



SCCG
Managed Services

Bet On Success
with SCCG Managed Services

With over 30 years in the gaming and sports sectors, SCCG has expanded to media/content partnerships digital gaming across real money and social, **connecting clients with strategic partners at a global scale.**

SCCG Management is a leading advisory firm in the global gaming industry, dedicated to driving strategic growth and maximizing revenue for over 120 client-partners across diverse iGaming verticals. With offices in North America, Latin America, Africa, Asia, Europe, and Brazil, our team of seasoned industry executives leverages global relationships to enhance product distribution and seize new market opportunities. With over 30 years of experience, we specialize in navigating the complexities of tribal gaming, capitalizing on emerging markets, fostering igaming innovations, managing intellectual property, facilitating mergers and acquisitions, and advancing sports wagering and entertainment ventures.



SCCG Managed Services (SCCGMS) provides tribal and commercial operators turnkey technology and operational support to develop their sports betting and iGaming offerings. SCCGMS provides the experience necessary to establish completely new offerings and capabilities, from talent to technology.

Whether it's an enhancement or extension of internal services, such as compliance and risk management, or deploying new customer-facing products and platforms for digital and retail gaming, SCCG Managed Services can quickly and efficiently integrate with existing teams. Ultimately, SCCGMS's mission is to manage the project from start to finish and train your team to operate autonomously by the project's end.



Brick & Mortar Casinos



Retail and Mobile Sportsbook Operators



First Nations



iGaming and Social Casino



SCCGMS: Menu of Services

- Operating Standards
- Platform Providers
- Risk Management and Reporting
- Trading
- Payments & Fraud
- Customer Service
- Training

SCCGMS Brand Presence

- **Unified Entity:** SCCGMS operates as a cohesive group, integrating the strengths of our subcontracted partners under the SCCG brand.
- **Market Advantage:** We leverage our extensive partner ecosystem to create significant market advantages, providing comprehensive support and access to diverse expertise and resources.

Intellectual Property Library:

- **Ecosystem of Partners:** SCCGMS builds and maintains a network of partners and professionals, leveraging their expertise from past engagements. This ecosystem ensures our services remain consistent, high-quality, and relevant.

Continuous Learning & Development:

- **Regular Training:** SCCGMS conducts regular training sessions, workshops, and certifications. These initiatives keep our team updated with the latest industry trends, regulations, and best practices.

Collaborative Culture:

- **Open Communication:** SCCGMS promotes a culture of collaboration and open communication. By pooling our expertise, we can address complex challenges and deliver superior solutions.

Innovation & Adaptability

- **Next Generation of Services:** SCCGMS prioritizes innovation to remain at the forefront of service provision.
- **Regulatory Adaptability:** We stay adaptable to the ever-evolving regulatory and compliance landscape.

Quality Assurance:

- **Excellence Commitment:** SCCGMS implements rigorous quality assurance processes. These processes ensure we consistently meet or exceed client expectations.

Customer Service:

- **Direct Access:** Clients have direct access to the SCCGMS Operations Manager. This ensures any issues with our partners and professionals are promptly resolved.

Dedicated Professional:

- **Project Management:** SCCGMS assigns a dedicated professional to each client, acting as their project manager. This ensures personalized attention and seamless coordination throughout the project.

Feedback & Continuous Improvement:

- **Structured Feedback Process:** SCCGMS employs an external third-party process to gather and evaluate client feedback. This feedback is crucial for refining our processes and enhancing the quality of our services.

SCCG Management Services provides guidance in platform provider selection and management. We help clients develop their operational requirements, recommend suitable platforms, and assist with contract negotiations. Our support extends to integration, regular staff training, and ongoing operations oversight. We also conduct thorough vendor reviews, shortlisting options based on market reputation and client needs, ensuring a well-aligned platform solution.

Platform Provider Selection and Integration:

- Collaborate with the client to define operational needs and requirements.
- Advise on the platform and hardware most aligned with the client's specifications.
- Facilitate contract negotiations and integration with the platform provider.

Platform Training:

- Conduct consistent training sessions tailored for the client's team.
- Empower the client's team to operate the platform independently by the project's conclusion.

