



Platform Overview

Intercede is a machine-monitoring and operational-visibility platform for game-room and casino operators. Cabinet endpoints report accounting, events, and health information over a managed site network to the Intercede cloud platform, where operators work in a single multi-location portal.

Three Products. One Platform.

Core, Edge, and Guardian are cabinet-level products that may be mixed at one location. The appropriate product is selected according to the validated machine interface and the operational requirements of each cabinet.

The Site Gateway and the managed network are site infrastructure, selected when the deployment requires local data services, printing, or outage resiliency.

Operator environments

- ✓ Game-room machines
- ✓ Fish-game cabinets
- ✓ Eight-liner cabinets
- ✓ Class 3 casino machines
- ✓ Casino EGM cabinets
- ✓ Route and multi-location floors

Core

Essential machine accounting and cloud visibility.

Edge

Local intelligence, managed diagnostics, and resilient monitoring.

Guardian

Advanced monitoring, Class 3 / SAS integration, and validated cabinet control.

What the platform reports

- ✓ Cash in, cash out, and net by machine
- ✓ Machine, location, route, and multi-location views
- ✓ Supported ticket-out activity and operator workflow history
- ✓ Cabinet and board events where the validated interface supplies them
- ✓ Machine and endpoint health, connectivity, and alert history

Contact

Intercede — a product of Whoz Next LLC
Engineering and field deployment by Merica Tech LLC
info@whoz-next.com
intercede.whoz-next.com
Intercede provides nationwide deployment and remote support.

Intercede validates each machine family before defining the final scope.



Product Comparison

Each cabinet receives the product that matches its validated interface and operational requirements. Core, Edge, and Guardian may be mixed at the same location.

Intercede Core

Essential machine accounting and cloud visibility.

REPRESENTATIVE FUNCTIONS

- ✓ Cloud dashboard access, plus local dashboard access when deployed with a Site Gateway
- ✓ Machine accounting
- ✓ Cash-in, cash-out, and net reporting
- ✓ Machine-level and location-level reporting
- ✓ Multi-location reconciliation and historical reporting
- ✓ Role-based portal access with downloadable reports

BEST FIT

Operators who want accurate cloud accounting and multi-location reporting across gaming cabinets that do not require cabinet-control functions.

Intercede Edge

Local intelligence, managed diagnostics, and resilient monitoring.

REPRESENTATIVE FUNCTIONS

- ✓ Core monitoring and reporting functions
- ✓ Local processing with configured data buffering
- ✓ Store-and-forward synchronization
- ✓ Managed remote software updates
- ✓ Enhanced endpoint and communications diagnostics
- ✓ Connectivity history and endpoint health information

BEST FIT

Cabinets that need better diagnostic detail, or operators who want managed endpoint updates and communications history alongside accounting.

Intercede Guardian

Advanced monitoring, Class 3 / SAS integration, and validated cabinet control.

REPRESENTATIVE FUNCTIONS

- ✓ Edge monitoring and resiliency functions
- ✓ Class 3 / SAS integration
- ✓ SAS accounting and event collection
- ✓ Door monitoring where supported
- ✓ Advanced audit history and diagnostics

BEST FIT

Class 3 / SAS environments and specialty cabinets that require SAS accounting, validated isolated inputs, detailed auditing, or a defined cabinet-control workflow.

Capability	Core	Edge	Guardian
Cloud dashboard	Included	Included	Included
Machine accounting	Included	Included	Included
Historical reporting	Included	Included	Included
Multi-location portal	Included	Included	Included
Local processing	Synchronization with Site Gateway required	Included	Included
Configured data buffering	Not designed for this function	Available by deployment	Available by deployment
Managed endpoint updates	Not designed for this function	Included	Included
Enhanced diagnostics	Not designed for this function	Included	Included
Cabinet events	Directly reported data where available	Where supported and validated	Where supported and validated
Class 3 / SAS integration	Not designed for this function	Not designed for this function	Included



Site Architecture

Cloud-direct deployment

Cabinet endpoints connect to the managed site network. A dedicated router/firewall connects that network to the internet, and data reaches the Intercede cloud platform and the operator portal.

Selected for a compatible site that does not require Site Gateway printer services, configured local retention, or extended local outage functions.

Resilient site deployment

A Site Gateway is attached to the same managed network as a local service — a peer on the network, not the path between the cabinets and the cloud. It hosts the local Intercede database, applies the configured retention period, and supports compatible printer workflows.

