



SERVING OPERATORS WORLDWIDE

CASINO OPERATORS' TECHNOLOGY & PROFESSIONAL SERVICES

PUTTING DECADES OF MANAGEMENT EXPERIENCE TO WORK FOR YOUR

# GLI<sup>®</sup> A TRUSTED, PROVEN

For three decades, Gaming Laboratories International (GLI<sup>®</sup>) has worked closely with casino operators across the United States and Canada to offer an unparalleled range of services designed to empower our clients. Drawing from our experiences in more than 475 jurisdictions worldwide, we have partnered with operators to make certain our services meet the highest levels of standards, ensuring that the work we do for you is second to none. We are grateful for the opportunity to work with casino operators in providing long-term solutions. You will not

find another company more dedicated in helping safeguard your assets than GLI.

Our customers rely on us to help maximize the efficiency, security and compliance of their casino operations. This is not a responsibility we take lightly. Your trust fuels our desire to continuously deliver more value to you.

## WE'VE BEEN HERE TO SUPPORT YOU EVERY STEP OF THE WAY

The significant growth in reliance on technology to power gaming operations comes with an equally significant escalation in risk. GLI recognizes this increasing threat to your business; that's why we have spent many years developing a strong, global professional and technology services practice through the expansion of our own capabilities and by investing in others to the benefit of our

customers. Our commitment to keeping your assets safe has resulted in the development of a global professional and technology services practice that is 100 employees strong, and we are devoted to bringing exceptional expertise to casino operators for years to come.

To enhance our ability to reduce risk to operators, we have formalized our professional and technology services brand, now aptly known as Bulletproof – a trusted provider of world-class cybersecurity, Information Technology (IT) services and end-to-end solutions. Through Bulletproof, we offer specialized practices around each of our service offerings to empower the continuous improvement of your processes, systems and overall business infrastructure.

Our knowledge of gaming and understanding of casino systems provides tremendous value to casino operators.





OPERATION

# ADVISOR

Our comprehensive portfolio of best-in-class solutions includes significant expertise in cybersecurity, enabling us to bolster our existing security services for the gaming industry. When you complement your existing resources with our deep technical proficiency and the expertise of our industry-certified IT professionals, the result is tailored solutions that meet your specific business needs at a fraction of traditional in-house setup costs.

With Bulletproof, you also have a team you can rely on for accurate and up-to-date professional risk assessment, audit, testing and advisory services<sup>1</sup>. We are here to support you every step of the way.



<sup>1</sup> All references to "Bulletproof – A GLI Company" herein do not apply to the State of Nevada where Bulletproof operates independently from GLI.



# TABLE OF CONTENTS

"Our team is comprised of some of the highest accredited and most experienced IT professionals. The consistent growth we have experienced is a testimony to our team's competency, dedication and talent. **Clients trust our employees, knowing they are backed by some of the best IT solution partners in the world.** These partners ensure our employees receive the best support and training while enabling them to deliver world-class solutions to our customers around the globe."



## GOVERNANCE RISK & COMPLIANCE

Security Is In Our DNA .....4

## MANAGED SECURITY SERVICES

Security Services Optimized for Gaming Industry .....8

## MANAGED IT SERVICES

Your Team of Support Experts 24/7, 365 .....10

## IT PROJECT SERVICES

The People That Make Technology Work .....12

## SYSTEMS PROJECT MANAGEMENT SERVICES

Helping You Deploy Gaming Systems & New Innovations .....14

## PRODUCT PROCUREMENT AND FIELD SERVICES

Control Inventory Before It Even Arrives On-site .....16

## SOFTWARE QA & TESTING

Committed to Quality Thoroughness and Precision .....18

## EDUCATION SERVICES

Your End-to-End Learning .....19

## GLOBAL LOCATIONS

Serving the Gaming Industry for 30 Years .....21

JAMES MAIDA, PRESIDENT/CEO,  
GAMING LABORATORIES INTERNATIONAL (right)  
STEVE BURNS, CEO, BULLETPROOF (left)

