

SYNKROS® Architecture

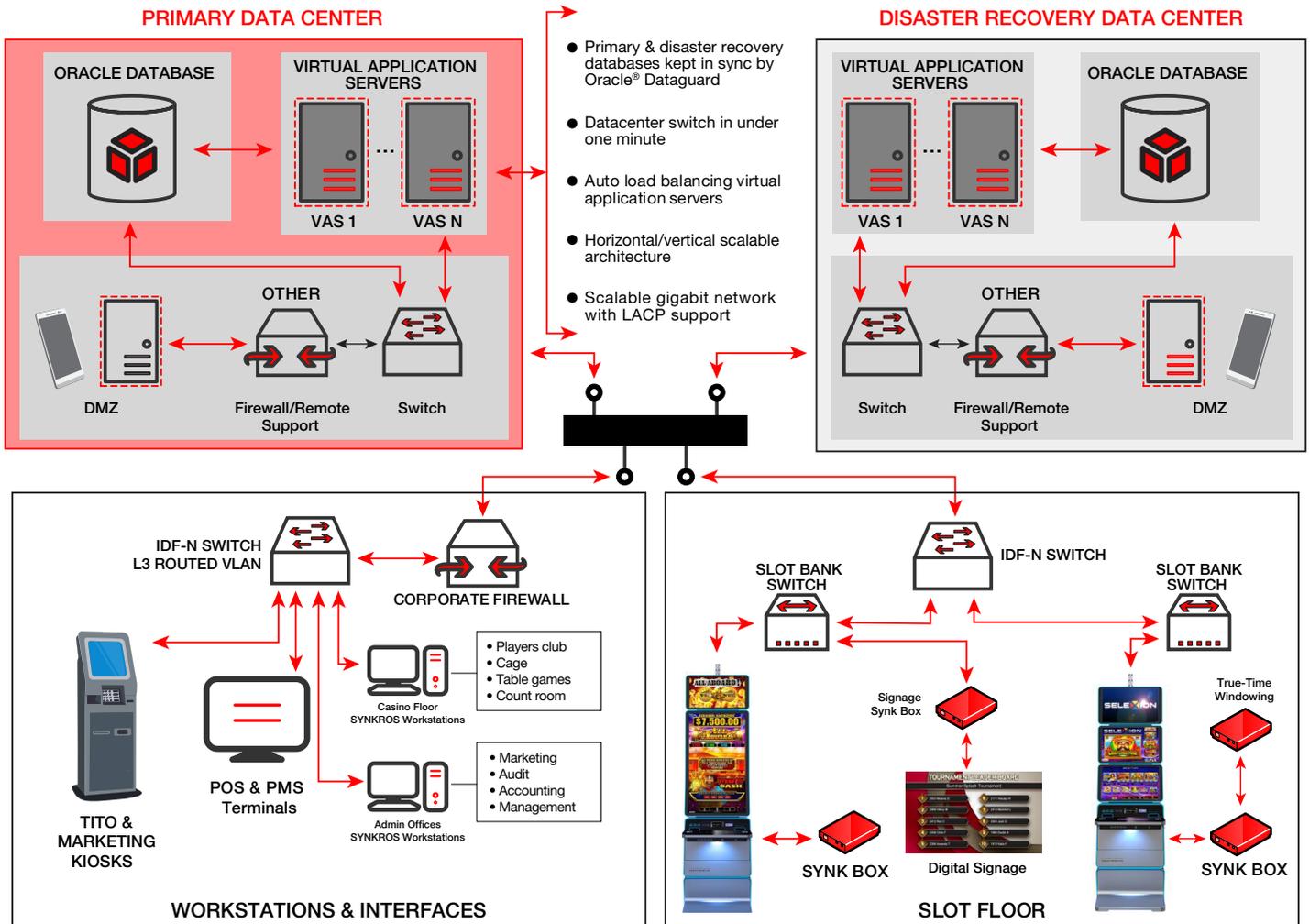
Architecture, Integration, OneCard, InfoSYNK Local, and Managed Services Overview

