



SERVICING GAMING SUPPLIERS WORLDWIDE

PROFESSIONAL & TECHNOLOGY SERVICES

PUTTING DECADES OF EXPERIENCE TO WORK FOR YOUR QUALITY ASSURANCE

GLI[®] A TRUSTED, PROVEN

For three decades, Gaming Laboratories International (GLI[®]) has provided independent testing and inspection of electronic gaming products. GLI certifies gaming products based on the testing, inspection and compliance determinations made by our laboratories. GLI can test, inspect and/or certify products for conformity with GLI Standards in addition to the individual applicable requirements of more than 475 jurisdictions around the world.

We are grateful for the opportunity to work with our provider partners, providing long-

term, value-added solutions. You will not find another company more dedicated to helping safeguard your assets than GLI. The significant growth in, and reliance on, technology to power gaming operations comes with an equally significant escalation in risk. Whether it is the modernization of your gaming system, the introduction of new gaming sources of revenue or the protection of these assets, we recognize this increasing threat to your business.

WE'RE HERE TO SUPPORT YOU EVERY STEP OF THE WAY

We have spent many years developing a strong, global professional and technology services practice through the expansion of our capabilities and by investing in industry experts to the benefit of our customers.

Our commitment to keeping your assets safe has resulted in the development of a robust suite of new professional capabilities based on the sheer volume and quality of our experts on staff.

We have formalized these enhanced abilities to reduce risk to gaming providers under the "Bulletproof" brand – a trusted provider of world-class solutions including software quality assurance (QA) and testing, cybersecurity, Information Technology (IT) services and end-to-end gaming solutions. Through Bulletproof, we offer specialized expert practices around each of our service offerings to empower the continuous improvement of your provider processes, systems, and overall business infrastructure.

Our knowledge of the gaming industry and our understanding of gaming systems provide tremendous value to gaming providers. Our comprehensive portfolio of best-in-class solutions includes significant



PARTNER

expertise in gaming operations, enabling us to bolster our existing 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 results are solutions tailored to meet your specific business needs at a fraction of traditional in-house setup costs.

With Bulletproof - a GLI company, you also have a team you can rely on for accurate and up-to-date professional gaming systems modernization projects, cybersecurity assessments and consulting as well as gaming operations process consulting¹. We are here to support you every step of the way to meet your business objectives while protecting player trust and managing integrity and security.

**BULLETPROOF**

a GLI company

¹ 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.”



PRE-COMPLIANCE TESTING

Get a Jump Start on Success4

QUALITY ASSURANCE & PROFESSIONAL SERVICES

Experts in Providing Functional and Compliance Evaluations6

COMPREHENSIVE QA & TESTING SERVICES

Helping You Deploy Gaming Systems & New Innovations7

CYBER SECURITY ASSESSMENTS

Getting (and Keeping) You Ready9

SOFTWARE QA & TESTING

Committed to Quality, Thoroughness & Precision11

SYSTEMS PROJECT MANAGEMENT SERVICES

Helping Make Technology Work for You.....13

GLI TOOLS

Putting Information at Your Fingertips.....15

INDUSTRY-LEADING EDUCATION SERVICES

Your End-to-End Learning Partner18

GLOBAL LOCATIONS

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

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

EXPERIENCE THE GLI DIFFERENCE

“ 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 BUSINESS TODAY.** ”

PRE-COMPLIANCE TESTING

GLI experts pride themselves on having the ability to meet strict deadlines. In order to help our clients speed product time to market, we offer pre-compliance testing. Pre-compliance testing involves working collaboratively with vendors to test new games and components as they are developed and prior to being submitted to the test lab for formal regulatory certification.

Our goal is to detect functional and compliance-related issues early within the development lifecycle, allowing for earlier remediation.

Benefits of Pre-Compliance Testing

Pre-compliance testing has been shown to reduce the number of issues encountered by the independent test lab during formal regulatory testing.

In turn, this extra step increases a supplier's first pass rate and reduces the product's time to market. Defects identified early in the development lifecycle are almost always easier and cheaper to resolve. Early engagement of the GLI test team during requirements definition and design activities phases will facilitate early detection of defects.

TAKE ADVANTAGE OF OUR EXPERTISE

GLI utilizes unmatched market intelligence. We are the only independent test lab that employs key market experts in every region of the world, allowing us to provide our clients with invaluable insights into upcoming trends and key factors that will impact gaming products entering the marketplace.

Our 30 years of global compliance testing and expertise has allowed us to compile an extensive database of regulations, conditions, clarifications and best practices in the industry. Our clients are able to leverage this important information during pre-compliance and compliance testing to ensure compliant products are brought to market most efficiently.