Oversight of Operations Management:

- Continuous assessment and enhancements.
- Management of game configurations and launches.
- Streamlined lobby administration.

Vendor Review:

- Identification and analysis of potential vendor's systems and services market.
- Shortlisting vendors based on their market reputation, past performance, and alignment with client needs



ALTENAR



PLYMKR



amelco

Risk Management Platform:

Gain from a top-tier operational risk management system safeguarding your sportsbook against financial losses and reputation damage. With features like thorough player profiling and identifying suspicious betting behaviors.

Regulatory Reporting and Compliance

Reporting: Support with regulatory reporting and internal controls outlined across relevant regulatory bodies.

Audits and Reviews: Ensure risk management practices are compliant with regulations through audits, system reviews, and consistent communications across teams.

Responsible Gambling: Implement measures like self-exclusion, deposit limits, and support resources for problem gambling.

Fairness and Integrity: Ensure fair odds, prevent fraud like match-fixing, and ensure all technology is certified across all necessary jurisdictional levels.

Data Security and Player Protection: Employ encryption, secure transactions, and access controls to protect user data.

Marketing and RG: We ensure advertising and marketing practices must adhere to strict guidelines set by regulatory authorities to prevent misleading or deceptive promotions

AI Solutions: Our AI Solutions enhance compliance and operational efficiency by automating regulatory reporting, continuous monitoring for audits, and player protection.



Trading Overview:

SCCG platform offerings include integrations that support; data analytics, automation, and compliance measures to enhance decision-making and ensure regulatory adherence. We offer expertise for every aspect of day-to-day sports book operations, including odds making, risk advisory and tailored pricing and promotional strategies.

Trading Services:

Custom Program: Customization and implementation of a risk management program specific to the client's requirements and jurisdiction.

Flexibility: bespoke and flexible, trading operations. Operate the risk management services directly from the SCCG location or as agreed upon

Review: Evaluate and classify the client's risk stature.

Profile Monitoring: Persistently monitor and refine client risk profiles based on transactional patterns and key indicators.



SCCG Managed Services offers a comprehensive review of regulatory requirements related to payments and fraud, ensuring clients are fully compliant and protected. Our expert evaluations and tailored recommendations help optimize AML and KYC processes while safeguarding against fraudulent activities.

Comprehensive Payments and Fraud Review:

Full-Scale Regulatory Assessment: Conduct an in-depth review of the client's payments and fraud regulatory requirements.

Recommendations: Provide expert recommendations for personnel and platform enhancements.

Technology & Systems:

Technology Solution Evaluation: Assess and evaluate technology solutions tailored to the client's AML and KYC compliance needs.

Integration Recommendations: Provide expert recommendations for seamless technology integrations.

Payment & Fraud Management:

- Missing Deposit / Withdrawal Review
- Miscellaneous transaction investigation
- Bonus abuse investigation
- Affiliate fraud monitoring
- Hacked accounts and account takeover investigations
- Deposit and Withdrawal Review
- Recommendations for system enhancements and tuning.



SCCG Managed Services provides a thorough evaluation of a client's customer service needs and objectives, offering recommendations tailored to your target audience. We ensure 24-7 support with dedicated personnel, develop and implement VIP programs, and manage promotional activities.

Customer Service Planning & Strategy:

Comprehensive Review: Conduct an in-depth assessment of the client's specific needs and objectives related to their target customer base.

Strategic Recommendations: Provide expert recommendations for personnel and platform enhancements.

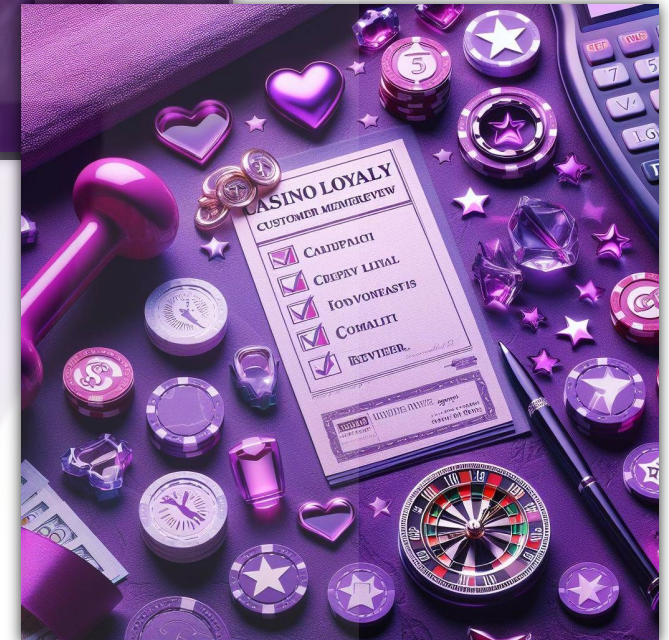
24/7 Customer Service Support:

Account Verification Assistance: Dedicated support for account verification and login issues.

Round-the-Clock Support: Ensure continuous support with dedicated customer service personnel.

VIP Program: Develop and implement a robust VIP program.

Promotion Management: Set up and manage promotional activities effectively.



SCCG Managed Services: Menu of Services – Training

SCCG offers a comprehensive review of your objectives related to your customers. We offer personalized training, quality assurance, and a dedicated leadership team focused on continuous improvement from operations to amplifying loyalty across your assets.

Local Operator Training:

Training Program Development: Create tailored training programs designed specifically for local personnel, addressing their unique needs and operational challenges.

Compliance Training Implementation: Implement comprehensive training sessions focusing on regulatory compliance and operational best practices, ensuring that local operators adhere to industry standards and legal requirements.

Strategic Recommendations: Provide expert recommendations for selecting and deploying the most suitable personnel and platforms, enhancing the overall efficiency and effectiveness of the local operations.

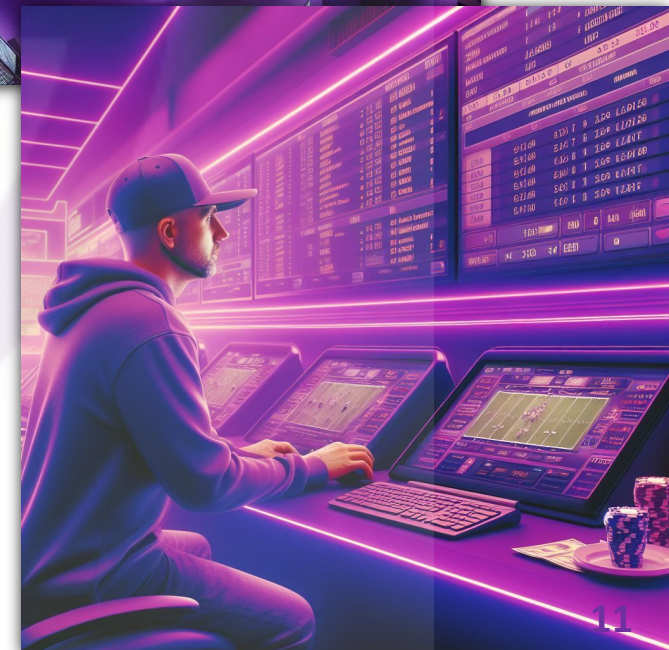
Training Services:

Program Development: Training program designed for launching a sportsbook operation.

Customer Engagement: Loyalty- building strategies and practical instruction on customer engagement and retention strategies.

Reviews: Evaluation of staff proficiency to ensure readiness for operation launch.

Continual Support: Continued education after launch of book operations.



Sports Betting Platforms and PAM Providers

- Assess and recommend technology infrastructure.
- Identify and establish roadmaps with partners to launch.
- Training and execution.

Risk Management and Reporting

- Assess current measures, verification processes, and internal controls in place.
- Implement technology solutions and partnerships.
- Provide continued support, train staff, and communicate updates on regulations.

Trading

- Assess sports offerings and data quality. Provide recommendations.
- Expand partnerships and support real-time data integration.
- Support in managing liability based on wagers across customer base.

Payment/Fraud Platforms

- Evaluate existing platforms for reliability across payments, AML, & KYC
- Provide recommendations and adopt technologies

Customer Service and Support

- A full-scale review of client's specific needs and objectives related to client target customer base.
- Train and empower employees to effectively handle customer inquiries, complaints, and feedback, resolving issues promptly and satisfactorily.
- Implement and recommend customer-focused initiatives to enhance the overall customer experience.
- 24/7 Customer support with dedicated support.