## CUSTOMERS BENEFIT FROM WORKING WITH US

“ BULLETPROOF IS A RESPONSE TO YOU, OUR CLIENTS, WHO HAVE ASKED FOR MORE SERVICES AROUND CYBERSECURITY AND INFORMATION TECHNOLOGY, CUSTOMIZED FOR GAMING. WE HAVE BEEN BUILDING AND INVESTING IN THESE ADDITIONAL SERVICES NOW FOR SEVERAL YEARS. WE ARE VERY PROUD OF THE TEAM WE HAVE BUILT AT GLI AND ARE EXCITED TO OFFER THESE PROFESSIONAL AND TECHNOLOGY SERVICES TO OUR CUSTOMERS GLOBALLY UNDER THE BULLETPROOF BRAND. ”





# GOVERNANCE RISK & COMPLIANCE

In today's electronic and cyber world, gaming organizations face a growing number of risks. It is more important than ever that you have a team you can rely on for accurate and up-to-date professional risk assessment, audit, testing and advisory services.

Our **Governance, Risk & Compliance (GRC) services** provide casino operators with the security and compliance services needed to ensure you are protecting the confidentiality, integrity and accessibility of your data and information.

We deliver a comprehensive suite of services designed to empower audit, risk and compliance professionals, business leaders and the boards they serve to reliably achieve business objectives.

These services are bundled into the following two practices areas:

- GRC Technology Services – Cybersecurity Assessments
- GRC Audit Services – Audit & Compliance Assessments and Certification

We have the gaming industry experience needed to tailor these assessments to your unique needs and business risks. We use our knowledge of gaming industry best practices and various security standards to ensure maximum value for spend.

Whether it's an internally recognized standard like International Organization for Standardization's (ISO) 27001 or a client's own MICS and TICS, we can

adapt to the circumstances and tailor our services to meet your needs. We also have experience in Payment Card Industry (PCI) and National Institute of Standards and Technology (NIST) audits and assessments.

WORLD-CLASS  
CUSTOMER SERVICE  
AND VALUE THAT  
ENSURES YOU **LEAVE  
NOTHING TO CHANCE.**



WITH 30 YEARS OF EXPERIENCE, OUR PROFESSIONAL SERVICES TEAM IS HERE TO PROTECT YOUR BUSINESS, PROFITABILITY AND REPUTATION. WHEREVER YOU ARE IN THE WORLD, **LET US SHOW YOU THE DIFFERENCE WE CAN MAKE IN YOUR CASINO OPERATION TODAY.**



## CYBER SECURITY ASSESSMENTS

### Network Risk Assessments (NRA)

- Internal & External Network Vulnerability Assessments and Penetration Testing
- Wireless Network Vulnerability Assessments and Penetration Testing
- Firewall Assessments

### Infrastructure Risk Assessments

- Assessment of Server and Workstation Security Configurations
- Assessment of IT Security Infrastructure (Intrusion Detection Systems, Audit Logging)

### Application Risk Assessments

- Gaming Application Vulnerability Assessments and Penetration Testing
- Web Application Security Assessments

### Information Technology Security Control Reviews

- IT Security Program and Governance Reviews
- IT Security Policy and Procedure Reviews
- IT Security Architecture Reviews

### Social Engineering

- Human
  - Physical Security Attacks
  - Help Desk Social Engineering Calls
- Technical
  - Email Phishing
  - USB Drops

## AUDIT & COMPLIANCE ASSESSMENTS AND CERTIFICATION

A well-designed and functional information security program aligned with your company's business objectives can help drive an effective and efficient organization while protecting the confidentiality, integrity and availability of assets and information.

Our experts provide independent third-party assessments and certification audits of your information security processes against nationally and internally recognized security standards.

We also provide consulting and audit preparation/support services which are designed to assist your organization in developing a new or enhanced information security program/framework.





Our team offers the following services which are categorized by security standards:

### **ISO 27001– International Standard for Information Security Management Practices**

- Compliance Assessments
- Information Security Management System (ISMS) Consulting and Audit Preparation
- Certification Audits

### **PCI Data Security Standard (DSS)**

We can assist with all of your PCI requirements, from the completion of a self-assessment questionnaire or a report on compliance, to conducting a gap assessment against the current PCI:DSS standard. We have PCI-Qualified Security

Assessors (QSAs) on staff who can deliver the following services:

- Compliance Assessments (Health Checks)
- Consulting and Audit Preparation/Support
- Certification Audits

### **NIST 800-53 – Security and Privacy Controls Standard for Federal Information Systems and Organizations**

- Compliance Assessments



**WE HAVE PERFORMED OVER 150 UNIQUE NETWORK RISK ASSESSMENTS IN THE GAMING INDUSTRY.**



# MANAGED SECURITY SERVICES

In the reality of increasing cyber crime, the absence of a proper security program is simply not an option. An incident could create irreparable harm to a property's image, reputation, operation and finances for years to come.

