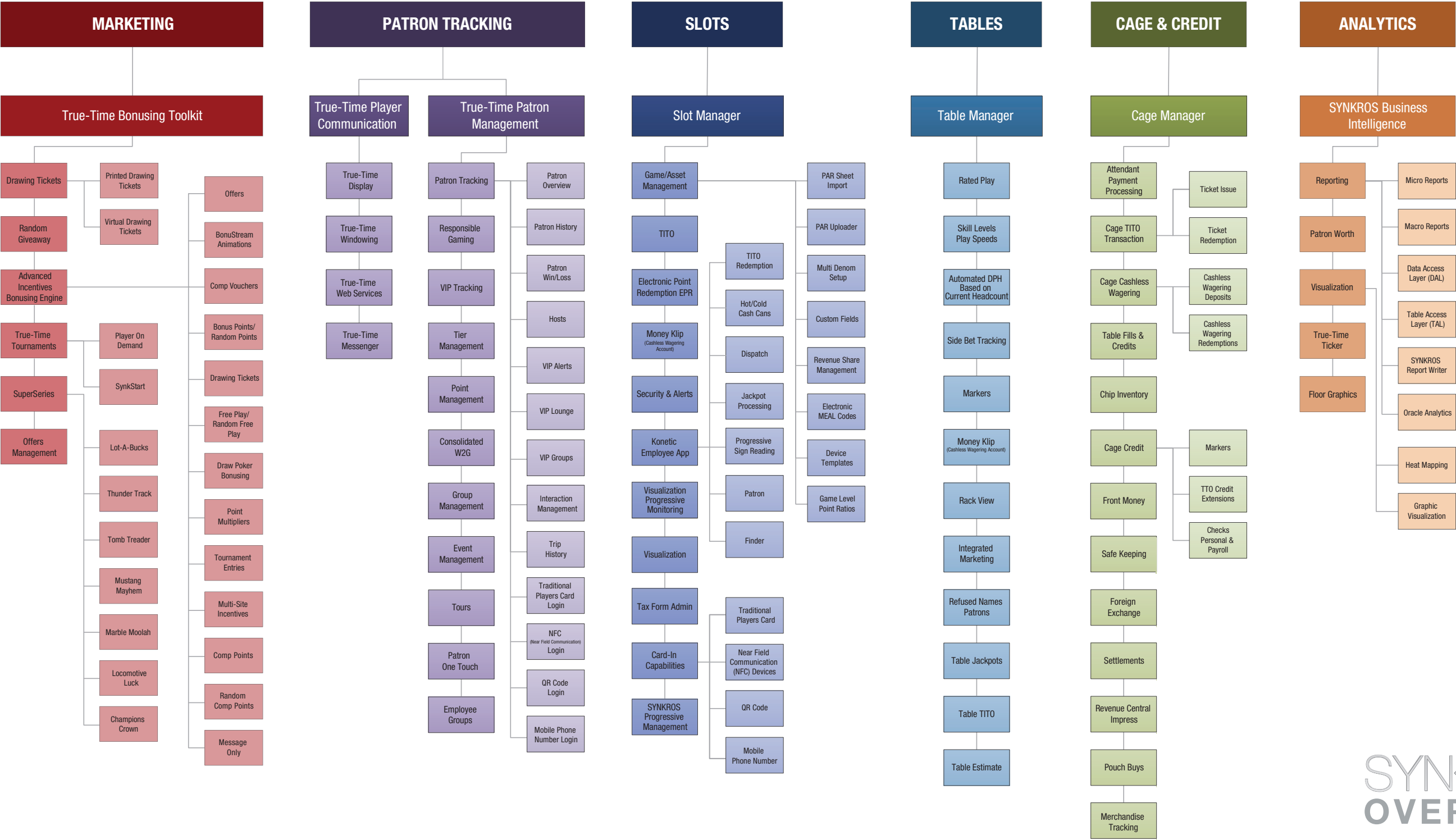


SYNKROS®





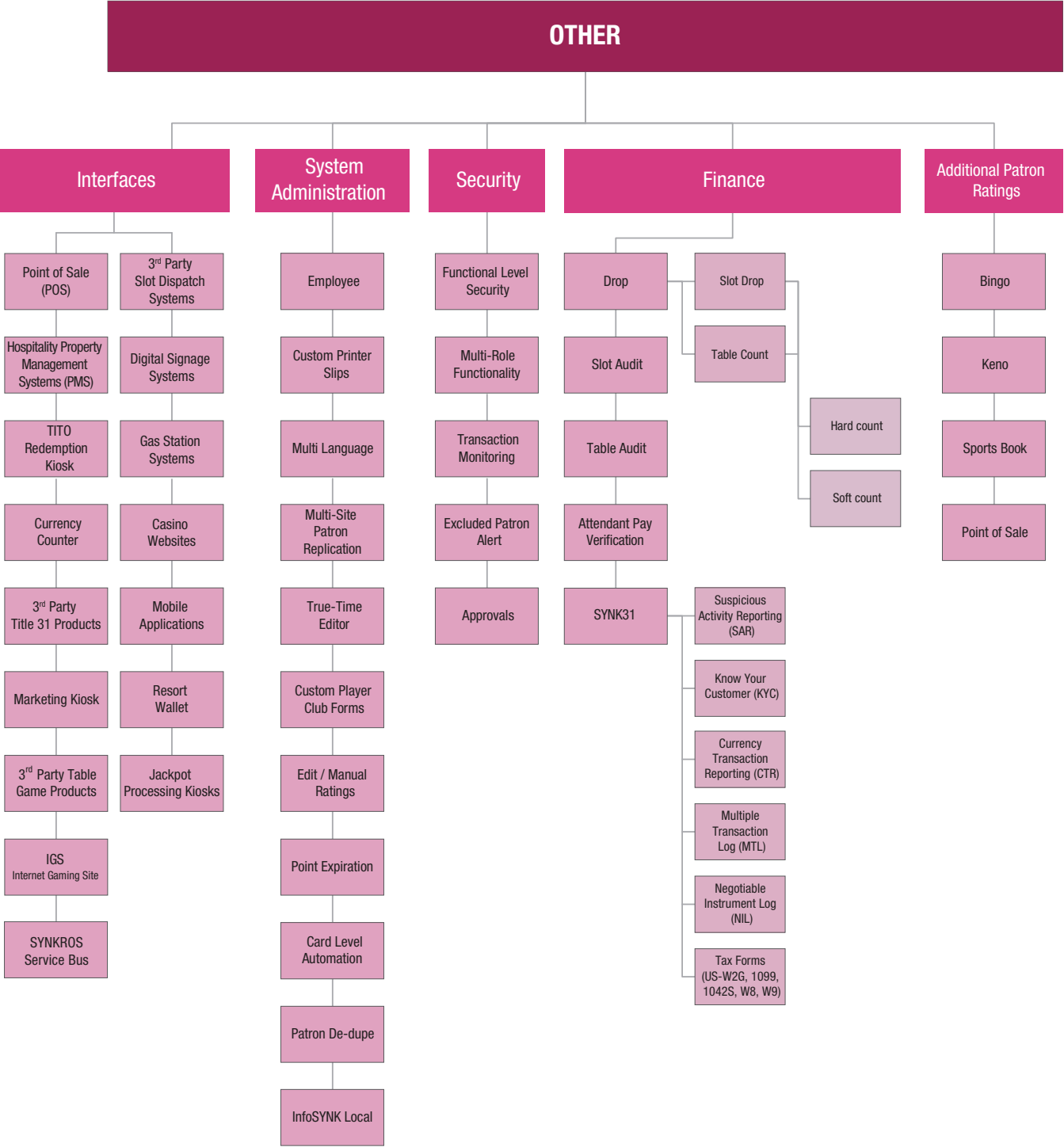




TABLE OF CONTENTS

02	INTRODUCTION
09	ARCHITECTURE
11	MARKETING
19	PATRON TRACKING
23	SLOTS
29	TABLES
32	CAGE AND CREDIT
33	COMPLIANCE
35	ANALYTICS

From Konami, the industry leader in marketing innovation and reliability, comes SYNKROS, the next generation of fully integrated casino management.



**INTEGRATED
SYSTEM**

How does this dynamic and
scalable system get your
entire casino in sync?

POWER

**RELIABILITY
FLEXIBILITY
SCALABILITY**

SYNKRONIZE

| all aspects of
your operations

| your property with your
patrons' expectations

| your business with
true revenue potential

OUR LATEST, LASTING PARTNERSHIPS

The foundation of SYNKROS' global success was built on two key Konami values: **quality and partnership**.



A FEW OF THE MOST RECENT PROPERTIES WE'RE PLEASED TO SERVE INCLUDE THE FOLLOWING, FEATURED IN OUR LATEST NEWS:

December 28, 2022

"Rush Street Gaming Expands Konami's SYNKROS to include Rivers Casino Portsmouth"

October 10, 2022

"The Queen Casino & Entertainment Expands Konami's SYNKROS to Belle of Baton Rouge"

September 27, 2022

"Holland America Line Completes Installation of Industry-Leading SYNKROS Technology for Casino Slot Machines"

September 12, 2023

"The Star Entertainment Group and Konami Gaming Strengthen SYNKROS Casino Systems Partnership for Technological Advancement"