In addition, we are the only independent test lab in the gaming industry that has a proven track record of reducing gaming suppliers' global time-to-market through an integrated pre-compliance and formal compliance testing approach.

Additional benefits of implementing a QA and pre-compliance testing regimen include (but are not limited to):

- Reduces test time and testing cycles while at the lab
- Reduces time-to-market for new products
- Reduces supplier staff overhead and training costs
- Creates pre-established product familiarity by GLI resources
- Results in higher quality products entering the marketplace

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.**



QUALITY ASSURANCE TESTING & PROFESSIONAL SERVICES

If you can invent it, we can prove it. We offer the largest network of professionals dedicated to providing the gaming industry with independent testing and evaluation services for gaming technology of all kinds. We are experts in providing functionality and compliance assessments for a wide range of gaming machines, software, systems and peripheral equipment.

Our Software QA, Testing and Professional Services division provides a team of world-class professionals and thought-leaders to serve as your global resource and knowledge bank, capable of providing you with complete and thorough business solutions.

We strive to provide services that create value solutions for our customers through leadership and collaboration. Our Software Quality Assurance, Testing, and Professional Services practice channels include:

- Software Quality Assurance & Testing
- Governance, Risk & Compliance
- Core Systems Modernization
- Lottery
- Gaming

Our professionals deliver deep content expertise using knowledge-based approaches, and by collaborating with our clients to create and deliver solutions to their most complex business problems. We can improve the quality of your software systems, manage risk, get products to

market quicker, and even reduce your overall cost of project implementation. We are focused on providing you with increased business performance by leveraging our technological expertise, business knowledge, process quality, and people.

Our dedicated practices around each of our service offerings enable us to continuously improve processes, retain project learning, and expand knowledge repositories to deliver consistent value allowing you to drive your bottom line.



COMPREHENSIVE QA & TESTING SERVICES

REDUCE YOUR TIME-TO-MARKET, LOWER COSTS, AND MITIGATE RISK

Prevent your project from ending in panic—make sure quality assurance and security is top-of-mind from the very beginning. We bring our proven methodology framework to every project and are beside you every step of the way, helping you strategically plan releases, perform general enhancement testing post-release, and more to ensure a quality product with minimal security vulnerabilities.

Through a combination of test automation, functional testing, and performance testing, we help you protect your investment by ensuring there's no stone left unturned.

What's more, outsourcing QA and testing contributes to overall cost savings on your project—you can access our team of highly experienced specialists for precisely the amount of time you need without any of the overhead. For organizations in highly-regulated industries—or those who are building software that contains sensitive data—working with GLI provides peace of mind.

We work with gaming industry leaders, globally-recognized Fortune 500 companies, and organizations in many other spaces to deliver superior services that help achieve maximum success and growth.

Optimize Your Resources with Automated Testing

Automation drives gains in efficiency on even the most intricate, large-scale, and unique projects. Our automated testing services use a proven, formalized testing process to perform the repetitive—but highly necessary—tests you need to ensure your software is refined and ready for market.

For projects running on limited resources, automated testing helps you optimize what you do have by performing the thorough yet time-consuming tasks that otherwise would preoccupy your team. For organizations who have a dedicated team delivering their project, automated testing allows you to reallocate your resources so they can work on the strategic initiatives that will help you get to market faster and with the utmost confidence.

Driving Agility and Scalability in a Digital Landscape

Technology keeps evolving and we refuse to simply watch from the sidelines. Our team of consultants are on top of new developments and changes in today's digital landscape, bringing their advanced knowledge to every project to ensure a superior final product.

While automation optimizes resources, it doesn't completely replace human intelligence. Our performance and functional testing services are delivered by QA specialists who have experience in highly-regulated industries—such as lottery and gaming—and implement both IT and industry-specific best practices when evaluating your project. Engaging a team of experts helps to reduce risk and improve your current testing processes (if you have

them), which in the long run, saves time, money, and headaches for everyone.

Independent QA Assessments Ensure Everything Is in Its Right Place

Objectivity is impossible when you're working closely (or even at arm's length) on a project, which is why organizations are driving progress with independent QA assessments. If your organization has a dedicated QA and testing department, their foundational understanding of your software and processes makes it impossible to assess your policies and procedures objectively.

For smaller organizations, the expert-level resources required to perform a strategic, thorough QA assessment are, no doubt, unavailable.

Our Solutions Delivery team brings an unbiased perspective to your QA practices. We assess your processes, identifying gaps and opportunities for optimization. Then, we deliver a formal report which outlines our findings and strategic recommendations, including an improvement roadmap that will help you take the right next steps.