### **The Gaming Industry and Hackers**

The gaming industry is presented with some unique challenges in defending against cyber attacks. In addition to the gaming systems, security cameras, point-of-sales systems and other devices on the casino floor, there are numerous other areas which, while designed to enhance the gaming venue experience, open up the risk for invasion by hackers. Player's cards, which provide access to customer data related to gaming devices, also allow for points of entry at restaurants, hotels, entertainment

facilities, golf courses, swimming pools, spas, promotional kiosks and gift shops.

Beyond the visible "front-of-the-house" facilities, the crucial "back-of-the-house" operations are also critically vulnerable. Because everything is connected to the network, once a device is compromised, hackers can gain access to other areas.

Cameras, computers and other security-related equipment can be hacked within the financial nerve center of the gaming operation, creating the potential for confiscating funds and wreaking havoc with the casino's financial systems.

### **DID YOU KNOW?**

SECURITY AND PRIVACY ARE LISTED AS THE NO. 2 CONCERN FOR CIOs IN A 2016 FORBES ANNUAL SURVEY.

THE AVERAGE SECURITY BREACH GOES UNDETECTED 197 DAYS, AND THE AVERAGE DATA BREACH COSTS \$4 MILLION, ACCORDING TO A 2016 IBM SURVEY.



## Managed Security Services

Our managed security services were specifically designed to support the gaming industry in its fight against cyber attacks and cyber crime. The word “managed” simply means that we look after this service or function for you. As a trusted partner, we take the load off your team’s shoulders, providing active monitoring around the clock with our 24/7 services.

The services are flexible and customizable to meet your needs and budget, whether you are just getting started with IT security to comply with audit requirements or you are looking for advanced services to monitor every aspect of your network and customer data.

We have completed hundreds of projects for a wide cross-section of public sector and commercial clients. Even more relevant is our understanding of gaming and casino systems. When it comes to security experience, our resources are second to none, and we hold the highest levels of industry certification.

To help organizations protect their data, we offer a suite of comprehensive managed security services including:

- Real-Time 24/7 Monitoring, Detection and Incident Handling
- Firewall Monitoring and Management
- Security Advisor – Employee Cyber Risk Awareness Service
- Digital Forensics and Cyber Incident Response
- Virtual Chief Security Officer (CSO)
- Security Aware Managed Service

## Security Operations Center as a Service

Our **Security Operations Center (SOC)** is a state-of-the-art facility custom built to provide our managed security services. With the increasingly dangerous threats facing the gaming industry (more powerful hackers and more sophisticated attacks), coupled with a dramatic shortage of qualified cybersecurity professionals, organizations need a reliable partner to help. By providing these security services in a “managed” offering, customers of all sizes can gain access at a fraction of the cost they would incur by building their own infrastructure and team.

**HOW CAN ORGANIZATIONS  
WITH LIMITED IT RESOURCES  
BE EXPECTED TO MOVE  
TO 24/7 VIGILANCE?**







## MANAGED IT SERVICES

Your casino may have IT generalists on staff, but with today's complex systems, it's just not possible for them to know everything. Our managed IT services enable you to control costs in a predictable way and reallocate internal resources to more strategic and transformational projects.

We have a wide range of service options that can be easily tailored to your unique needs. Our team of operational experts work **24 hours a day, 7 days a week**, 365 days a year to ensure your internal and external IT services are virtually bulletproof.

Our core IT infrastructure services include:

**24/7 IT service desk and end-user support** eliminates the need to tie up your internal IT team with end-user support.

Our knowledgeable, trained and certified Tier 2 IT support analysts are available to your staff via email, phone or chat. Over 80 percent of issues are resolved by the Service Desk Analysts with further escalation to Tier 3 subject matter experts as required.