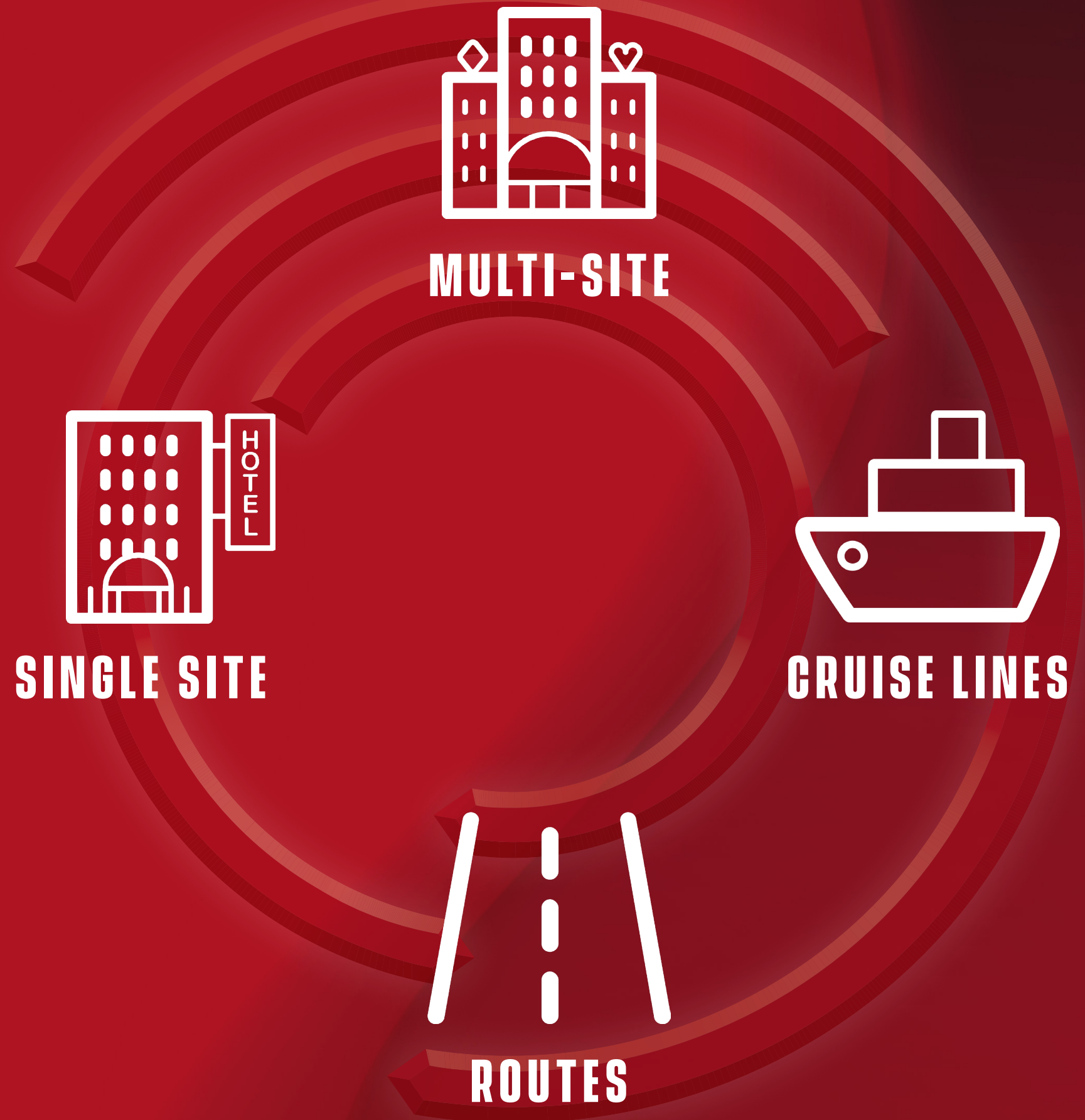
September 19, 2023

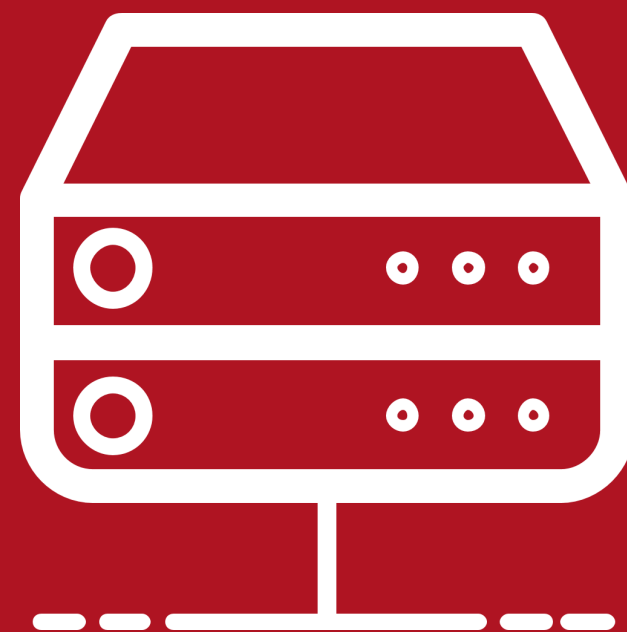
"Konami's SYNKROS Casino Management System Expands to The Queen Baton Rouge"

BUILT FOR ANY SECTOR

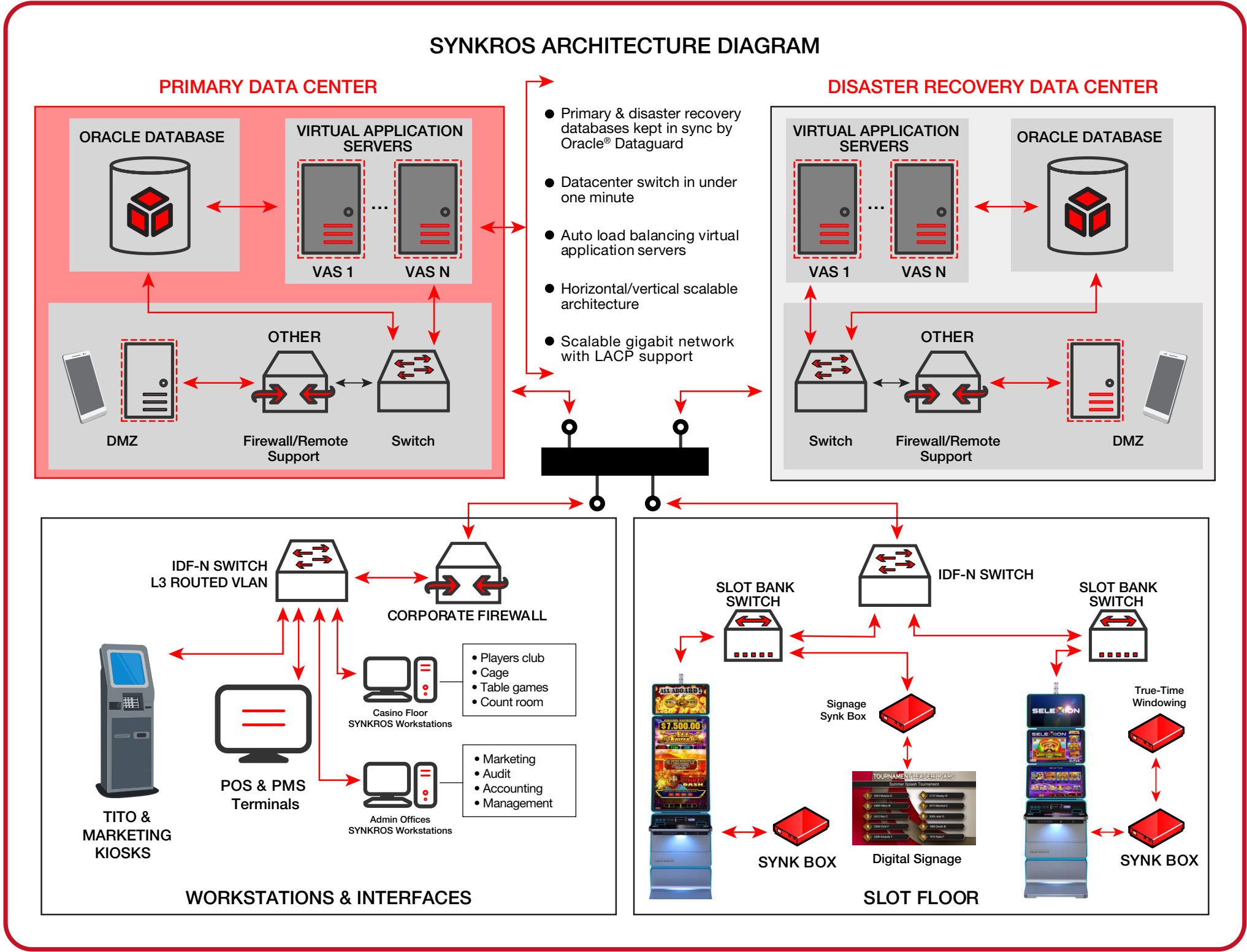
Konami has been in the casino systems business since 2001 and today our core technology supports nearly 400 venues of various sizes.

SYNKROS reaches a wide range of property types—everything from large destination properties, to cruise ships, to local casino stops, and entire multi-property portfolios.





ARCHITECTURE



SYNKROS®, inspired by some of the best practices found in other industries' enterprise management solutions, was built largely from the ground up in a way that questioned gaming industry norms and focused on operators' needs. It 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.

- **Real-time and multi-site relational database**
- **Features multi-channel streaming video throughout the True-Time Player Communication Network**
- **Since 1998, Konami's system has supported a fully TCP/IP based network floor**
- **Lifetime data availability**
- **Computer industry best-of-breed n-tier architecture**
- **SYNKROS Sign Kits display the True-Time Tournaments leaderboard, SuperSeries progressive meters, SuperSeries live event game play, Virtual Drawing live event game play and/or property marketing content**

The overall design is to guarantee maximum uptime. For the majority of our competition, their systems are integrated amongst various modules, whereas with SYNKROS®, it's one. One database. And it doesn't break.

IOT SOLUTION OPTIONS

Konami-developed tools have 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.

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 SYKNROS 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.



MARKETING

OUR MARKETING TOOLS ARE INCLUDED

When you get SYNKROS, an array of advanced marketing tools are included as baked-in features of Konami's base systems product. Everything is built into SYNKROS' single ecosystem, with one form for easy team training, easy setup, and speedy action. And with the system's robust integrations, even outside tools can take advantage of system data inputs and opportunities with incredible quickness and accuracy.



AVAILABLE BONUS CRITERIA

- Card tier
- Geography/location
- Demographics
- Trips/visitation
- Proximity
- Anniversary dates (birthday, sign-up, etc.)
- Groups (Dynamic file)
- Location on the floor
- Time/day of the week
- Meters/play
- Device type
- Categories & sub-categories
- Events
- Previous promotion (stacked)
- Tour groups

AVAILABLE BONUS AWARDS

- Point multipliers
- Free play
- Random free play
- Points
- Random points
- Comp points
- Random comp points
- Comps
- Drawing tickets
- Card of the day draw poker bonusing
- Tournament entries
- Offer
- Messages only

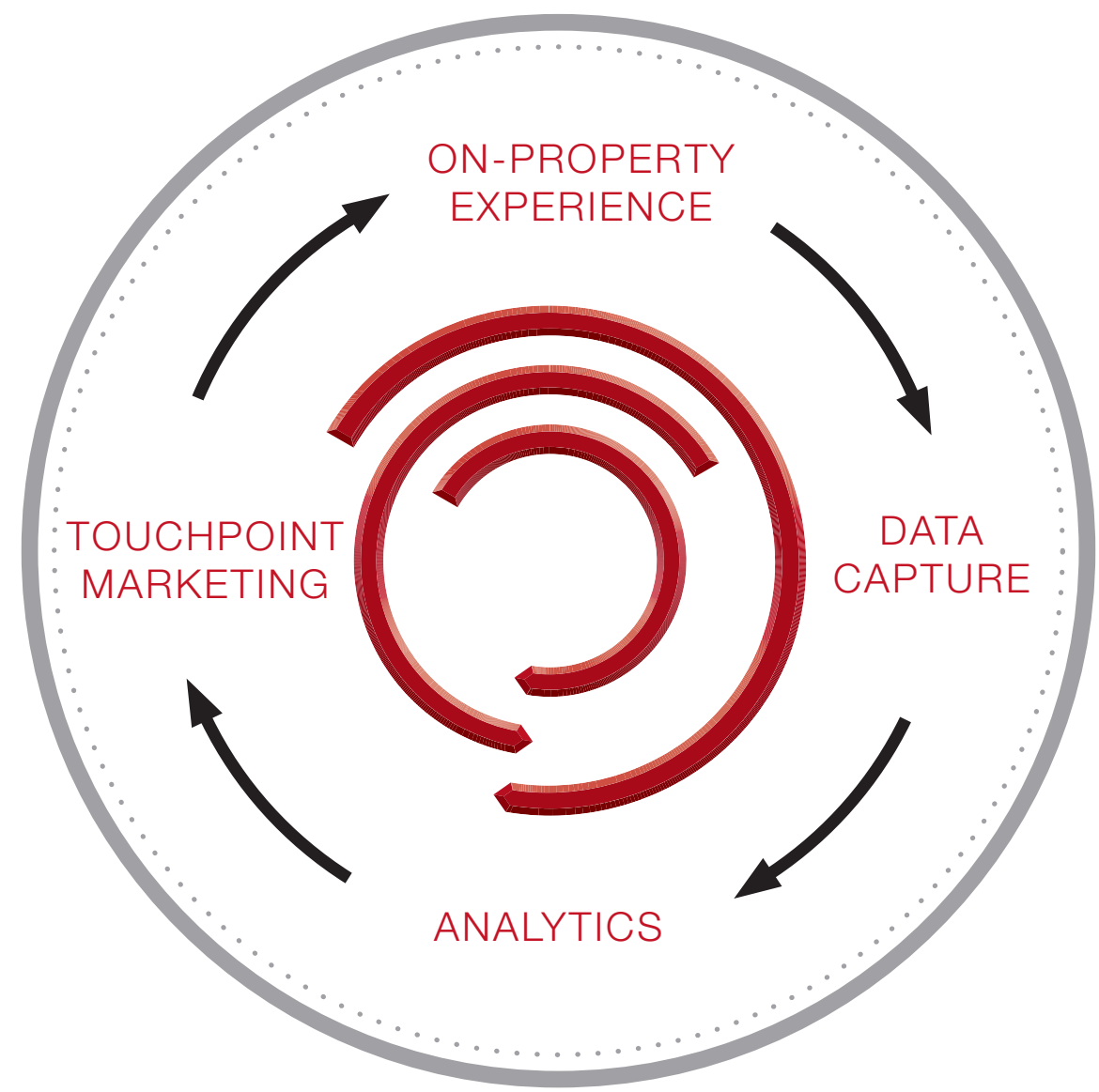
AVAILABLE MARKETING MODULES

- Advanced Incentive Bonusing Engine™
- SYNKROS Offers Management™
- Drawing tickets
- Random giveaways, or hot seats
- True-Time Tournaments™
- SuperSeries™

Behavior-based targeting.
Real-time delivery.
Industry-leading results.