Managed router / firewall

- ✓ Internet routing
- ✓ DHCP
- ✓ Network segmentation
- ✓ Firewall functions
- ✓ VPN functions
- ✓ WAN management
- ✓ Optional LTE failover

Site Gateway

- ✓ Local Intercede data and database
- ✓ Configured local retention
- ✓ Synchronization when connectivity returns
- ✓ Printer services for compatible printers
- ✓ Local dashboard where configured
- ✓ Remote monitoring and maintenance

Category	Site Gateway detail
Deployment role	Local Intercede services and data retention
Local storage	Retention configured for the deployment
Printing	Compatible USB, serial, Ethernet, Wi-Fi, and approved network-print workflows
Network position	Connected to the managed site network; not the router
Internet outage	Maintains configured local services and synchronizes when connectivity returns
Sizing	Based on machine count, retention, printer count, and workload
Management	Remote monitoring, maintenance, and replacement workflow

Outage behavior and synchronization

In a resilient deployment the Site Gateway continues the local services configured for the site and stores transaction and event data locally. Applicable stored data is synchronized to the cloud platform when internet service returns.

Printing paths

Local ticket workflows print through a compatible USB, Ethernet, or validated serial printer, or an approved network print module. Reports opened in the Intercede cloud portal print through the user's normal computer and printer, and are not sent back to the site thermal printer.



Operational Data and Portal

What the portal shows for a given cabinet depends on the machine, the game board, and the interface validated for that machine family.

Accounting

Cash in, cash out, and net by compatible machine, across daily, weekly, shift, and custom date ranges, with machine, location, route, and multi-location views.

Ticket activity

Supported ticket-out requests with machine identification, amount, status, assigned operator, resolution, and print status where applicable.

Machine events

Board-reported status and cabinet events where the validated interface supplies them, with sequence-of-events review.

Alerts

Unexpected offline alerts, communications restored, door events where supported, printer and paper conditions where reported, and degraded connectivity.

Machine and endpoint health

Online and offline status, connectivity and Wi-Fi history, endpoint temperature and local health, and board-communications status. Endpoint temperature is measured at the Intercede endpoint and is not necessarily the machine cabinet's internal temperature.

Multi-location reporting and user roles

Multi-location overview, machine and location reports, search and filtering, and role-based access for operators, managers, and technicians.

Printing from the portal

Reports opened in the Intercede cloud portal print through the user's normal computer and printer. Local thermal printing is a separate path used by supported machine and ticket workflows.

Downloadable and printable reports

Machine accounting can be downloaded for reconciliation or printed from the operator's normal office computer, across any selected date range and location.

Intercede validates each machine family before defining the final scope.



Compatibility Review and Deployment Process

Intercede validates each machine family and deployment before defining the final scope. The review follows a consistent sequence.

1. **Initial discovery:** Locations, machine counts, operating model, and the operational problems you need solved.
2. **Machine identification:** Manufacturer, model, and cabinet type for each machine family on the floor.
3. **Game-board identification:** Board manufacturer and model, since the board determines much of what can be reported.
4. **Interface validation:** Confirming which interface each machine family exposes and what data it actually reports.
5. **Printer-workflow review:** Existing printer models, connection types, and the ticket process in use today.
6. **Network and wireless assessment:** Site layout, cabling, wireless coverage, interference, and existing equipment.
7. **Internet- and power-outage requirements:** Outage history and which functions must continue when connectivity is lost.
8. **Data-retention requirements:** How much local history the deployment needs to hold and for how long.
9. **Regulatory considerations:** Jurisdictional requirements the operator must satisfy for the intended deployment.
10. **Proposed Core, Edge, and Guardian mix:** The product assigned to each cabinet based on validated interface and requirements.
11. **Site Gateway and managed-network design:** Whether local services are required, and the router, switching, and wireless design.
12. **Installation planning:** Sequencing, site access, cabinet work, and cutover approach.
13. **Customer-specific proposal and agreement:** Commercial terms are defined here, in a proposal prepared for your operation.

Customers are responsible for obtaining any approvals required by their jurisdiction or gaming authority. Intercede does not guarantee regulatory approval for a particular deployment.

What to send

- ✓ Machine manufacturers and models
- ✓ Game-board manufacturers and models
- ✓ Current monitoring or accounting system
- ✓ Printer manufacturer, model, and connection type
- ✓ Site network, router, switching, and wireless detail
- ✓ Internet and power outage history

Begin a review

Send the detail above to info@whoz-next.com, or complete the compatibility review form at intercede.whoz-next.com/contact.html.

We will review the information and schedule a detailed compatibility and site discussion to define the appropriate Intercede deployment.