**Proactive monitoring of your IT infrastructure** will uncover problems before they become issues that can impact your business. Our Network Operation Center (NOC) is equipped with the latest monitoring and reporting tools. We provide **around-the-clock monitoring of your servers, storage and network** so you can sleep better at night.

**Device management services** provide you with checklist-driven management which includes **daily health checks** and **up-to-date patching** as well as quick access to experts when you need them.

**Remote backup and disaster recovery services** will ensure that your data is backed up properly, retained/archived, protected and available when you need it.

**SharePoint support services/help desk** includes end-user support requests (Tier 2 and 3), troubleshooting SharePoint issues, configuration and customization of SharePoint, monthly health check for the SharePoint environment including monitoring the status of the server, identifying potential issues and addressing them, and monitoring the usage of SharePoint to ensure it is used in a controlled and sustainable manner.

A man in a white shirt is shown in profile, looking upwards with a concerned expression. He is in a casino, with a roulette wheel visible in the foreground. The background is filled with warm, blurred lights from the casino floor. A blue diagonal banner is overlaid on the left side of the image, containing white text.

NOT YET A MANAGED SECURITY  
SERVICE CUSTOMER BUT SUSPECT A  
SECURITY BREACH? NO PROBLEM!  
**CALL US AT 1-844-711-4225 OR VISIT  
IJUSTGOTHACKED.COM/CASINOOPERATORS.**

## IT PROJECT SERVICES

### PROTECT THE HEART OF YOUR BUSINESS

We understand that IT is at the heart of your gaming business, and we can ensure that you have the right IT solutions to make your business competitive. We can help you manage the transition to the next generation of IT by designing and implementing industry-leading infrastructure solutions.

Our team of professionals can help your IT staff quickly deploy new or updated environments and provide the knowledge transfer your team needs to be equipped to successfully support the solution. If you prefer your IT team to focus on strategic initiatives once the project is complete, we can even manage the operations for you.

Our experts can assist with:

- IT Assessments, Planning and Roadmaps
- Architectural Design and Infrastructure Deployment
- Optimization and Remediation
- Server and Network Upgrades
- Microsoft Exchange Updates and Migrations

Our services leverage a wide range of next-generation networks, server virtualization, storage, backup and disaster recovery models, unified communication solutions, and IP-based video surveillance systems to keep your gaming environment secure and operating efficiently.

### Microsoft® Practice

As a Microsoft® Gold Partner, we have demonstrated capability and committed significant resources to professional

certifications and joint business development with Microsoft. We deliver projects across a wide spectrum of Microsoft products, from core products, like Microsoft Exchange®, Lync, SharePoint, Windows Server® and Active Directory, to cutting-edge secure cloud enablement.

### YOUR EMAIL SERVICE IS BUSINESS-CRITICAL!

Whether you're migrating to or from Exchange, looking for Hosted Exchange services, migrating to Office 365 Cloud, or simply trying to get more out of your email environment, our experts can handle it all.

Bulletproof offers full-service email migration solutions to get the most out of your hosted Exchange, both on-premise and off-premise.



Our team of senior consultants leverage Bulletproof's Microsoft® Gold Partner benefits to deploy tailored, scalable solutions for any size organization or environment complexity that adhere to industry best practices.

We deliver migration services in all areas, including planning, updating, customization, deployment, training, and more with expert support at every step. We provide a streamlined process that ensures all of your users' contacts, calendars, and email data are securely migrated and protected with no disruptions. Our solutions and services, no matter how simple or complex, contain all aspects of our security-focused DNA.

### Cloud Migration Services

The financial and operational efficiencies gained by moving to the cloud can be can hugely beneficial, but moving hastily without knowing the full costs or even if your current environment and applications will perform properly in the cloud is risky.

Our cloud readiness assessment evaluates your current computing infrastructure and provides you with a plan to move forward effectively. Whether you're not sure where to start or you want to be sure your applications will work in the cloud, we'll help you determine if it's the right time to move and the right way to do it.

### MAKE THE MOVE TO OFFICE 365 SAFELY AND SEAMLESSLY

More organizations than ever before are looking to move away from local mail servers to the benefits of Microsoft Office 365 offerings and their anytime, anywhere access. It's a move that can improve efficiency and security. It's also a move that many organizations are not comfortable tackling on their own.