CONNECT YOUR BUSINESS WITH YOUR PATRONS EFFORTLESSLY

SYNKROS' flexibility and all-in-one ecosystem gives casino employees exactly what they need for effective patron tracking. Tap into a variety of measures to evaluate players according to the metrics which matter most to your business. One form does it all, no matter your casino sector or specialty.



PATRON DEVELOPMENT

Sign-up	Service	Measure	Grow	Profit
Patron One-Touch Form	Patron Maintenance Form	True Patron Theo	My Patrons Form	Total Patron Worth
Online - Player Web Portal	Patron Club Form	Player History	VIP Alerts	VIP Profit/Loss
Mobile Enrollment (KEA)	KEA - Dispatch	Card Level Automation	Trip Summary	
		Tier Points	Targeted Bonusing	
		Carded & Uncarded		
		Gaming & Non-Gaming		

SuperSeries™ IS JUST THAT SUPER

DRIVE PLAYER CLUB SIGNUPS | INCREASE CARDED PLAY | INCREASE TIME-ON-DEVICE | INCREASE VISITATION RATES



SUPERSERIES™ TOMB TREADER GAME PLAYING AT THE EGM

Konami has available R&D professional services to customize form layout and design, as well as create custom video content for specially branded campaigns

One of the Industry's Most Powerful Floor-Wide Bonusing Systems

SuperSeries™ is a system delivered, randomly triggered, floor-wide bonusing product based on a number-pick, lotto-style game. Patrons try and match their lucky numbers against the SuperSeries™ numbers drawn during each game.

Whenever a random SuperSeries™ game is triggered, actively playing carded players have the chance to win by matching one or more of their five individually selected numbers to the SuperSeries™ numbers.

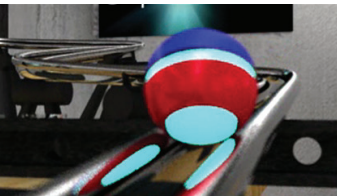
SuperSeries™ has a library of seven uniquely themed games each with an associated progressive that is delivered—via SYNKROS®—to any slot machine, regardless of manufacturer, with no additional in- machine hardware required.

SuperSeries™ games are delivered via the True-Time Display™ (system player tracking LCD screen) or True-Time Window™ (picture in picture) enabled video slot machine.

Operators can configure consolation prizes for patrons who match 1, 2, 3, or 4 numbers. If a player has a full number match, they win the progressive prize. Players can change their five individually selected numbers as many times as they wish prior to and between SuperSeries™ Bonusing games.

Expanding library of games

Our growing library of games offers casino operators the ability to choose the right game theme for their target audience, making the game more attractive to players.



MARBLE MOHLAH™

A captivating course of spiraling slides, obstacles, and chain reactions that send marbles to a final winning reaction.



MUSTANG MAYHEM™

An air race where aerobatic aircraft compete for the shortest time. The top 5 planes' tail numbers determine the winning numbers.



LOCO MOTIVE LUCK™

A train sets off on a journey through the countryside to deliver payloads of winnings to happy passengers.



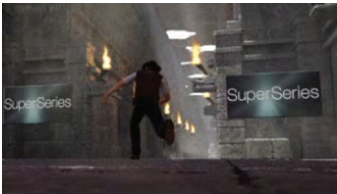
LOT A BUCKS™

A bingo-style game where numbered balls drop from a cage to reveal winning numbers.



Thunder Track™

A track race where stock cars compete to be the first across the finish line. The top five car numbers determine the winning numbers.



TOMB TREADER™

An adventure game that follows a treasure hunter as he traverses through a dangerous, ancient tomb. Each trap that he avoids, which gets him closer to the treasure, reveals another winning number.



Champions Crown™

A horse race around a grand track, with numbered horses delivering winning numbers as they cross the checkered finish line.

Advanced Incentives Bonusing Engine™

Connect directly to your most valuable patrons with a completely configurable rules-based bonusing engine that delivers pure marketing horsepower

Advanced Incentives Bonusing Engine™ lets you create unlimited incentive scenarios to target specific types of play behavior and situations, specific types of patrons, specific areas of the casino, patron demographics, casino areas, dates/times of the week or day, and number of trips per week/year, etc. Reward patrons at the slot machine using a library of 43 interactive BonuStream animations, providing you with the ability to target your bonusing efforts and reward your most valued patrons. The reward type and reward amount are totally at your discretion and can be configured based upon numerous platform performance and demographic criteria.



REWARDS

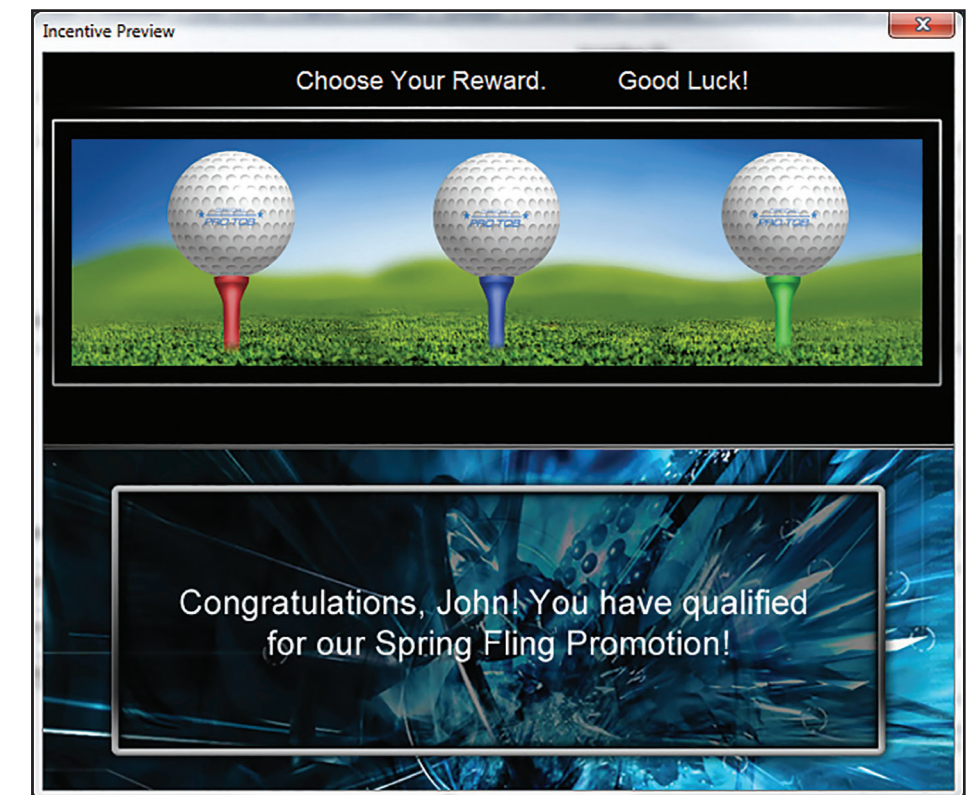
You can automatically reward patrons based on a multitude of patron specific criteria such as:

- Patron card tier
- Geographic and demographic information
- Patron dates such as birthday or sign-up date
- Patron groups
- Site-defined events
- Any combination of 56 real-time and/or historical patron wager, point or theoretical meters

MARKETING

The Advanced Incentives Bonusing Engine™ is integrated into the system as a marketing toolkit, enabling you to create your own marketing programs and:

- Build specific incentive programs with unique solutions for all of your tactical goals
- Set up daily, weekly, monthly, or yearly targeted incentives
- Reward patron loyalty with free play, cash, comps or points, or tournament entries automatically in real time
- Create mystery rewards by configuring random free play or point awards based on minimum, maximum, or average thresholds
- Reward guests with real-time point or comp multipliers
- Give patron points and the ability for redemption on third-party activity
- Points on meals purchased
- Points on hotel revenue
- Drawing tickets, prizes, and bulk points
- Stay within budget with incentive limits on total award cost or count
- Mass activation and deactivation of incentives



SYNKROS® Offers Management™



Player loyalty awards are simpler, portable, and more personal with SYNKROS® Offers Management. Built seamlessly within the Advanced Incentives Bonusing Engine, this tool allows operators to set up, schedule, and deploy a strategic mix of awards to targeted player demographics, with real-time tracking across the SYNKROS ecosystem. Players can select from up to five bonus awards and receive personalized notification across a variety of touchpoints including kiosk machines, SMS, email, direct mail, and EGM displays. Offers can either require targeted action or be non-contingent, and can be configured for specified time periods of activation, selection, and expiration. In addition, SYNKROS Offers supports CSV file import, and campaigns can be easily repurposed for future use. This advanced functionality helps ensure that patrons feel connected, valued, and in-the-moment and casinos, in turn, are able target specific player behaviors—rewarding and engaging players accordingly.

SAVE TIME AND MONEY THROUGH LEADING PLAYER LOYALTY FEATURES AND FUNCTIONALITY

**CREATE OFFER**

- ▶ Offer Maintenance Form
 - ▶ CSV Importer
- Manage your marketing campaigns by creating customized, multi-award offer packages directly within SYNKROS or upload your offer definitions in bulk via a CSV import.

**ADD TO PATRON ACCOUNT**

- ▶ CSV Importer
 - ▶ Advanced Incentive
 - ▶ Marketing Wizard
 - ▶ Manual Offers Form
- Adding Offers to patron accounts is as easy as ever. Whether the need is to bulk or individually assign or to earn and get, SYNKROS has you covered.

**OFFER REDEMPTION**

- ▶ Auto-Awarded
 - ▶ Patrons choice on TTD
 - ▶ Offer Activation Form
 - ▶ Player Mobile / Marketing Kiosks
- Self-service access lets patrons view and interact with their personalized Offers at any EGM or employees can view and redeem Offers on behalf of patrons directly within SYNKROS.

**OTHER TOOLS**

- ▶ Patron Overview Tab
 - ▶ Void Offer Form
 - ▶ Macro Reports
- Empower employees with tools to better understand patron selection on various award options to ultimately help maximize reinvestment.

Draw Poker Bonusing™

Connect with your video poker-playing guests
by automatically bonusing specific hands



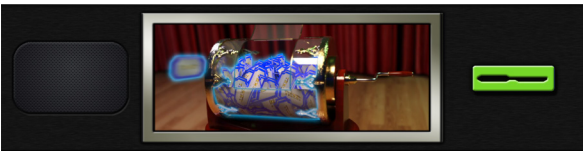
Video poker players can represent a significant share of your gaming handle. SYNKROS®’ Draw Poker Bonusing now offers a way to deliver an automated bonus to the patron at the machine based on the game outcome.

Draw Poker Bonusing is a customizable solution that allows you to specify the type of bonus the

player receives when they achieve a four of a kind, straight flush, or royal flush. This product was designed to automate popular card-of-the-day promotions. When players achieve the special hand, they will receive an award via the Advanced Incentives Bonusing Engine. Bonus awards can be configured to a specified minimum bet and do not affect the game hold.

Drawing Tickets™

Drawings are especially enjoyable for patrons because they offer a burst of excitement and a chance to win multiple—or even life-changing—prizes. Similarly, casinos like drawings because they can extend marketing investments across broader audiences and over extended periods of time by offering “chances to win” various prizes. SYNKROS’ drawing tickets are designed to automate drawing events typically executed by manual issuance and drawing of tickets. Rules can be configured to automatically qualify players and issue tickets based on desired player behavior at gaming machines, gaming tables, and POS terminals. At a pre-determined time, the system will initiate a countdown timer on the Sign Kit and Player Displays prior to executing the drawing, allowing the casino employees to focus on running an exciting event and awarding the prizes to the winning guests.



