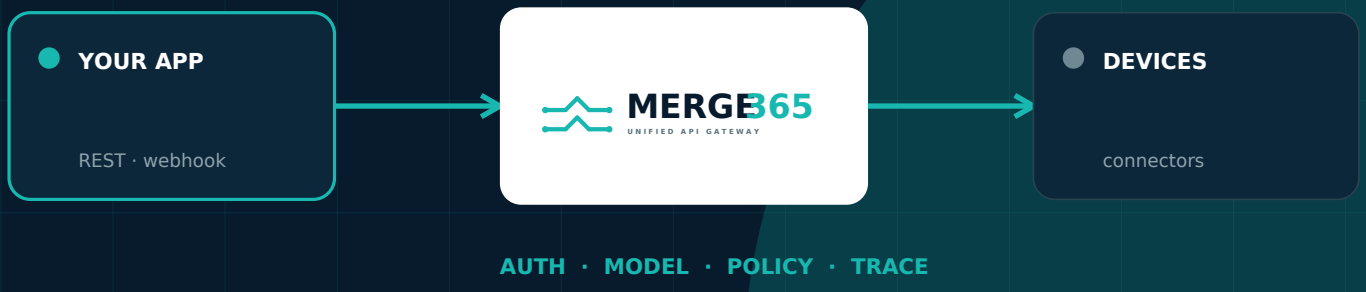
MERGE365
UNIFIED API GATEWAY

UNIFIED API GATEWAY

One API between your applications and the physical world.

One stable contract between enterprise software and supported cameras, access readers, AI terminals and operational platforms.



PRODUCT BROCHURE · 2026 EDITION

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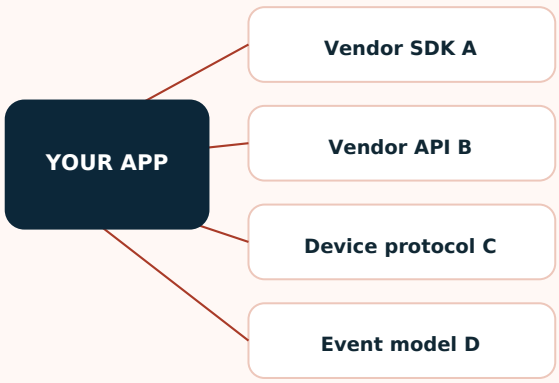
THE PROBLEM IS STRUCTURAL

Hardware diversity should not become permanent software debt.

Point-to-point integration forces every business application to understand vendor-specific SDKs, payloads, credentials, upgrade cycles and failure modes.

WITHOUT MERGE365

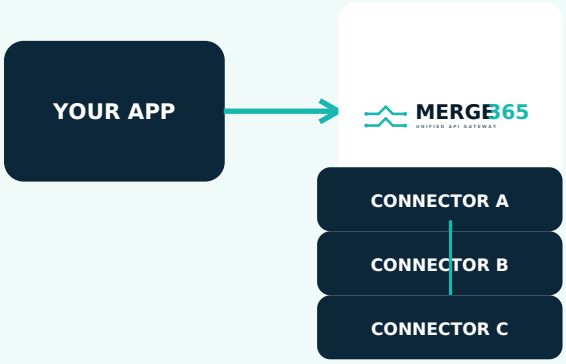
Point-to-point integration



4 contracts · 4 maintenance cycles

WITH MERGE365

One governed boundary



1 API · canonical data · visible trace

- Customer application remains stable as approved hardware evolves
- Connector behavior is capability- and firmware-aware
- Failures are monitored through shared delivery and trace context

ONE CONTRACT · VENDOR-AWARE EXECUTION

A gateway that normalizes, governs and records outcomes.

Merge365 separates the application contract from connector-specific execution while preserving tenant, site, device, event and trace context.



SIGNED WEBHOOKS · RETRY + IDEMPOTENCY · RBAC + AUDIT · CLOUD · VPC · ON-PREM

THE GATEWAY DOES FOUR JOBS

A stable API is only useful when its behavior is

01 Fleet & capability

DISCOVER

Register supported devices by tenant, site and group. Return online state, firmware context and only the capabilities validated by the active connector.