Our Office 365 Migration Service provides all the necessary components and expertise to securely move to O365, while ensuring you remain connected to any local onsite services you need. We'll make the move to the cloud together, and we'll make it worry-free.

### SharePoint Services

Our experts have designed **SharePoint intranet and collaboration sites** for gaming agencies and other large corporations in both the public and private sectors and have assisted those customers in defining the governance policies needed to keep the environments relevant, clean and secure. Casino operators concerned with keeping their core IT systems, like file servers and Microsoft Exchange mail servers, can rest easy knowing we have the resources to ensure your upgrade projects are seamless.

**ONE OF THE MOST OVERLOOKED CONSIDERATIONS IS CLOUD READINESS - FULLY UNDERSTAND YOUR CURRENT STATE OF CLOUD READINESS THROUGH AN IN-DEPTH REVIEW OF YOUR COMPUTING ENVIRONMENT.**



# SYSTEMS PROJECT MANAGEMENT SERVICES

Accountability is everything, and when projects slip due to poor preparation and execution, they can throw off your sales, marketing plans, regulatory approval processes and operator expectations. Our professionals deliver with a sense of urgency because we know how timelines, quality and execution have a direct impact on your business. We specialize in portfolio, program and project management practices.

Our full-package **systems project management services** are built around the following core pillars of process:

- Project Management Office (PMO)
- System Transformation
- Systems Integration
- Project Health Check and Recovery
- Request for Proposal Design
- Vendor Management

### **Project Management Office (PMO)**

We assess and develop industry-leading standards for the operation of your PMO, including portfolio, program and project management process frameworks. We will work with you to deploy a new PMO, operate a PMO or optimize and enhance an existing PMO while delivering critical modernization projects.

### **System Transformation**

Our team of professionals will ensure the review of all project and software deployment lifecycle documentation, systems, database interconnections, architectures and processes. After our analysis is complete, our experts will provide comprehensive analysis reports that note continual practical improvements that drive toward meeting project strategy and milestones.

Additionally, we map and define your business process, determining your maximum operational efficiency and identify an achievable and realistic plan for improvement.

THE PEOPLE,  
PROCESS &  
TECHNOLOGY  
YOU NEED TO **KEEP  
YOUR OPERATION  
RUNNING**

## Systems Integration

Our project managers and team of experts will review and analyze the necessary components needed to integrate your lottery and gaming solutions, no matter the version of your systems solution.

We ensure our professionals analyze and test traditional lottery, video lottery, casino management, slot management, table management or server-based solutions on all of the leading gaming platforms. Ready to upgrade your systems?

Our IT professionals and test engineers are standing by to steward your system through the software development lifecycle, addressing various activities from requirements analysis to interoperability testing and through production deployment to get your systems operational.

## Systems Project Health Check and Recovery

The purpose of a project health check is to identify and analyze critical projects for issues and risks while recommending timely and practical corrective actions.

Companies utilize project health checks to proactively identify and analyze projects that are critical to business success and that in the event of failure pose a significant risk to the organization.

The benefits of a project health check include:

- Enhanced Capabilities
- Improved Transparency
- Enhanced Governance
- Increased Predictability
- Increased Confidence
- Increased Security
- Enhanced Accountability
- Regulatory Compliance

## Request for Proposal (RFP)

An RFP is a major undertaking for an operator. Our expertise in the complete RFP development process can accelerate your creation of a future state roadmap and deliver a successful RFP and procurement process.

Our professionals will utilize its requirements gathering and process mapping processes to generate the required content to deliver a complete end-to-end RFP.

## Requirements Gathering

The creation of clear and concise requirements is critical in support of a new system. We will help develop business and technical requirements and support documentation, such as process flow charts of your business processes, allowing for an effective and efficient RFP design and proposal response from vendors.

## Vendor Management

We bring a proven project QA and Independent Verification & Validation (IV&V) methodology to your project.

Our SQM3 is configurable to align with a project's size and risk factors and is supported by a suite of automated tools that alleviate the administrative burden of developing effective checklists, interview guides and collating deliverable review comments.

## Multi-Vendor Management

When multiple vendors provide various pieces, it's easy to lose track of the delivery status on a project.

Leverage our industry-leading vendor relationships to ensure project success with vendor management support through our project management office (PMO). Our PMO ensures projects are managed and vendor deliverables are implemented on time and with quality.