Choose from fully electronic drawings, or print manual tickets via TITO printer/kiosk



Random Giveaway™

Connect with your patrons
by offering random bonus
awards based on rules criteria
that you set. SYNKROS can

be configured to randomly target a specific location or group of patrons and award a prize such as non-cashable promotional credits. Random Giveaway can be run on-demand or scheduled to run automatically, once, daily, weekly,

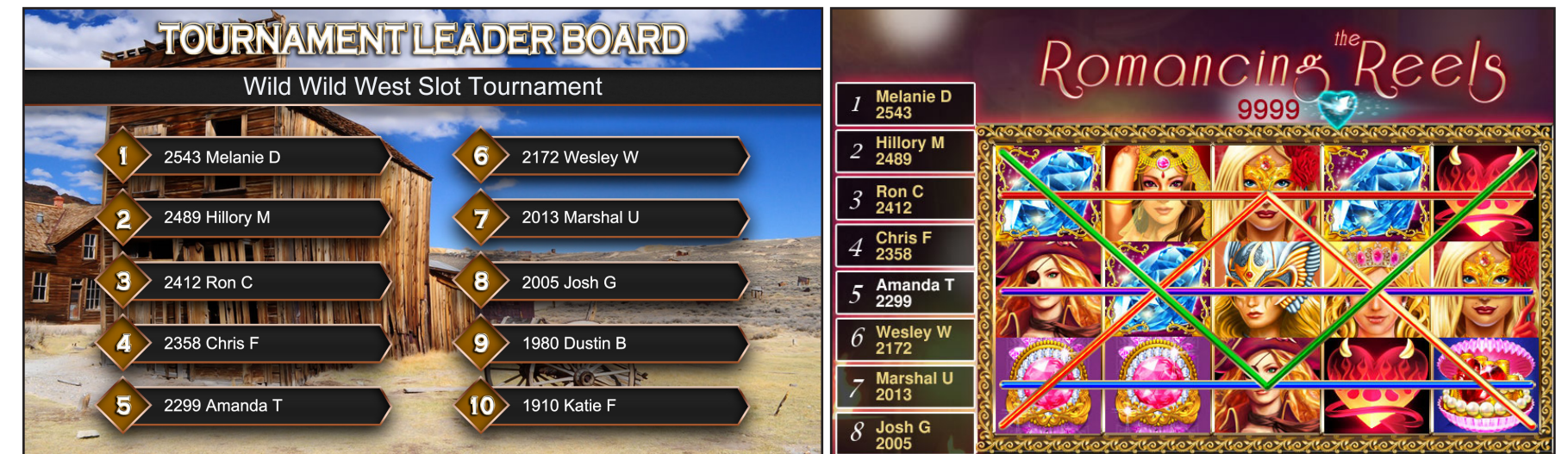
monthly, or yearly at specific times. Random free play offers during specified time periods have been proven to drive coin-in volume and steal market share from competitors.





True-Time Tournaments™

Capture the attention of your guests by introducing a unique spin on system-delivered community gaming with player-on-demand tournaments



Finding places on the floor to stage tournaments has been an age-old problem, as is taking games off the floor for long periods of time. The labor to set up tournament areas can be costly, disruptive, and unproductive. Costs of manpower to run a tournament can also be steep. Forcing players to wait in line to play in a tournament can create dissatisfied guests.

System delivered tournaments offer up a new spin on community gaming. Now, tournaments can be automatically delivered via SYNKROS® to any True-Time Windowing enabled machine on your floor. True-Time Tournaments offer two exciting ways to play: the revolutionary Player On-Demand format allows your guests to play their tournament entries at their convenience, without the need to rope off a large section of your floor, without taking machines out of service, without long lines, and without additional labor costs to set up and run the event. And the all new SYNKstart

format gives you the flexibility to run classic, synchronized tournaments at single or multiple slot banks, without the need to take machines out of service or re-option them to tournament mode. Tournament entries can be earned on ANY machine using the Advanced Incentives Bonusing Engine. Players earn entries into tournaments based on any defined criteria: for instance, birthdays, new card sign-ups, wager amount, time on device, and number of trips. For On-Demand Tournaments, once an entry is earned, players can redeem these entries on any True-Time Windowing enabled machine at any time they choose. Additionally, on-demand tournaments can provide players a multi-game menu of available themes to keep promotions fresh and unique. SYNKstart tournaments will typically be played as a hosted event in sectioned areas with a unified theme. Once the tournament is complete, SYNKROS will return the games into normal revenue generating machines.



PATRON TRACKING

True-Time Patron Management™

Search

Reports

Tools

History

Save

Clear

Delete

Find

Find Again

SYNKROS Club

Help

Patron:
Johnson, Andre...

Patron ID:
1000012259

Patron Host:
Susan Smith

Card Type:
Silver

Current Points:
1029.99
[\$10.00]

Comp Points:
1883.25
[\$1,883.00]

Overall Rank:
C (3M) / C (Y) / C (L)

Overall Score:
0 (3M) / 0 (Y) / 0 (L)

Gaming Rank:
A (3M) / A (Y) / A (L)

Gaming Score:
94 (3M) / 99 (Y) / 100 (L)

Non Gaming Rank:
- (3M) / - (Y) / - (L)

Non Gaming Score:
0 (3M) / 0 (Y) / 0 (L)

Account

Play History

Address

History

Comp Issue

Redemption

Vchr Status

Credit Limit

Status Code

DynamicTab

Overview

Patron: Johnson, Andrea 1

Patron ID: 1000012259

Card ID: 1900012951

Current Points: 1029.99 [\$10.00]

Comp Points: 1883.25 [\$1,883.00]

Promo Play: \$0.00

Filter

Today

This Week

Last 30 Days

Last 90 Days

Advanced Criteria

Load

Print

Type	Description	Delivery	Comp Type	Amount	C
Non Cashable Credits	2015 New Card Sign Up: Promo NonCash Voucher - Random Amount	Incentive		\$5.00	
Comp	\$50 F&B Voucher	Manual	Food and Beverage - Restaurant	\$50.00	
Comp	Grand Opening Scratch Ticket	Manual	Miscellaneous - Miscellaneous	\$0.00	
Comp	A \$50 Cash Back	Manual	Cash - Cash	\$50.00	
Event	Rock Concert	Manual		\$0.00	
Drawing Tickets	Downtown Giveaway Round 5			\$0.00	
Drawing Tickets	March Madness Round 5			\$0.00	
Drawing Tickets	March Madness Round 9			\$0.00	
Drawing Tickets	Downtown Giveaway Round 1			\$0.00	
Drawing Tickets	March Madness Round 10			\$0.00	
Drawing Tickets	March Madness Round 6			\$0.00	
Drawing Tickets	Downtown Giveaway Round 6			\$0.00	

View Transactions

Delivery
Manual

Type
Comp

Description
A \$50 Cash Back

Voucher
1000083116

Issued By
ABURGUENO

Expire Date
2015-05-20

Comp Description

Comp Disclaimer

Note
Voucher Issued by ABURGUENO at Amber's Laptop

SYNKROS Patron Overview tab shows detailed information about patron reward activity.

SYNKROS® True-Time Patron Management tools will help you set the parameters to better manage your player base so that your marketing programs have a solid foundation for success. You will be able to create targeted, flexible, more effective marketing campaigns and events based on real-time, transaction-level data from both gaming and non-gaming patron activity. Give your hosts the ability to evaluate patrons and make informed decisions on the fly. Front-line employees can quickly and easily see what patrons have available as well as outstanding offers.

SYNKROS empowers properties to configure point earnings calculations based on a combination of factors, including point formula, point ratio, and point multipliers. Administrators can manage each point type differently—points, comp points, and tier points—and set defaults and redemption ratios can be

applied differently for each device type. Point ratios can be defined and applied at the device, asset, or game level. Points can also be configured uniquely for gaming and non-gaming spend.

SYNKROS' Form Editor is a custom form builder that allows SYNKROS customers to create site-specific forms using various SYNKROS tabs and patron data. Upon saving a custom form, rights and permissions to the newly named form must be granted via Security|Roles. Function Level Security (FLS) provides the option to hide game hold percentages and theoretical win information when the Manual Rating, Player History, and Dynamic tabs are used in a custom configuration. SYNKROS supports both custom Patron forms and Employee forms, which can be modified as needed.

Using the True-Time Patron Management™ module, you can manage your players more effectively using an array of tools such as:

- One Touch Sign-Up – an efficient and quick player sign-up tool
- One card for multi-site properties
- Multi-site global points
- Group management
- Tour group management
- Event management
- Card tier management
- Point management
- VIP management
- Responsible gaming
- Custom patron forms
- W2G consolidation
- Play history and non-gaming activity
- Detailed, searchable ratings history

SYNKROS. The next generation of fully integrated casino management.

PATRON TRACKING 21

True-Time Player Communications™

Connect personally to provide each customer a unique experience



True-Time Display is a traditional 6" x 2" touch LCD screen that is typically installed above or below the main game screen in a slot machine.

FEATURES:

- Display floor-wide bonusing events like SuperSeries
- Allow guests to order drinks or request other service functions
- Congratulate players on their birthday or anniversary
- Broadcast real-time sporting events or other special televised events such as a live drawing taking place
- Display total points and comp points and provide players with the ability to hide them with the touch of a finger
- Perform fund transfers such as electronic point redemption or cashable or non-cashable free play
- Communicate to patrons in their preferred language
- Display floor-wide, individual, or group messages to customers
- Deliver bonuses such as points, multipliers, comps, drawing tickets, and tournaments to patrons
- Check card tier level and qualification progress
- Update PIN and set preferences
- Check available comps and current drawing tickets
- RGB functionality with changing light colors to signal the status of player login

SYNKROS® True-Time Player Communications is comprised of True-Time Display and True-Time Windowing. Both communication channels were designed to optimize these opportunities to communicate with guests who are enjoying your property. So whether your patrons view your in-house advertising channel,

elect to watch your exciting live drawings in real-time, or catch their favorite sporting event, SYNKROS® keeps your patrons entertained, informed and in their seats playing longer.

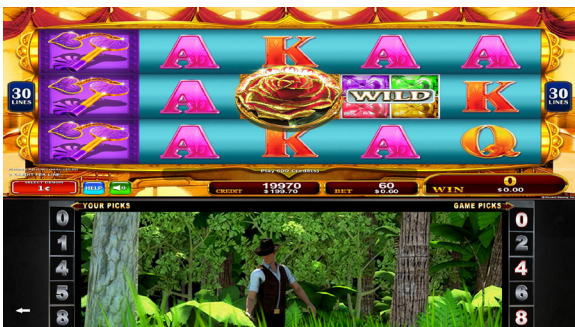
True-Time Display™ & True-Time Windowing™



Game display with True-Time Windowing maximized view



Game display with True-Time Windowing minimized view



Game display with True-Time Windowing while SuperSeries™ game plays

True-Time Display and True-Time Windowing are driven by the Synk Box, an in-machine SYNKROS® hardware component utilizing an imbedded Linux OS. All player communication, bonusing and incentives are presented to the player via either TTD or TTW, with customizable menu displays.

True-Time Windowing presents all player information directly on the game screen. Making use of video mixing technology, system and game content are blended directly onto the game screen without interrupting gameplay. True-Time Windowing features advanced compatibility for HD and portrait screen machines to reach more games and players with targeted rewards and communication.



True-Time Web Services™

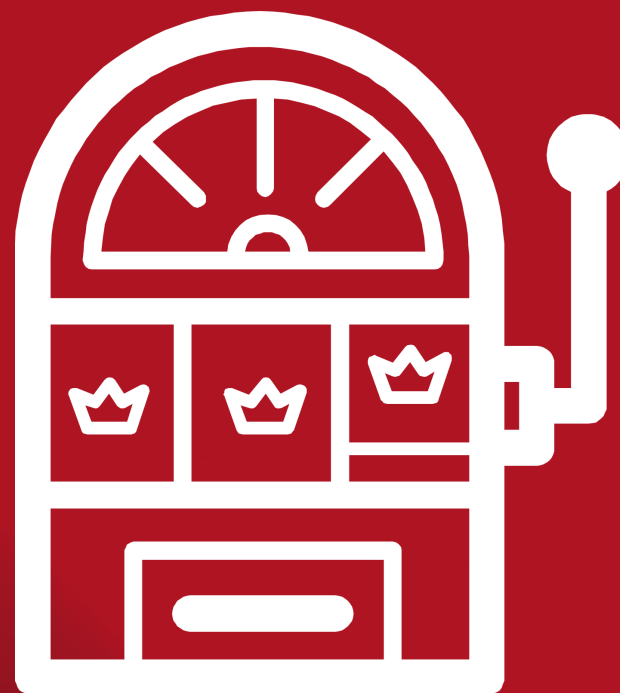
True-Time Web Services allows casino operators to display web content directly to the EGM game screen through any Synk Box with True-Time Windowing™ installed. Patrons can access casino websites, make hotel or restaurant reservations, or even check into their flight. Any* Internet or Intranet site can be sent to the EGM screen to enhance your patrons' experience in the casino.