Training

- Develop comprehensive training programs for local personnel.
- Implement comprehensive training program that meet or exceeds requirements.
- Recommendations for personnel and platforms.

SCCGMS: Technology Partners



SCCG
management

Altenar Summary

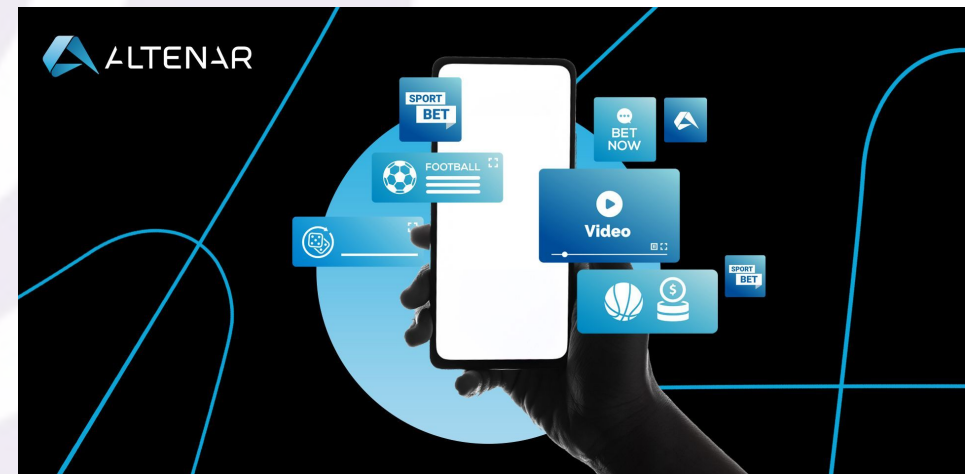
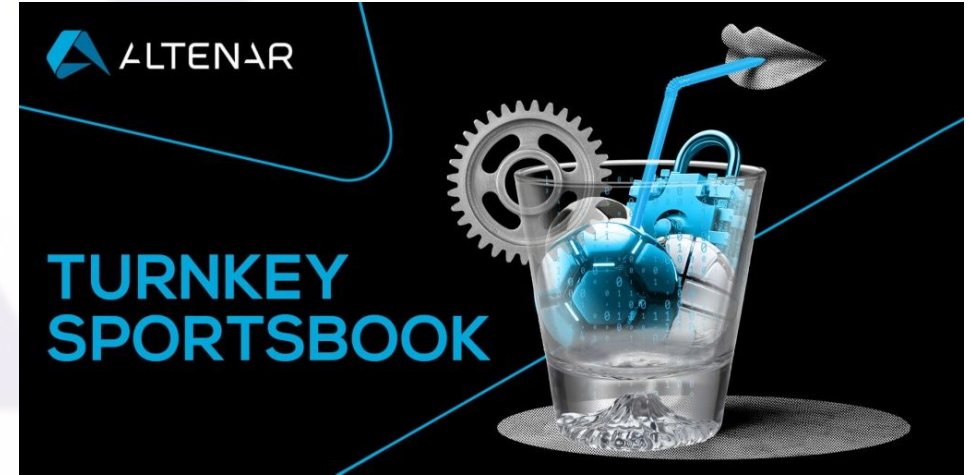
Altenar is a global sports betting software provider offering a fully managed sportsbook solution that includes cutting-edge technology and a wide range of sports and betting markets. Their platform is designed to be flexible and scalable, catering to various client needs, from startups to established operators. Altenar emphasizes reliability, compliance, and innovation in the iGaming industry.

Sportsbook Platform: A comprehensive and customizable betting platform that allows operators to offer pre-match and live betting across a wide range of sports and events.

Turnkey Sportsbook: A betting platform that includes software, risk management, data feeds, and customer support. It allows operators to quickly launch and manage a fully functional sportsbook with minimal setup and maintenance requirements.