# PRODUCT PROCUREMENT AND FIELD SERVICES

With global partners like Dell®, Microsoft, Cisco®, VMware®, and Fortinet®, we offer a wide range of software and hardware products to address our clients' business needs. By employing a simple procurement process, we can provide dedicated and certified pre-sales engineers, account executives and inside sales representatives to ensure individual client needs are met.

### **Lifecycle Management and Flexible Financing**

Our team offers a full range of services to manage the lifecycle of IT equipment. We work with our global partners to put in place flexible financing and leasing solutions that align with IT requirements and the cash flow realities of your business. We also offer extended warranty support, competitive upgrades and trade-in allowance to ensure the maximum investment protection for existing assets.

### **E-Procurement**

We provide clients with a secure website where they can order hardware and software online. The secure website provides the ability to track individual order shipments and view purchase history via a customized portal. E-procurement can save time and money while helping to enforce consistent IT standards.

### **Inventory Management and Warehousing**

We provide the heavy lifting for any large deployment of IT equipment. Our team can provide asset tagging to enable control of inventory before it even arrives on-site, and we can fast track laptop and desktop deployment by offering factory imaging.

Other services we provide in this area include helping with logistics and storage space challenges and offering warehousing and inventory management solutions.

### **GO BEYOND THE SURFACE AND ONTO THE FLOOR**

### **Technical Audits to Protect Systems**

We understand that your gaming system is critical to your business. Our system audits and inspections are designed specifically to confirm compliance and reinforce security. Class III systems can be complex, which is why our audits cover all the different parts of these systems, including game server, report server, player interface, management terminal and voucher systems.



Our thorough audit searches for weaknesses in the system's software, compliance covers everything from system certification to policies and procedures, leaving nothing unturned. Our system audits are comprehensive and help protect gaming assets by identifying configuration and/or communications issues, confirming proper function and reporting.

Our wide-ranging system audits include address and location verification, communication testing, component grounding, denomination verification, progressive system testing, Slot Machine Interface Board (SMIB) and diagnostic meter verification.

### **Identifying Threats Before They Happen**

System inspections verify that the controlled files found in a particular system match those that have been previously tested by an independent third-party laboratory and comply with a particular jurisdictional standard or set of standards.

Files are deemed "controlled" after analyzing the functions of those files with the participation of the system manufacturer. Controlled files are then given a unique signature which stays with the particular file version. Using the same tools that were originally used to create the signature, the signature is generated on site where the online system is in use.

### **Keeping the Game Honest**

If the generated signature varies from the certification letter, then either the files contain a different version than stated in the certification letter or the files have been altered in some fashion. If it has been altered, uncertified files could jeopardize the integrity of the system. If all files match the certification letter(s), we can certify that the system has been tested by an independent test laboratory.

### **END-TO-END COMMUNICATION TESTING**

#### **Making Sure the Game Is What It Is**

Our professionals are trained to identify any potentially inappropriate activity throughout the game deployment lifecycle from start to finish. Communication testing is conducted on the casino floor to ensure gaming machines are communicating the metering information correctly. At the same time, this testing checks to make sure the system is recording information correctly.

#### **We Can See the Differences**

Our field inspectors verify the bill-in, ticket-in/ ticket-out (TITO) and credits given (at the machine only) for each machine tested.

The testing will either be the entire floor or a sampling of games on the floor and will generally include all manufacturers, different locations and different currency denominations.

This information is compared to the online system to ensure all records were passed through and logged in the system correctly.

Our testing professionals make sure each game does what it is supposed to do. If there is a discrepancy, the gaming machine or machines are retested for accuracy, and if the machine fails a second time, the gaming machine and the online system will be analyzed for discrepancies. This information is passed to governing agents for further review.

### **GAMING & SYSTEM SOFTWARE AUDIT**

#### **Monitoring the Pulse of the Game**

When we conduct a software audit, the goal is to verify that each piece of critical software found in a particular machine matches the same version that was tested in the laboratory and complies with a particular jurisdictional standard or set of standards. Game software is deemed critical after analyzing how it controls the game-play and back-end functionality.