`GET /v1/devices`

02 Canonical events

NORMALIZE

Deduplicate vendor payloads and translate them into stable event envelopes that downstream applications consume once.

`access.granted · canonical.v1`

03 Governed commands

VALIDATE

Check caller, tenant, role, target connector, device state and capability before translating an approved command.

`POST /v1/commands`

04 Reliable delivery

DELIVER

Sign outbound webhooks, retry with controlled backoff and retain attempt, response and trace history.

`HMAC · attempt 1 · HTTP 200`

CONNECTED TODAY

One gateway across devices, identity, video and business operations.

The value is not the number of logos. It is keeping the customer application stable while each approved connector respects the real limits of its hardware and firmware.



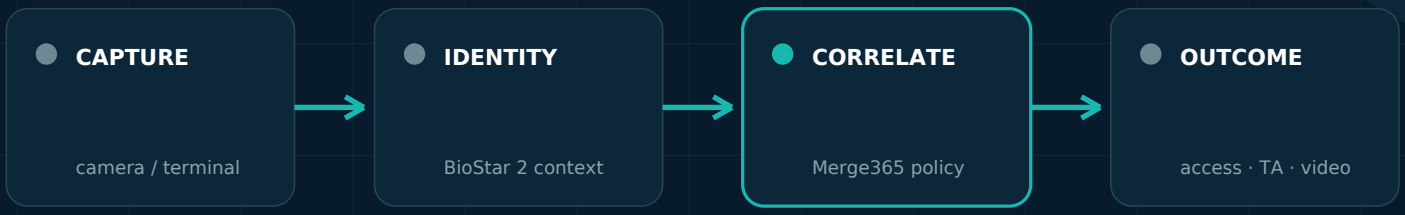
COMPATIBILITY BOUNDARY

Every connector is approved against device model, firmware, data model, cybersecurity boundary and project acceptance criteria. Fingerprint provisioning is not presented as a universal capability.

REAL INTEGRATION STORY

One identity event. Different systems act with the same context.

Merge365 correlates the approved identity result with device, site, time and camera context, then routes the permitted actions and evidence references.



01 **KNOWN WORKER**

Identity is approved. Project policy may request controlled access, Time365 attendance and an Eye365 evidence reference.

02 **UNKNOWN PERSON**

No automatic unlock. Image, device, site and time context can be routed to the approved security review workflow.

03 **CONNECTION RESTORED**

Where supported, missing historical events are reconciled by source ID and duplicate downstream processing is prevented.

ENTERPRISE CONTROL PLANE

Reliable integration is a security and operations discipline.

01 Authenticate & authorize

API key plus request-signature patterns or OAuth2 client credentials where configured, with granular RBAC.

02 Protect data & devices

TLS transport, protected credentials and no direct public exposure of terminals in the approved network design.

03 Deliver reliably

Idempotency, controlled retries, explicit delivery state and historical reconciliation where the connector supports it.

04 Observe & audit

Correlation IDs, device interaction logs, API history and operator-visible exception context.

DEPLOYMENT CHOICE

CLOUD SAAS
managed service

PRIVATE CLOUD / VPC
dedicated isolation

ON-PREMISE / HYBRID
local control + Edge

PROVE THE INTEGRATION

Bring one device family and one business workflow.

A focused proof of concept validates the connector, canonical objects, events, commands, security boundary and operational acceptance criteria before scale.

01 **SCOPE**
Select device models, firmware and the business outcome.

02 **MAP**
Define canonical objects, events and permitted commands.

03 **SECURE**
Approve network, authentication and data boundaries.

04 **VALIDATE**
Test capability, exception, retry and audit behavior.

05 **GO LIVE**
Document the accepted connector profile and ownership.

MERGE365
UNIFIED API GATEWAY

UNIFIED API GATEWAY

One API. Vendor-aware connectors. Canonical events. Governed commands. Signed delivery. Visible trace.

PLAN A MERGE365 WORKSHOP

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Availability and final endpoint behavior are confirmed in current API documentation and the approved project specification.