Retail Solution: Provides point-of-sale systems and betting terminals for physical betting shops, enabling operators to offer a complete in-store betting experience. This solution includes hardware and software integration, ensuring seamless operation and management of retail betting activities.

White Label: Provides a fully branded sportsbook platform, allowing operators to launch their own sports betting service under their own brand without needing to develop the technology themselves. This turnkey solution includes software, risk management, data feeds, and customer support, enabling quick and efficient market entry.



Amelco Summary

Amelco is a technology provider that offers a range of products and services, including sports betting platforms, casino games, and associated technology solutions.

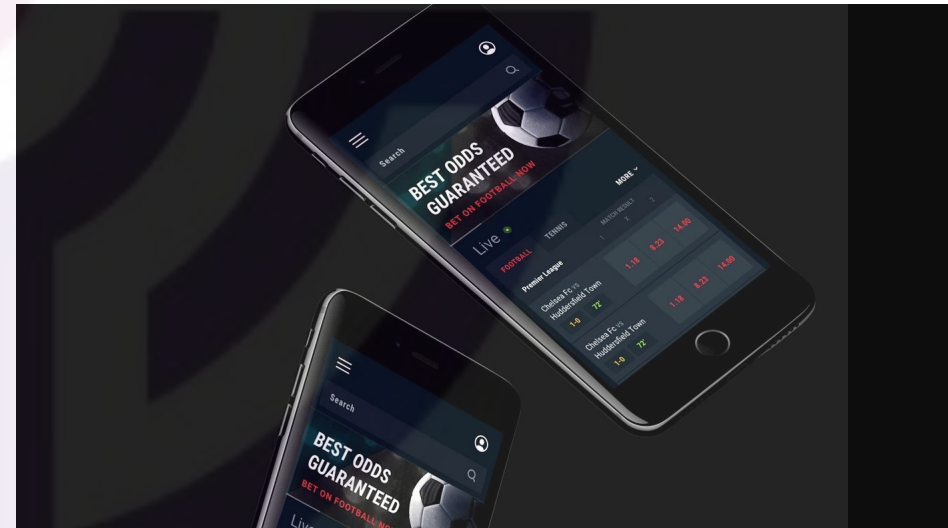
Sportsbook Platform: Provides a comprehensive suite of tools for operators, including customizable betting markets, in-play and pre-match betting options, and advanced risk management features.

Omni Channel and Retail: Provide technology for retail betting, including self-service betting terminals and point-of-sale systems, enabling operators to offer betting services in physical locations.

Lottery and Casino: Amelco offers a range of casino games, including slots, table games, and live dealer options, designed to enhance player engagement and provide a seamless gaming experience.

Financial Trading: Trading and risk management tools help operators manage odds, monitor betting activity, and mitigate risks through advanced algorithms and real-time analytics.

Managed Services: Comprehensive support for odds and risk management, trading services, customer support, content management, and compliance and regulation.



Plymkr Summary

PLYMKR offers advanced Self Service Betting Terminals (SSBT) and innovative EPOS solutions for the retail betting industry. Their products are designed for speed and convenience, providing a customizable backend that supports a wide range of sports and markets both pre-match and in-play. PLYMKR's solutions include features like facial recognition, player tracking, and integration with third-party payment systems.

Innovative Self-Service Betting Terminals (SSBT)

PLYMKR SB's SSBTs offer a customizable backend supporting a wide range of sports and markets, both pre-match and in-play. These terminals include features such as create-a-bet, early cash out, and lotto betting, and are compatible with various hardware and third-party systems.

Flexible and Adaptable Offerings

PLYMKR SB offers a range of SSBT configurations, including wall-mounted, table-top, and VIP tablet solutions, to meet diverse operational needs. The company provides flexible contract lengths and hardware packages, along with regular consultations to ensure products remain aligned with customer requirements.

Mobile Companion App

The mobile companion app allows customers to store, track, and cash out their bets in real time. This app supports real-time bet placement and monitoring, enhancing customer engagement and providing a convenient betting experience.

Integrated Compliance Technology

PLYMKR SB employs a proprietary Windows-based application integrated with facial recognition technology for compliance with player protection regulations. Their platform supports single-channel management, ensuring secure and efficient operations for both operators and customers.





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