTRE CITY

FIZA BY nexus

DLF Mall of India

Pacific D21
Dwarka's Favourite Mall

nexus CELEBRATION

& Many More

Client Testimonials

An excellent piece of work with a bunch of young team. Get rid of the excel sheet and groove into this new software which shows the actual day to day daily routine.

ScoopSense has been completely radical in their approach towards our organization since we started using it a few years ago. It has truly enabled data driven decision making at all levels of the organization, from top management to front line managers/executives.

ScoopSense has transformed the way we manage our buildings (commercial and retail). It offers a comprehensive suite of tools and features that have significantly streamlined our day-to-day activities, improved efficiency, and enhanced the overall experience for both tenants and customers.

We have tried Scoop sense on Synergy Application and Tenant Coordination at our malls recently. Data is insightful and give in depth information to end users on how to get hold of mall in best possible fashion.

Contact Us

LET'S GET IN TOUCH

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www.scoopsense.com