True-Time Web Services gives operators the framework to create a casino portal specific to Web Services to take full advantage of the offered functionality. Create your site to include casino services and interface into other systems, as well as SYNKROS®. If a patron has their player's card inserted, the card ID, patron name, and EGM asset number can be passed to your website to personalize the experience, or to automatically apply their name and account to a reservation, or to call up their vehicle from valet.



Konami's award-winning SYNKROS team offers R&D Professional Services that deliver custom development and design work to put your specific property needs first and foremost. Let Konami's Professional Services team build out the unique branded look, flow, and function of your True-Time Web Services for maximum player convenience and brand consistency.

*Certain browser restrictions apply. Flash™ and Silverlight™ elements not supported.



SLOTS

GAME & MACHINE MANAGEMENT

Increase your floor's profitability by understanding game performance

Custom Fields

- Unlimited tracking

Manually capture Progressive Readings with SYNKROS' built-in Progressive Monitoring, a progressive estimator tool

Card in options

Phone number, QR Code, NFC (can card image be updated for NFC look/feel)

MEAL Codes

Patron Tracking

- Machine Reserve

Employee Tracking

Integrated TITO

Offline Ticketing (jurisdictional)

PAR Uploader

Multi-Game, Multi-Denom Tracking

Patron's Rated at True Game Theoretical

Bill Meter Tracking

- Alerts (Bill Stuffing)

Clean & Consistent Data Capture

Compatible across Class III, Class II, ETG, HHR, & more.

Konetic Employee App™

Connect employees to the information they need, when they need it most

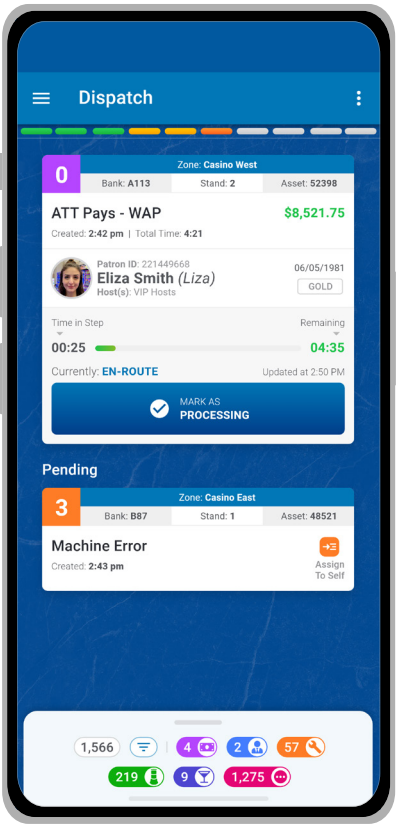
The Konetic™ employee app empowers casino teams to perform various job tasks from a permissioned mobile device, for on-the-go information, efficiency, tracking, and response. Tied directly to Konami Gaming, Inc.'s award-winning SYNKROS® casino management system, Konetic enables casino employees to achieve new levels of customer service by assisting patrons right on the casino floor. Staff can reference, add, and update patron loyalty information on-the-go with Konetic's Patron module, and locate patrons and games through Finder module - both targeted for launch with SYNKROS v4.2. Konetic also improves casino floor response times through its enhanced Dispatch module, which helps floor teams operate more efficiently through centralized assignments and tracking. And with the Cash Can module, permissioned employees can swap out cash cans to make soft drops and counts effortless via barcode scanning and automated swap out processes once each of the cans are entered.

Konetic is available for iOS and Android. The app is designed to leverage a smartphone's built-in camera for all barcode and ticket scanning.

DISPATCH

Konami's Konetic employee app improves slot floor personnel efficiency, accountability, and response time through a fully advanced Dispatch module. EGM or SYNKROS transactions can be configured to automatically generate service call alerts, which permissioned casino employees can view, manage, and service through the Dispatch module. This allows for immediate creation of service calls for techs or attendants to address issues with the highest standard of performance.

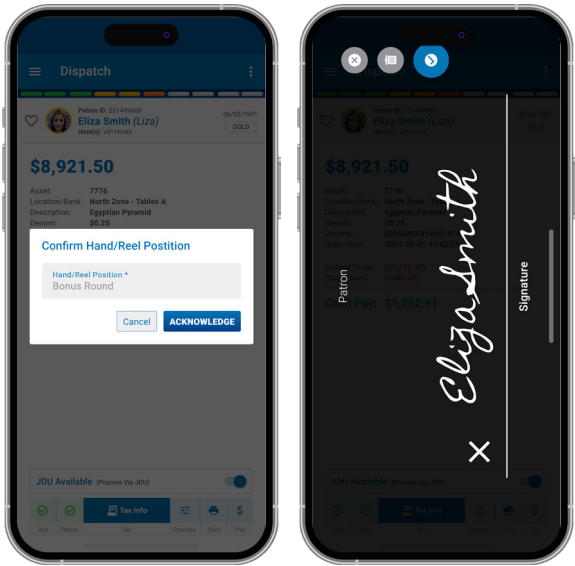
- Activate automatic and manual dispatching
- Define role-based administrative groupings, for supervisors to view floor activity and employee stats
- Employees select their desired dispatch zones
- Employees can view unassigned calls by transaction types
- Use in-app timers to observe task time to completion
- Manage Attendant Pays within Dispatch when both modules are purchased, with Dispatch built-in sub-module called Attendant Pays



HAND PAY PROCESSING

Attendant Pays is available as a built-in sub-module within Dispatch. Casinos that have purchased both Attendant Pays and Dispatch will have access to processing jackpots via Konetic's Dispatch module. Handpays are a quick and convenient event for both players and employees with the Attendant Pays built-in workflow within Dispatch.

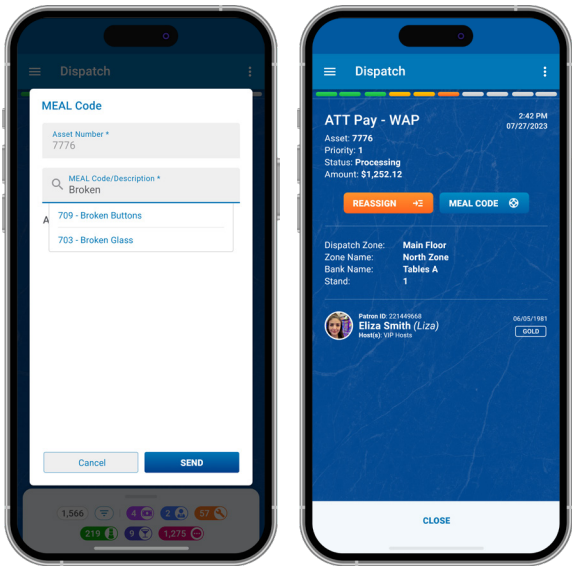
- Print handpay transaction slips and tax forms, with digital signing
- Perform tax calculations and adjustments:
 - Federal Taxes
 - State Taxes
- Maintain a consistent, step-based payout (including Cash Pay, Check Pay, Coupon Pay, and Cashless Wagering)
- Integration available with jackpot dispensing units



MEAL CODE

Meal Code is a built-in sub-module within Dispatch, to configure Machine Entry Access Log service codes. It is an employee mobile-based solution to replace paper MEAL cards where approved. It empowers employees to configure and submit MEAL Codes without relying on a desktop device or occupying an EGM.

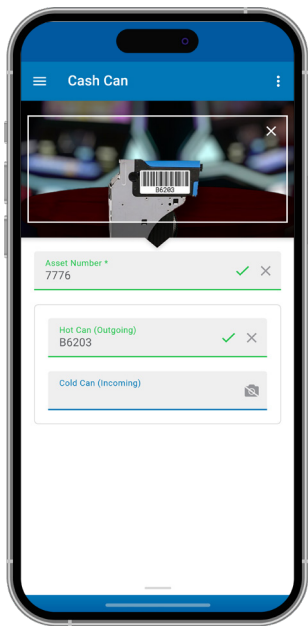
- Auto asset number population while responding to a dispatch ticket
- Enter Asset Numbers and MEAL Codes with validation checks
- Submit completed entries
- Search for MEAL code by number or description



CASH CAN

Bring digital efficiency to your drop process and gain full visibility to which cash cans are ‘in’ and which are ‘out’ with Konetic’s streamlined mobile Cash Can module. It allows permissioned employees to process Cash Cans through their mobile device via scanning (or entering the asset number manually) and then digitally processing the Cash Can—with all activity logged and updated in the database for full internal reporting and accountability.

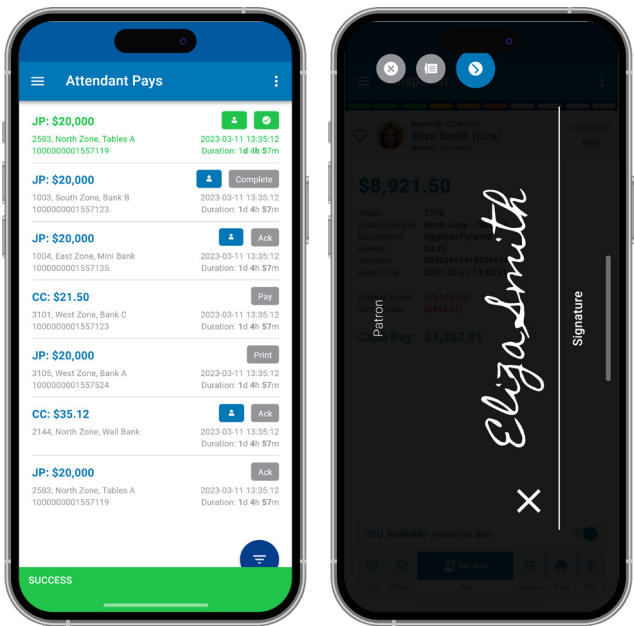
- Process Hot Cans and Cold Cans with the app
- Easily enter asset and can numbers using the mobile device camera or keyboard
- Activate automated updates to SYNKROS following completion of last scan
- Maintain Emergency Override functions and controls at the permissioned admin level
- Identify and perform Out of Cycle drops



ATTENDANT PAYS

Konetic’s Attendant Pays module allows permissioned employees to service jackpots, progressives, cancel credit, and disputes with convenient mobile tracking, logs, processes, and documents. Each step is completed digitally through the app’s easy connected workflow—from associating patrons with jackpots to signing tax forms. And Attendant Pays’ perfected worklog view puts all the right info at-a-glance.

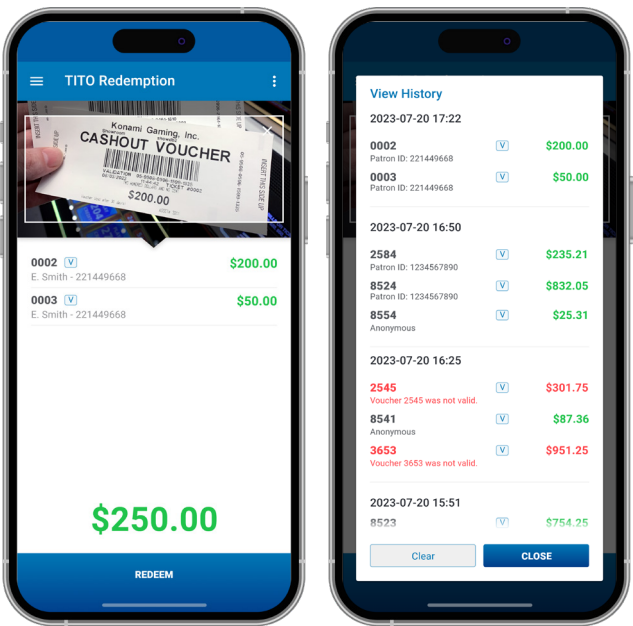
- Respond to any jackpot at any payment step:
 - Jackpots
 - Progressives
 - Cancel Credit
 - Disputes
 - And more
- Print handpay transaction slips and tax forms, with digital signing
- Perform tax calculations and adjustments:
 - Federal Taxes
 - State Taxes
- Maintain a consistent, step-based payout (including Cash Pay, Check Pay, Coupon Pay, and Cashless Wagering)
- Create new patron account for jackpot winners that have yet to enroll
- Integration available with jackpot dispensing units



TITO REDEMPTION

Konetic’s TITO Redemption module is built for speed and usability. This tool supports three types of input: manual input using the device keyboard, live input using the device camera, and scan input using an external handheld scanner. Users can input multiple vouchers once, and the Vouchers module supports both Ticket-in Ticket-out (TITO) tickets and cash mailers.