Industry-leading single ecosystem with 99.9% availability

SYNKROS ARCHITECTURE & DIAGRAM

Konami Gaming, Inc.'s award-winning SYNKROS® is a comprehensive, real-time enterprise management system with the reliability, flexibility and availability to help casinos stay ahead of the competition. SYNKROS is developed as a single, non-forking code base system, and incorporates best-of-breed architecture from the financial and military industries. The system is designed for high availability. The casino floor, SYNKROS workstations, and interfaces can seamlessly be switched from the Red to the Gray data centers in under one minute, providing the casino with 99.9% uptime and peace of mind. The flexibility and scalability of the SYNKROS architecture accommodates a wide range of property types—from local pubs and routes, to cruise ships, to large single destination properties, to hybrid multi-property portfolios. The SYNKROS architecture empowers single and multi-site properties to benefit from industry-leading tools and technology, at the highest level of stability and performance.

SYNKROS ARCHITECTURE DIAGRAM



SYNKROS INTEGRATION LAYER (SIL)

Konami's SYNKROS has long upheld the importance of providing and maintaining an easy way to integrate third-party systems, providing casinos the flexibility to choose best-of-breed third-party solutions to solve their unique business needs. The SYNKROS Integration Layer contains multiple integration methods including HTTPS with options for either XML or REST with JSON. These methods enable third parties—as well as in-house developers—to rapidly integrate with SYNKROS to exchange player, marketing, financial, and other data points stored in the database. The integration layer is comprised of core business logic and domain services that the protocol-specific plugins share to communicate with third-party systems and other Konami external modules. The flexibility of the integration layer empowers casino operators with more opportunities to quickly enhance the patron experience with personalization, convenience, and service through integration with best-of-breed third-party solutions. Everyone wins.

SYNKROS INTEGRATION LAYER COMMANDS

Konami's SYNKROS supports more than 100 different interfaces with third-party systems. For example, some key SYNKROS SERVICE BUS (SSB Plugins) commands currently available include the following:

PLAYER ACCOUNT COMMANDS:

- Account, address, email, phone
- Social media, image, messages
- Card, PIN, tax ID, card level
- Win/loss statement, set hotel reservation

PLAYER REINVESTMENT COMMANDS:

- Point/Comp/Flex comp
- Voucher list
- Free play, offers
- Drawing ticket

PLAYER BONUS/SEGMENTATION INTEGRATION COMMANDS:

- Incentive and Offer awards
- Groups (segments)

TABLE GAMES PROCESSING COMMANDS:

- Authentication
- Player/Cards
- Fills/Credits/Markers
- Devices/Configuration/Employee cards

CAGE PROCESSING COMMANDS:

- CWA deposit/Withdraw
- FOD deposit
- Issue/Redeem CPV
- Resort Wallet Integration

TITO/JP KIOSK PROCESSING COMMANDS:

- Issue/Validate/Redeem/Return ticket
- Process Jackpot and Issue W2G

THIRD-PARTY PLAYER RATINGS:

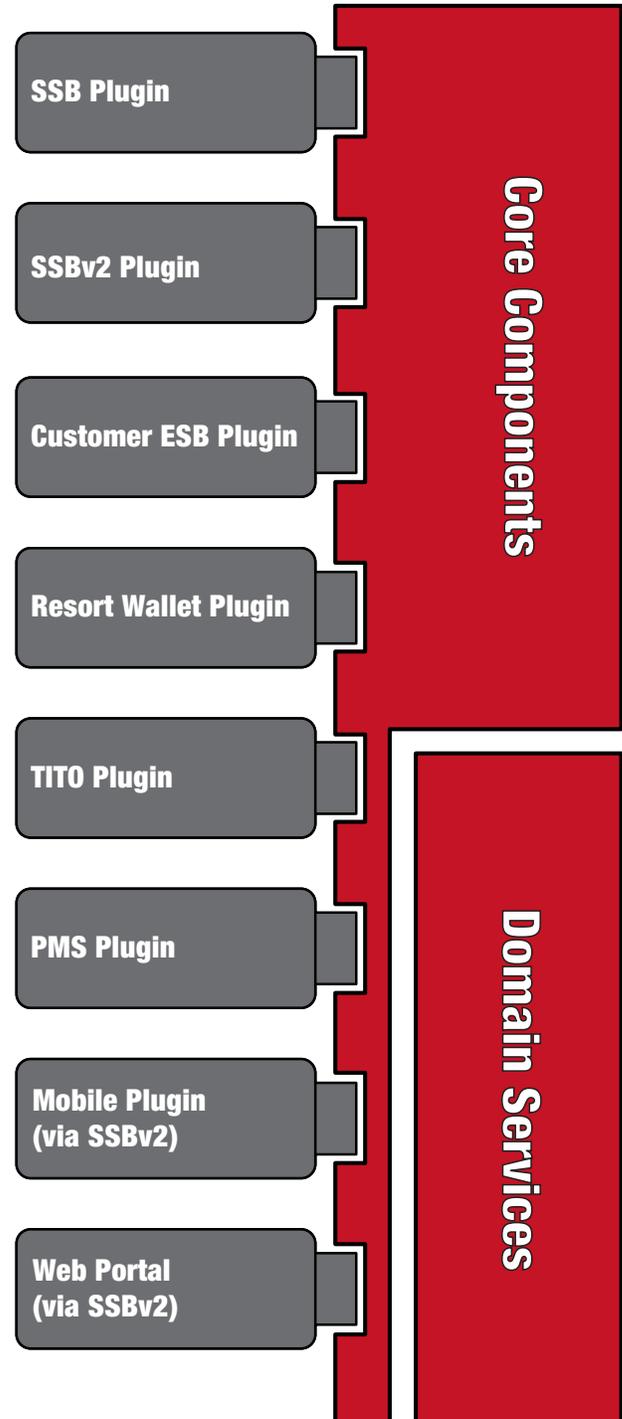
- Player accounts/Rating

READ-ONLY QUERY COMMANDS:

- SQL queries of any data point stored in the SYNKROS Database

PLAYER MOBILE COMMANDS:

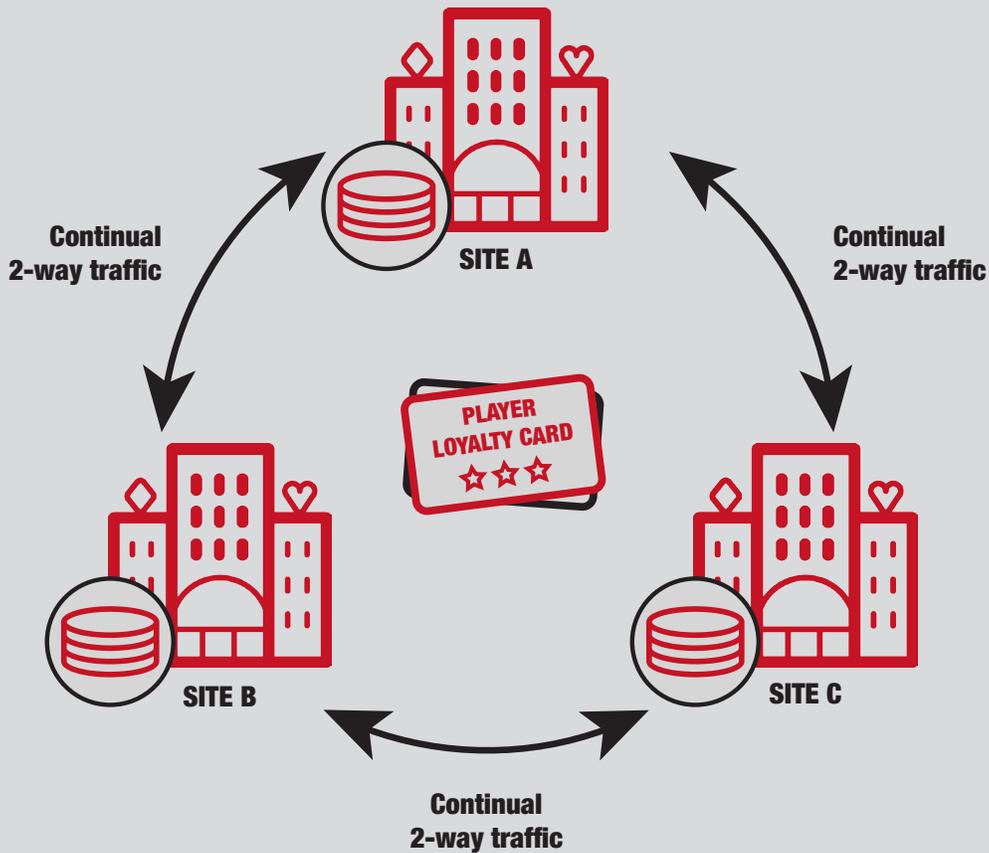
- Update account
- View points
- Redeem awards
- Transfer funds