**WE PERFORM  
FIELD AUDITS FOR  
MORE THAN 11,500  
MACHINES PER YEAR.**

## SOFTWARE QA & TESTING

Our **Software Quality Assurance (QA) and testing practice** meets the demands of today's rapid software development lifecycle methods through innovative test automation and a full suite of quality assurance testing services, including QA assessments, performance testing, fully outsourced managed testing services, staff augmentation, and test environment hosting and management. We provide reliable and repeatable processes and technologies to deliver high-quality outcomes, enabling customers to realize a higher and quicker return on software investments.

For Casino Properties and Gaming Enterprises, we specialize in:

- Functional Testing
- Performance Testing

### Functional Testing

This type of testing is the process of applying industry best-practice testing methodologies to support today's development processes.

Some test methodologies employed include: system integration, user acceptance, mobile, compatibility and interoperability, usability, localization, and data warehousing BI testing. This testing is performed against the business and system requirements of the application and involves the complete integration of the end-to-end system.

### Performance Testing

Our performance testing is the process of evaluating an application or system against performance requirements through analysis, tuning, optimization or refactoring.

This testing includes validating response times, throughput and finding breaking points using load, stress, endurance, volume and scalability testing techniques.

STAFF SUPPORTS OVER  
50,000 USERS AND  
OVER 10,000 NETWORK  
DEVICES IN **OVER**  
**300 CLIENT OFFICE**  
**LOCATIONS IN EVERY**  
**REGION OF THE WORLD!**





## EDUCATION SERVICES

### INDUSTRY-LEADING EDUCATION SERVICES

Our **education services** team understands our clients face critical challenges communicating messages and business improvements to both internal and external clients. Education is not simply about providing new information or reinforcing existing information; it should be a strategic, planned and measured exercise to bring about change, increase competitive edge and/or grow profitability.

We design end-to-end education solutions to deliver these messages and keep them focused on a continual improvement cycle. Our Solutions Architects, Learning Consultants, Instructional Designers and Application Specialists are industry leaders.

Leveraging their expertise and experience, we work with our customers to understand their business issues, design solutions to solve challenges, and develop training and learning programs that support the change and value needed.

- Educational Consulting
- Custom eLearning
- Learning Management
- Instructor-Led Training (ILT)
- Security Aware

### DID YOU KNOW?

ELEARNING LEAPS TIME AND COST CONSTRAINTS AND MEETS YOUR TEAM WHERE THEY ARE, WHEN THEY NEED IT.

ELEARNING ALLOWS YOU TO DELIVER CONSISTENT TRAINING ACROSS YOUR ORGANIZATION. WE CREATE AND HELP YOU DELIVER A COHERENT LEARNING EXPERIENCE.

ROI FOR ELEARNING CAN BE SEEN OVER BOTH THE SHORT AND LONG TERM: SAVE ON TRAVEL AND DOWNTIME BY USING ELEARNING.



## CONTINUOUS LEARNING FOR CONSTANT CHANGE

Today, it seems more than ever the only constant is change. As new technologies emerge and evolve, they redefine the gaming floor and other enterprise businesses. That's why our experts developed GLI University – to help gaming professionals at all levels stay abreast of trends and technologies while maintaining a thorough understanding of fundamentals.

GLI University is staffed by world-recognized experts who present a wide range of topics, from Slots 101 to advanced courses like iGaming and math.

We maintain a permanent facility in our Las Vegas laboratory, and courses are also held regularly at the company's New Jersey and Colorado laboratories.

**GLI HAS PROVIDED  
TRAINING FOR  
THOUSANDS OF  
STUDENTS.**

IF YOU PREFER, WE CAN STAGE A  
TRAINING EVENT AT YOUR FACILITY.



# SERVING THE GAMING INDUSTRY FOR 30 YEARS

At GLI, we are so much more than just testing. We are committed to helping you deploy and manage your products securely using customized services and solutions from our Bulletproof team and time-tested strategies to achieve your business goals. For more information, please visit [gaminglabs.com](https://gaminglabs.com) or call (732) 942-3999.







**WORLD HEADQUARTERS**

600 Airport Road  
Lakewood, NJ 08701 USA  
P: (732) 942-3999 • F: (732) 942-0043  
[gaminglabs.com](http://gaminglabs.com)



**#GamingLabs**

*GLI's core purpose is to be the trusted global compliance and quality expert relied upon by our clients – delivering world-class customer service and value that is unmatched.*