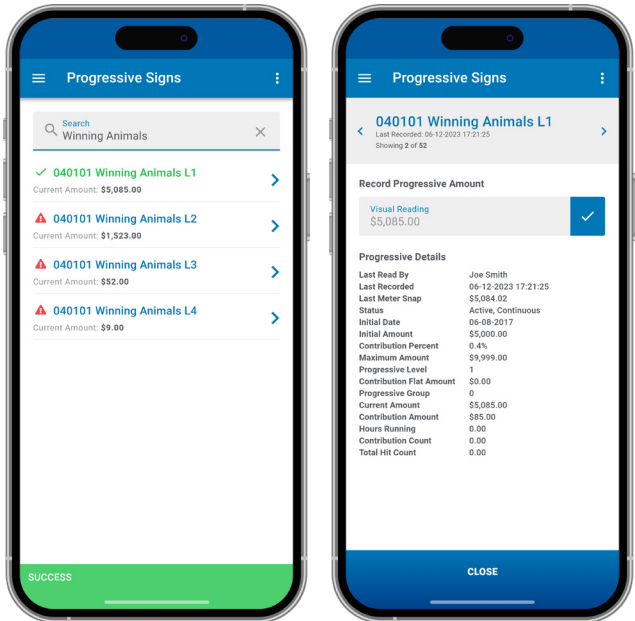
- Take advantage of two different input methods:
 - Manual input
 - Smartphone camera input
- Input both TITO tickets and cash mailers
- View a recent history for processed vouchers
- Keep mobile TITO redemptions going in any network situation with offline support (based on jurisdictional approval)



PROGRESSIVE SIGNS

Konetic offers a built-in Progressive Signs module, which allows teams to monitor progressive meter sign readings throughout their casino floor and complete updates directly through the app. Pull-up progressives in a flash with a simple name search and perform modifications in just moments.

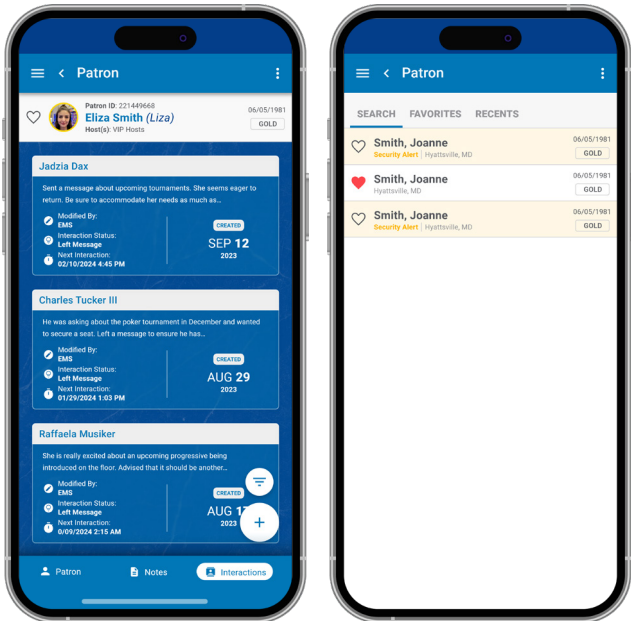
- Search for progressives by name
- Short press progressives to tap into more details and update the amount
- Long press progressives to quickly update the amount
- Swipe progressives to easily process tired progressives



PATRON

With Konetic's Patron module, player loyalty tools and information is always on-hand. Casino employees can search, view, update, and add patrons to the casino loyalty program directly on the app. And with the module's smart design, patron info is displayed in easy-to-reference stats for quick reference.

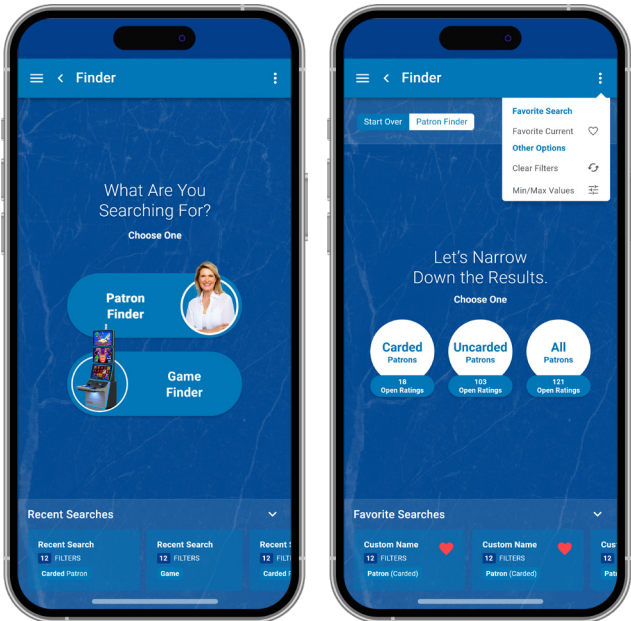
- Search, manage, & enroll patrons on-the-go
- Quick reference favorite and recently viewed patrons
- Save patron notes
- View history of patron interactions



FINDER

Casino teams can find patrons in real time with Konetic's Finder module. Whether searching for a specific carded patron or relevant uncarded patrons by selected criteria, and everything in between, Finder can pin point the location. It also allows casino employees to identify locations of EGM's and Table Games on the floor in times of need.

- Search for Patrons or Games on the casino floor in real time
- Select from a variety of criteria
- Discover if patrons are currently playing a game, or if a game is currently occupied
- Tap into saved favorite searches and recent searches



Money Klip™

Cashless Wagering



Because some of your players would prefer to game without the hassle of carrying cash or chips for table games or feeding cash or high-value TITO tickets into their favorite machine, SYNKROS® offers a paperless wagering system delivered through their patron loyalty account. Money Klip™ empowers players to load their loyalty card with funds and access those funds directly on the casino floor through a secure PIN.

**Availability is subject to regulatory requirements by jurisdiction*

HOW IT WORKS:

Players can load funds into their Money Klip account linked to their player’s card through transactions at the cage, game, kiosk, or electronically through an integrated third party financial payment processor.

			
FUND AT THE CAGE	FUND AT THE GAME	FUND AT THE KIOSK	FUND VIA THIRD PARTY PAYMENT PROCESSORS
When a patron comes to the casino cage to deposit funds into their Money Klip account, attendants can complete the transaction directly through SYNKROS’ Cage & Vault. Attendants can also perform withdrawals and print transaction receipts directly through the same location in SYNKROS.	When the patron’s Money Klip account is enabled, it can also be funded by inserting bills in the validator of any slot machine while actively carded. Any accumulated credits are then automatically added to the player’s Money Klip account when the play session is completed.	Patrons can walk-up to existing third-party kiosks at the property to deposit and withdrawal funds from their gaming wallet. SYNKROS provides a robust and easy-to-use integration layer to facilitate integrations with many of the industry’s most popular kiosk providers.	Money Klip accounts can be externally funded through integrations with a variety of third-party financial payment processors, such as Sightline Payments, Everi, and more. This reduces physical touchpoints for players, floor staff, cage staff, and back-office staff.

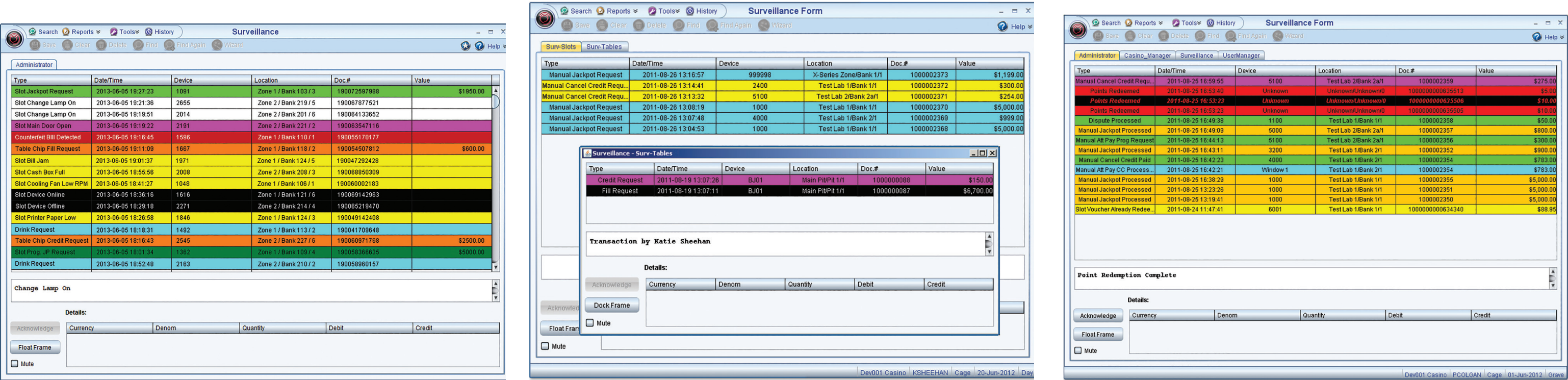
When a patron’s Money Klip account is enabled, players can use those funds for table game buy-in or players can have their walk-with added back to the Money Klip account.

FEATURES	BENEFITS
PIN-secured cashless wagering	Empower patrons to enjoy secure cashless wagering rather than navigating the hassles of carrying cash, handling paper vouchers, finding ticket redemption kiosks, waiting in lines, and other related service inconveniences with TITO
Fully electronic transactions and management	Reduce service times and operational overhead associated cash drop, and TITO maintenance; Prevent patron dissatisfaction from printer jams and/or ticket paper out
Full access to required reports, including Patron Account Reports, Liability Reports, Cashless Meter Reconciliation Summary, Detail Reports, and Cashier Reports	Gain total visibility to patron cashless wagering, ensuring accountability and compliance
Front money is included in the new Front Money to Cashless Wagering Form	Allow table games administrators to transfer patron front money funds directly to their cashless wager account, and vice versa

TECHNICAL REQUIREMENTS

Available in SYNKROS version 3.24.2 and higher.

SECURITY & ALERTS



SYNKROS® Security and Alerts module can be configured to send out over 1,500 types of customizable, real-time alerts based on data collected from machines or employee transactions. Alerts can be delivered to dedicated employees at their work stations or directly to their mobile devices so that your team is always aware of what is going on within your property. Approvals can be configured to set limits on the currency and point amounts of transactions processed by specific roles.

Approvals can also be applied to different steps of a transaction, such as allowing a manual ticket to be entered, but not printed until the payout is authorized. SYNKROS' Remote Approval process allows authorized users to approve transactions from a

workstation other than where the transaction originated. These approvals follow the standard approval setup process: A transaction type is selected, roles are associated with it, and the administrator defines—per role—the max amounts allowable and whether or not a group approval is required. The remote approval feature is also available through SYNKROS' Konetic Employee App.



