

ONE PHOENIX

by  ONE HORIZON
TECHNOLOGY

AI Copilot for iGaming Operations, Risk and AML & Compliance

-  Ask questions about your player and gaming data.
-  Investigate operational issues faster.
-  Trigger actions when needed.

Built For

- > Online casinos & sportsbooks
- > iGaming operators
- > Affiliate & bonus management teams
- > Responsible gambling, AML & compliance
- > Regulated gaming platforms

iGaming operators generate massive data, but **operational questions still take time to answer.**



Current State

Manual Workflows

Operations teams typically need to:

-  Export CSV reports manually for manual analysis
-  Request complex SQL queries from data teams
-  Compare multiple dashboards side-by-side
-  Manually investigate failures & performance
-  Take action to resolve the issue



The Impact

Operational Friction

As player volumes grow, this creates:

-  Slow operational investigations
-  Delayed bonus abuse detection
-  Longer fraud & AML investigation cycles
-  Increased dependency on specialised analysts
-  Delayed response and slower reaction times

What Teams Actually Need

iGaming teams need faster ways to explore and understand operational data without technical bottlenecks.



Troubleshooting

"Why has deposit conversion dropped on mobile today?"

Requires analysing payment method conversion rates by channel.



Performance

"Which game providers are underperforming by GGR in the last 7 days?"

Requires cross-referencing game data with player activity and revenue metrics.



Fraud

"Which players triggered multiple bonus claims from the same device this week?"

Requires correlation of player device fingerprints and bonus claim history.



AML & Compliance

"Which players breached responsible gambling deposit limits this month?"

Requires aggregation of player deposit data against responsible gambling limits.



Current Reality

Investigating & resolving these today requires **manual analysis, complex SQL and separate systems to take action.**



ONE PHOENIX closes the gap between data and decisions

01 ASK

Query live player, game and transaction data in plain English. Any dataset, any time, any team member.

02 ANALYSE

Instant insights across games, players, geographies, bonuses, and payment methods.

03 ACT

Execute player limits, bonus actions, fraud flags, and AML & Compliance responses directly from the conversation.



Example Use Cases

ONE PHOENIX turns complex data queries into natural conversational interactions.



Player Operations

"Show deposit conversion rates by payment method and country for the last 24 hours"



Fraud & Bonus Abuse

"List all accounts that claimed a welcome bonus and deposited from the same device in the past 7 days"



Responsible Gambling

"Show players who hit their self-exclusion limit in the last 24 hours and have since attempted to log in.."



AML & Compliance

"Flag all players with net deposits >€1,000 this month without completed KYC"



Routing Action

"Apply a €500 daily deposit limit to all players flagged as high-risk this week."

- Instant value

From complex lookups to **execution.**



Enterprise Controls

Security and governance features designed specifically for regulated environments.

- ✓ End-to-End Encryption
- ✓ Complete Oversight & Control
- ✓ Zero Data Training



Role-Based Access

Granular permission controls ensure users only access data relevant to their specific role and clearance level.

Access Control



Human-in-the-Loop

Critical operational actions (like applying a self-exclusion or flagging a player) require explicit human confirmation before execution.

Safety First



Full Audit Trail

Every query, insight, and AI action is logged with timestamps and user IDs for complete AML & Compliance traceability.

Logging



Flexible Deployment

Deploy ONE PHOENIX on-premise, in your private cloud, or via secure hosted options to meet data residency needs.

Infrastructure



API-Controlled Ops

Set strict constraints and rate limits on all orchestration actions performed by the system.

Governance



Full Agent Control

Define agent data access, memory policies and orchestration capabilities.

AI Governance

Works With Your Existing Stack

ONE PHOENIX connects directly to your data warehouse and integrates to your PAM and operational tools for orchestration.

<p>Data Warehouse</p>  <p>Snowflake</p>	<p>Data Warehouse</p>  <p>Databricks</p>	<p>Database</p>  <p>SQL Server</p>	<p>Database</p>  <p>Postgres</p>
<p>Infrastructure</p>  <p>Payment Providers</p>	<p>Risk</p>  <p>Fraud Systems</p>	<p>Tools</p>  <p>PAM</p>	<p>Universal</p>  <p>Custom API Connect any JSON endpoint</p>



Plug & Play Deployment

Connects via read-only credentials. No data replication or complex ETL pipelines required.

Value Proposition

Accelerate Operational Insight

ONE PHOENIX transforms how teams interact with data, moving from reactive gathering to proactive problem solving.

🎯 The Goal

*"Faster understanding and **execution.**"*



Faster Investigations

Slash time-to-resolution for player fraud, bonus abuse, and responsible gambling alerts. What used to take hours of manual correlation now happens in seconds through conversation



Reduced SQL Dependency

Eliminate the bottleneck of data engineering tickets. Empower operations staff to query complex datasets using natural language.



Simplified Exploration

Democratize data access. Enable non-technical team members to explore trends, patterns, and anomalies without learning query languages.



Improved Collaboration

Create a shared source of truth. Bridge the gap between operations, fraud, AML & Compliance, and data teams with a unified interface.



A 0.5% reduction in bonus abuse on €5m monthly bonus spend \approx €300k saved annually. ONE PHOENIX helps teams **detect and act on player risk signals** in minutes, not days.

Trusted by partners across fintech,
and other regulated industries.

GAMBLR



mr slot!

aretonet



Join the Network

See ONE PHOENIX on your iGaming data in 48 hours



The Pilot Promise

We'll connect to a sample of your data and show you exactly what ONE PHOENIX can surface for your specific operation.

- ✓ Connect up to 2 datasets + 1 API
- ✓ No lengthy integration
- ✓ No commitment required



Enterprise Trust

Battle-tested in high-frequency, regulated payment environments. Designed for security from day one.

- ✓ Deployed alongside your existing stack
- ✓ No "rip and replace" needed
- ✓ Data stays in your infrastructure

Start Now

[Book 48-Hour Pilot](#) →

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