ONECARD SOLUTION

Operators with a multi-site casino portfolio can implement a OneCard solution across all property locations. The integrated SYNKROS Patron Replication module enables multiple properties to share real-time patron master record, points, comp points, and tier points, for a true OneCard loyalty program solution. When a patron joins the loyalty program at any casino configured in the replication group, the information is shared with the rest of the casinos. And when the patron engages in any tracked activity at one of the casinos, points, comp, and tier points earned will be quickly shared with the rest of the casinos. Any player record updates such as address changes, PIN resets, card level, and player status changes (such as casino-barred or self-barred) are automatically shared among all multi-site properties. All corresponding player activity—including wagers, points earned and redeemed, and more—is summarized nightly and shared among all multi-site properties. This empowers all properties within a multi-site property portfolio to offer a seamless brand loyalty experience.

THREE DATABASE REPLICATION EXAMPLE

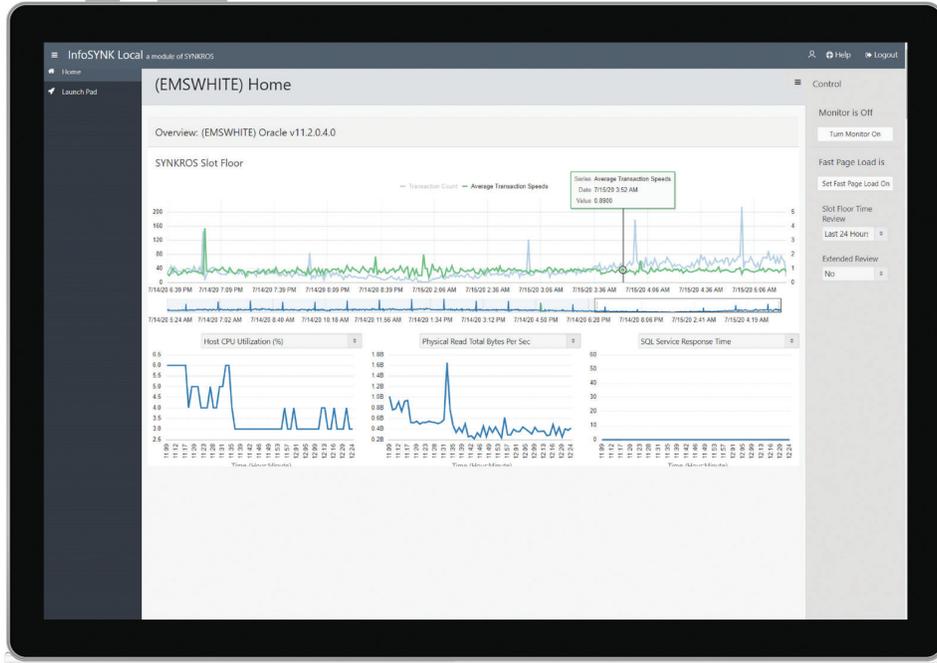


POWERED BY ORACLE®

SYNKROS' OneCard solution is powered by Oracle's GoldenGate technology. OneCard is fully integrated into the SYNKROS Oracle database – not implemented as a separate database or server. Patron data is automatically maintained and replicated to each site's SYNKROS Oracle database. This ensures global transaction consistency and data integrity across the entire multi-site casino portfolio.