TABLES

TABLE MANAGEMENT



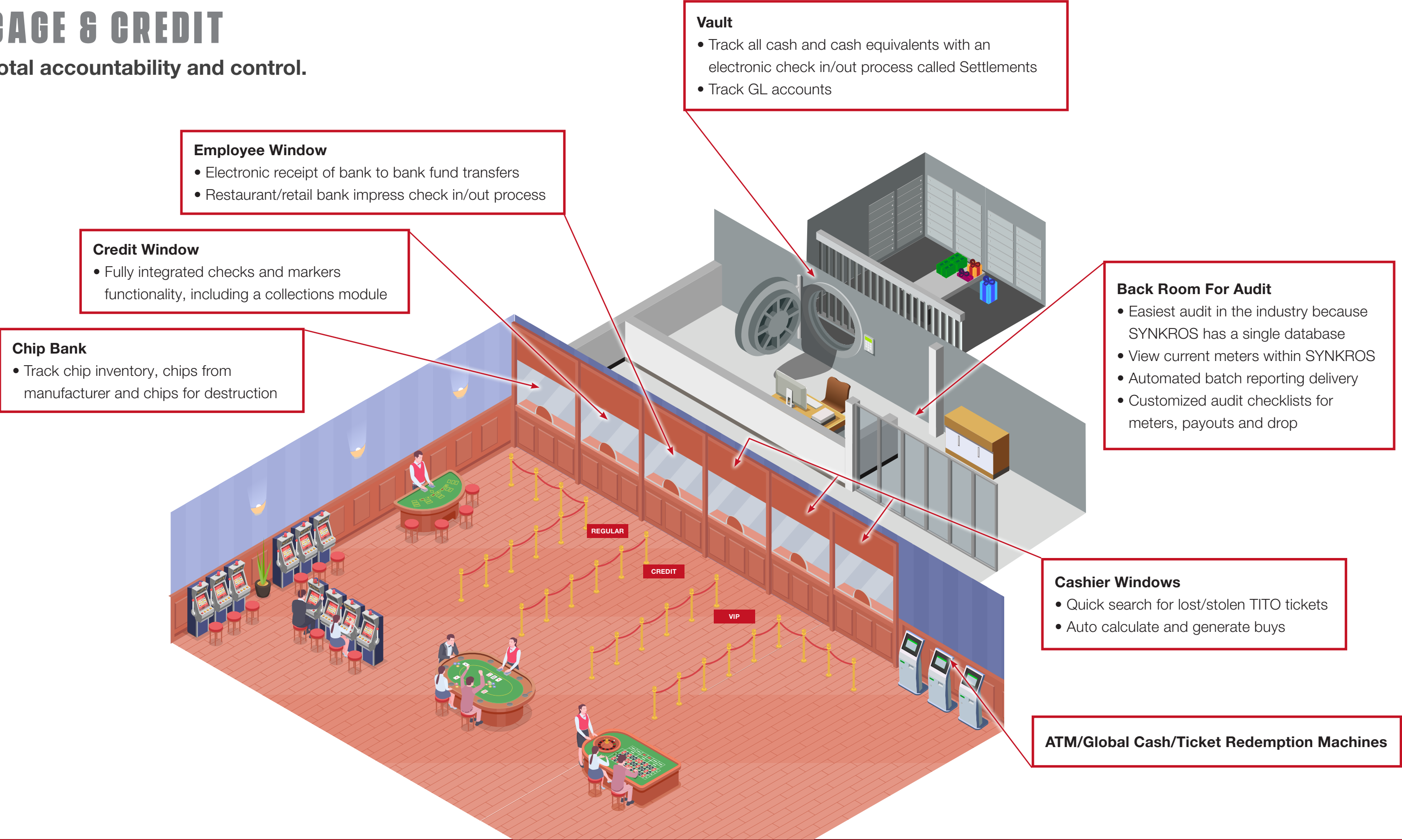
Best-in-class table play tracking and analysis, not to mention cashless.



GAGE AND CREDIT

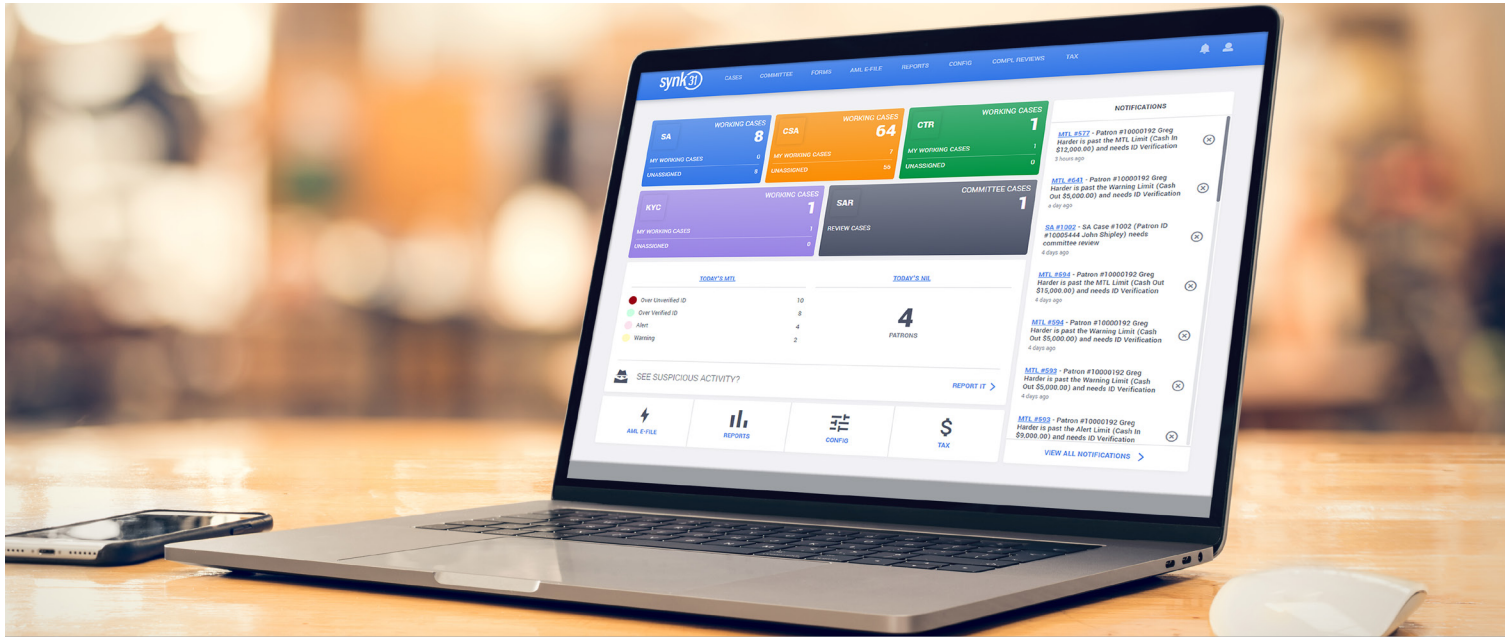
CAGE & CREDIT

Total accountability and control.





COMPLIANCE



FORMS & REPORTS

SYNK31 empowers employees to complete all the forms and reports necessary for compliance through one seamless login.

- ▶ **Multiple Transaction Log (MTL) Form**
Stores transactions and generates CTR Alerts when transactions reach the \$10,000.01 threshold
- ▶ **Negotiable Instrument Log (NIL) Form**
Stores transactions that involve negotiable instruments with a value of \$3,000 or more
- ▶ **Suspicious Activity Incident (SAI) Report Form**
Allows employees to fill out an SAI electronically, store the form info, and send an alert for further review
- ▶ **Know Your Customer (KYC) Reviews**
Allows for the submission, sign-off, and escalation of KYC reviews within the system, based on different roles
- ▶ **Currency Transaction Report (CTR)**
Aggregates patron’s daily transactions from all areas (Cage, Slots, Tables, etc.) then determines if the CTR threshold is met and triggers an alert
- ▶ **Suspicious Activity Report (SAR)/Continued Activity SARs (CA SARs)**
Enables employees to submit the SAR form electronically, and automatically triggers a 90-day review date and 120-day filing date for each initial SAR that is filed
- ▶ **Additional Forms**
Supports the creation, printing, and amending of IRS forms, including W2G, 1042-S, and 1099-Misc, per reporting guidelines

KNOW YOUR CUSTOMER. KNOW YOU'RE COVERED.

SYNK31™ is a comprehensive Title 31/Anti-Money Laundering (AML) system that allows permissioned SYNKROS® administrators to gather, track, review, and complete all AML requirements, including Multiple Transaction Log (MTL), Negotiable Instrument Log (NIL), Suspicious Activity Reporting (SAR), Currency Transaction Reporting (CTR), Know Your Customer (KYC), and more. SYNK31 leverages SYNKROS' industry-leading data architecture to capture and compile all necessary AML information with robust, near real-time results. SYNK31 supports proper file formatting exports of tax documents for direct upload to the IRS. In addition, SYNK31 provides true case management, empowering administrators to compile all reporting, time stamped notes, file documents, screenshots, photos, videos, and emails associated with a particular patron or incident in one spot.

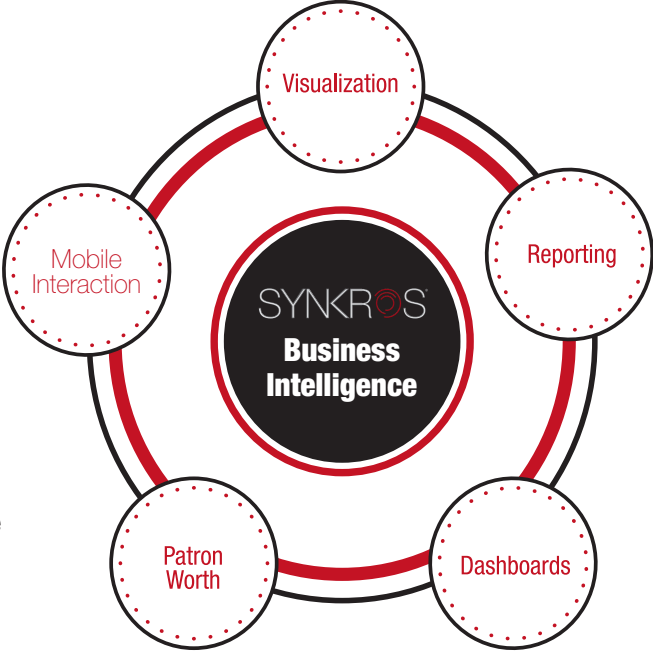
FEATURE	BENEFIT
All data, alerts, attachments, and dispositions within SYNK31 are stored for a minimum of five years	Maintain comprehensive access to archival patron and incident data for ongoing company reference, review, and protection
Forms and reports are uploaded electronically through batch reporting or individual reporting	Digitally deliver necessary documentation to regulators without unnecessary reformatting, data entry, or hand signature
Unique internal ID numbers are automatically assigned to each CTR and SAR	Accurately track patron and incident reports internally over time, separate from the assigned DCN number
SYNK31 supports proper file formatting exports of tax documents for direct upload to the IRS.	Eliminate unnecessary data entry and reformatting
SYNK31 alerts reviewers, supervisors, and other roles when a CTR or SAR may need to be filed, or when a KYC Review needs to be completed	Ensure all filing requirements and deadlines are addressed by the employees responsible
Seamlessly upload documents, photos, and video directly into SYNK31 and attach to the appropriate cases	Package all relevant report data and media directly with the case
Prepopulated suspicious activity scenarios that can be adjusted based on your business levels and needs	Accurately report suspicious activity using all available data within SYNKROS and SYNK31
SYNK31 delivers near real-time tracking of cash transactions across the casino	Identify and respond to incidents as they occur



ANALYTICS

SYNKROS® Business Intelligence™

Not only does SYNKROS® capture a wealth of statistics about your gaming operations and patrons, it gives you the power to use them. SYNKROS Business Intelligence offers a complete set of business intelligence tools that provide detailed reports and visual analytics to better serve your ongoing analysis of your entire enterprise. SYNKROS Business Intelligence provides a true 360-degree view of your patrons and your business. The end result—the ability to make informed business decisions that directly impact your revenue, operational efficiencies and customers’ experiences.



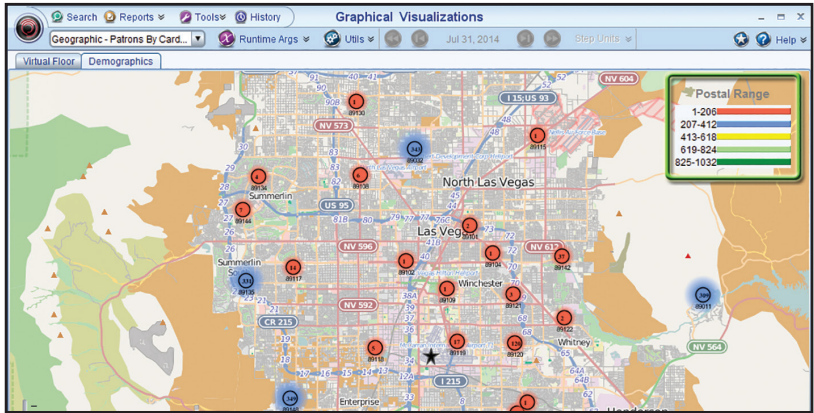
VISUALIZATION

A series of visualization tools will allow you to see your operations like never before. Data that can easily be presented in table form can also be represented in a series of color-intensity maps, which can reveal actionable business insights with a quick glance.

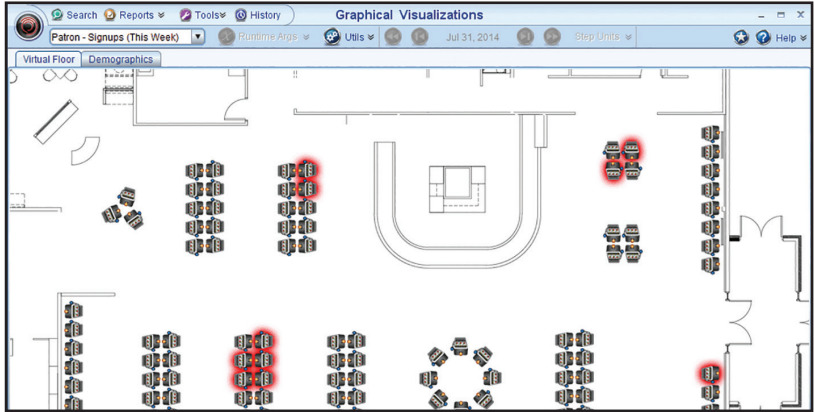
Heat maps are available to view internal property performance (such as slot volume), or external geographical results (such as patron density by postal code) to produce theoretical worth or feeder market performance.

- Modify runtime arguments to update data in real-time
- Display thermal graphing over casino floor layout or geographical maps
- View micro reports for individual devices
- Select interval time steps to analyze casino floor activity
- View demographic map for additional insight into your market areas
- KPI Designer allows you to build your own queries
- Over 30 stock queries included

REPORTING



SYNKROS Visualization form showing patron density by postal code.



SYNKROS Visualization form showing highlighted EGMs where new patrons are actively playing.

SYNKROS® offers a robust set of reporting tools that allow you to measure your business performance with reports presenting information the way you like to see it.

- Single enterprise data repository
- Full access to published data dictionary
- Game and denom-level granularity
- Easy to customize ad-hoc reporting
- Lifetime data availability
- Schedule and e-mail batch reporting

There are three primary reporting tools to help you manage your business:

FRONT LINE FLASH REPORTS

- Based on single patron, device, employee, promotion, drawing, etc.
- Real-time data availability
- CSV and PDF export

OPERATIONAL REPORTS

- Predefined reports by business area
- Preview, print, CSV and PDF export
- Run multiple reports at once
- Filter reports by search parameters

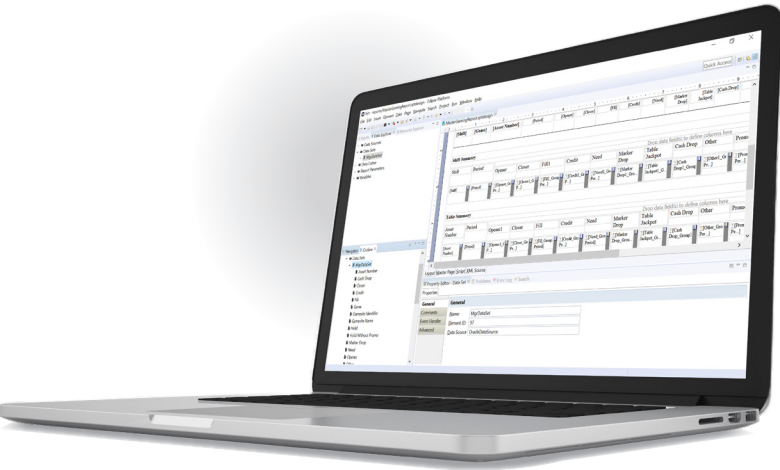
AD-HOC REPORTING & ANALYTICS

- Customized queries and reports
- Auto export reports to Excel
- Access to live and summary tables
- Schedule and automate report generation
- Use customized sort options
- Use formulas or SQL functions
- Drill-through capabilities
- Reporting Wizard

SYNKROS® Web-based Reporting Suite

YOUR DATA IS YOUR DOMINION.

Total data ownership, access, analytics, and reporting, for all employee skill groups.

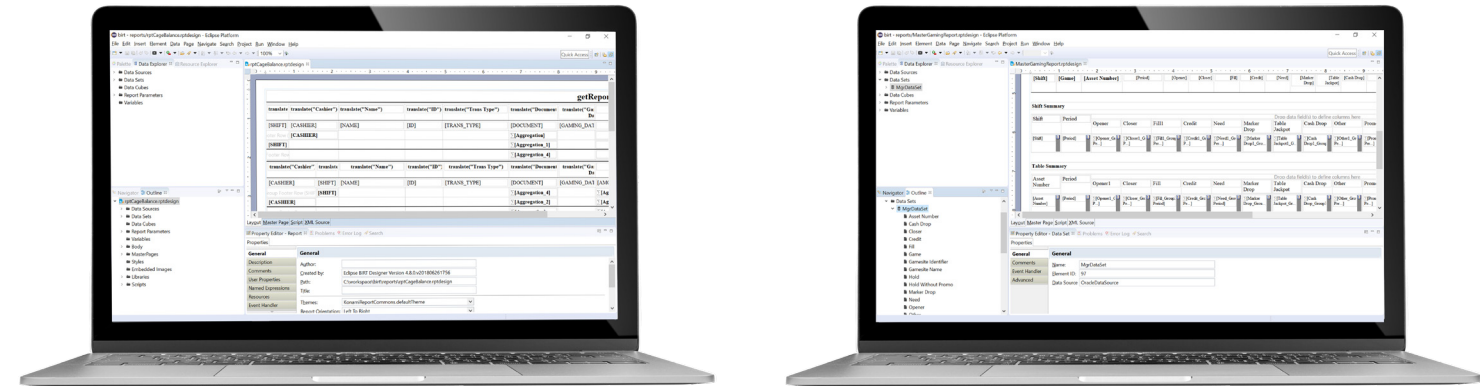


Take all the advantages of a system with comprehensive data capture accuracy, and put it to use for you. Data collected through Konami Gaming, Inc.’s award-winning SYNKROS® casino management system is open and available to casino operations teams in a mix of access points, for readily accessible reports and analytics. Casino teams of all skill levels can tap into a reporting tool that’s right for their needs and experience.

SYNKROS® WEB-BASED REPORTING SUITE

Employee teams can tap into a wide mix of reports with a convenient web-based interface. Access built-in report offerings spanning single patron, single asset, player reinvestment analysis, and more, with easy export options including Microsoft® Excel®. In addition, the suite includes a long list of available fields, as well as custom fields and custom calculations, to design reports to the exact information needed.

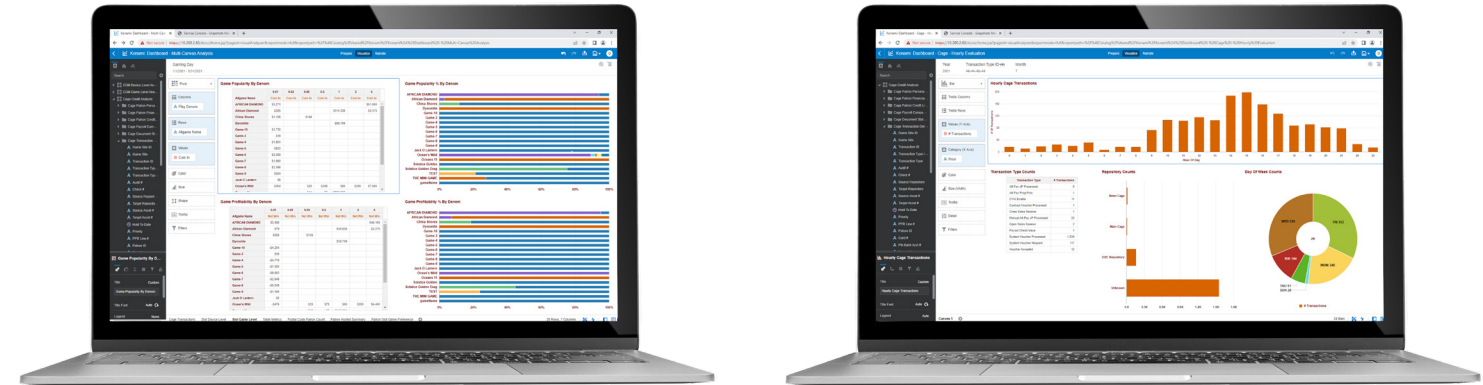
Coming Soon with SYNKROS v4.2 and above.



ORACLE® ANALYTICS

Through the power of Oracle®, casino teams can dive into ad hoc reports and data visualization tools available through the platform's proprietary web-based tool. Oracle Analytics offers easy-to-use interfaces for users of all skill levels that need to access curated data; self-serve by importing or blending data; perform analyses; or distribute reports securely via mobile, tablet, and all modern web browsers. The platform is specifically geared toward ad-hoc reporting, and includes out-of-the-box options to schedule and distribute reports and dashboards.

Available with SYNKROS v4.0.10 Release 2 and above.



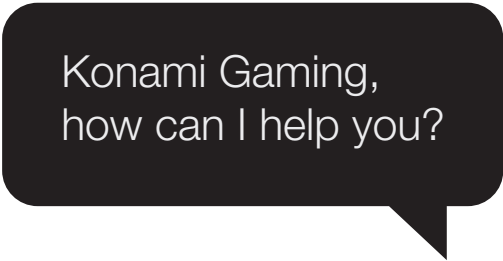
DIRECT SOURCE DATA

Operations teams can also leverage the Data Access Layer (DAL) directly, and run their own queries with the SQL database. The DAL includes a series of de-normalized database views, offering teams a simplified representation of the underlying database tables within SYNKROS. The Table Access Layer (TAL) is also available for direct access, giving a one-to-one representation of all underlying database tables in SYNKROS, except those specifically reserved for Konami internal database administration. Again, teams have the freedom to employ their own data analysis tools to construct and run queries on the DAL and TAL.

Oracle is a registered trademark of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

CUSTOMER SERVICE

Customer Service 05:06am



Get connected with a true partner who believes that your success is our success. Stay connected with the best Customer Service experience in the Gaming Industry.

At Konami, we don't just install systems. We instill confidence in our customers. With ongoing support, day or night, we'll ensure that your property will receive the specialized resources required to optimize your investment and maximize revenue and profit. We built our system to help build your business, and our Customer Service Team is on call to help solve your business challenges.

- Dedicated, knowledgeable professionals to coordinate and customize a plan to meet your needs
- Comprehensive training program with industry specialists through the Konami Training Academy
- 24-hour support desk
- Continuous monitoring of your system to ensure peak performance when you need it most
- Advanced CRM system to track call activity
- Proactive service request monitoring
- Our customers know that Konami is there from the beginning and is committed to being there as a trusted, responsible and long term business partner

PROFESSIONAL SERVICES

Konami offers professional services to ensure all stakeholders are comfortable and confident with SYNKROS when they begin actively working with it in production environments. At each step along the way, SYNKROS' professional services team is ready to offer technical and design support, catered to your specific business needs. Konami professional services span the following areas:

- | MARKETING | BUSINESS INTELLIGENCE | COMMUNITY BONUSING |
|--|---|--|
| <ul style="list-style-type: none">• Promotion assessments & optimization• Marketing SWOT & liability analysis• Loyalty club management & card tier structuring• Reinvestment & comping strategy• Player Web Portal | <ul style="list-style-type: none">• External audit support (1 to 2 weeks) | <ul style="list-style-type: none">• SuperSeries™ implementation• True-Time Tournaments™ integration |



The SYNK Customer Advisory Board consists of current SYNKROS users in order to give our customers a voice in the drive for the continued growth and success of SYNKROS. The board meets bi-monthly to provide feedback on New Concepts and Existing Functionality. New Concepts is functionality that Konami is working on that isn't fully developed. Existing Functionality is functionality that is currently in SYNKROS that needs to be re-examined or improved based on current industry trends. Konami activity seeks real-life everyday insight from the SYNK Customer Advisory Board in order to continue making SYNKROS better.

SYNKROS®

KONAMI GAMING, INC.

585 KONAMI CIRCLE
LAS VEGAS, NV 89119
866.KGI.INFO

WWW.KONAMIGAMING.COM/SYNKROS