INFOSYNK LOCAL

The Konami-developed InfoSYNK Local tool has the power and agility to allow users to monitor all aspects of the SYNKROS application. It uses the embedded Oracle Application Express (APEX) architecture and requires no additional hardware or software. It allows administrators to monitor performance and configuration of different SYNKROS and interface components throughout the technology stack and infrastructure—including the middleware components used to manage SYNKROS’ Synk Box in-machine hardware component, the Oracle database, and even the SYNKROS application itself—with current/active monitoring, historical trending, and scheduled reports sent via email. This tool provides administrators with methods for early detection of potential issues and directly translates to quicker response, faster recovery, and even complete prevention of potential problems before they occur.



The screenshot shows the 'SYNKROS Interface Status' page. At the top, it displays the SYNKROS logo and the text 'Interface Status' and 'Page will refresh once a minute'. Below this, the 'Current Workstation Date/Time' is shown as 'Sun, Jul 12 2020 19:49:27'. The main content is a grid of 12 kiosk status entries, each with a 'Restart' button. The kiosk types and their details are as follows:

Kiosk Type	IP Address	Port	PID	Action
Redemption Kiosks 1	10.39.32.111	7001	11958	Restart
JDU Kiosks	10.39.32.111	7003	4588	Restart
Redemption Kiosks 2	10.39.32.112	7001	14311	Restart
InfoGenesis POS	10.39.32.111	7002	1428	Restart
Redemption Kiosks 3	10.39.32.113	7001	9442	Restart
LMS	10.39.32.112	8080	13878	Restart
Redemption Kiosks 4	10.39.32.111	7005	14507	Restart
Bravo	10.39.32.113	8080	16490	Restart
Redemption Kiosks 5	10.39.32.112	7005	11957	Restart
Playersoft	10.39.32.112	7002	19969	Restart
Redemption Kiosks 6	10.39.32.113	7005	18108	Restart
Theatro	10.39.32.113	7002	20373	Restart

SYNKROS SOFTWARE SUPPORT & MAINTENANCE

SERVICE	RESPONSIBILITY	
	KONAMI	CUSTOMER
Comprehensive SYNKROS application support including technical assistance in troubleshooting and resolving reported problems, incidents, and service requests	X	
SYNKROS software maintenance (including new feature and patch upgrades)	X	
Oracle Database performance monitoring and resource management	X	X
Oracle software patch and version upgrade management	X	
Customer Care online access to SYNKROS knowledge base articles	X	
Unlimited access to Konami case management system	X	
Bi-weekly (or other time period) Support cases review	X	
Case trending analysis with recommendations to maximize system capabilities	X	
VPN and remote access maintenance, troubleshooting, and support	X	

HARDWARE SUPPORT & MAINTENANCE

SERVICE	RESPONSIBILITY	
	KONAMI	CUSTOMER
Single point of contact for Diagnostic Support of contracted SYNKROS interfaces	X	
Comprehensive system recovery support services for outages caused by power or cooling system failures	X	
Proactive monitoring of server hardware	X	X
Server OS Patch management	X	
Server hardware error log evaluation	X	
Server hardware failure diagnosis and repair management	X	
Network diagnosis and repair	X	X
Periodic evaluation of server resource utilization	X	

KONAMI'S MANAGED SERVICES APPROACH TO SYNKROS

Konami provides a single point of contact for the SYNKROS application, database, and server hardware infrastructure. By channeling all issues and inquiries to one place this managed services approach eliminates the finger pointing commonly experienced with other competitor systems. Konami's customer support, database administration, and project management teams work seamlessly together to give you 5-star service and support for SYNKROS software and the SYNKROS server infrastructure.

Contact your Konami SYNKROS Account Executive today for further information.

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