We have 30 years of continued testing of VLTs, gaming and slot machines, iGaming systems and software for organizations across the world. To best serve our clients, we have assembled the most experienced team possible, comprised of more than 1,250 professionals ready to serve you. We have separate, dedicated teams of mathematicians and electrical engineers to perform thorough and independent testing.



CYBER SECURITY ASSESSMENTS

SECURITY AND AUDIT SERVICES - OPTIMIZED FOR GAMING SUPPLIERS

Our team of experts can provide end-to-end security auditing and consulting support for the rollout of innovative products.

Our **Governance, Risk & Compliance (GRC) Division** provides suppliers with the security and compliance services needed to ensure you are protecting the confidentiality, integrity and availability of your data and information.

Network Risk Assessment (NRA)

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

Infrastructure Risk Assessment

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

Application Risk Assessment

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

Information Technology Security Controls Reviews

- Security Program and Governance Reviews
- 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

IS YOUR BUSINESS PROTECTED 24/7? DON'T BE AN EASY TARGET – ENSURE YOU AND YOUR PLAYERS ARE FULLY SECURE.

PREPARING YOU FOR EVERY AUDIT

We can provide independent third-party assessments and certification audits of your gaming system's information security processes against nationally recognized and internal 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)

GLI is qualified by the Payment Card Industry (PCI) as an Approved Scanning Vendor (ASV). Prior to being added to its List of Approved Scanning Vendors, PCI SSC tests and approves the scanning vendor's set of security services and tools ("ASV scan solution"), certifying that the organization is able to perform external vulnerability scanning services to validate adherence with the external scanning requirements of PCI DSS Requirement 11.2.2.

GLI is the only gaming lab in the world to be its own PCI-ASV without having to outsource. 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



SOFTWARE QA & TESTING

Quality is never a coincidence. Producing top-tier products takes time, calculated effort, and expertise that's derived only from years of experience. Furthermore, when you're dealing with software in an increasingly complex digital landscape, security needs to be a top priority to mitigate risk. For large or complex projects, you need a team of professionals who can bring strategic thinking, objectivity, and a strong regard for security to the table.

Discover how our Solutions Delivery team can help you complete a successful project with more thorough, comprehensive QA and software 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, specializing in:

- Functional Testing
- Performance Testing
- Test Automation
- QA Assessments & Consulting

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.

Test Automation

We deploy automation testing for repetitive but necessary manual tasks in a formalized testing process, such as regression testing, but that does not fully replace manual testing. The automation tests augment the testing suite to improve test coverage, efficiency, and speed-to-market.

QA Assessments & Consulting

We can also provide an independent review of a provider's QA and quality control (QC) processes employed in the software development lifecycle (SDLC) to determine the effectiveness of the methodologies, processes, policies, and procedures delivering a recommended improvement roadmap.





SYSTEM PROJECT MANAGEMENT SERVICES

Best-of-Breed Methodologies

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.

We have identified a number of critical areas that will generate problems if not managed effectively. We utilize best-of-breed methodologies for delivery of critical gaming projects. We do this to assist a provider's need for cost containment, flexible innovative product design, speed-to-market, market segment growth, improved customer

engagement, streamlined business processes, increased service quality, and regulatory changes. Our end-to-end service delivery brings a complete governance, planning, execution, control and monitoring structure to your gaming project. This best-in-class methodology, along with our extensive industry experience, enables us to fulfill your business requirements on time and on budget while achieving your business objectives.

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
- Independent Verification and Validation (IV&V)

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.

Systems Integration

Our project managers and a 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, 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

Independent Verification & Validation (IV&V)

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.

GLI WILL MAP AND DEFINE YOUR BUSINESS PROCESS, DETERMINING YOUR MAXIMUM OPERATIONAL EFFICIENCY AND IDENTIFY AN ACHIEVABLE AND REALISTIC PLAN FOR IMPROVEMENT.



GLI TOOLS



ALL OF OUR STANDARDS
ARE AVAILABLE FOR FREE,
IMMEDIATE DOWNLOAD
ON OUR WEBSITE AT
GAMINGLABS.COM.

Our business is to test, review and report on gaming devices and systems against the standards established by relevant gaming jurisdictions worldwide.

Each jurisdiction has the authority to set their own standards; however, many use the **GLI Standard Series** as a starting point in developing their regulations. GLI has established these base standards for gaming devices and systems around the world.

GLI standards are intended to help you save time and money in your R&D process. Our standards have been adopted in full or in part by nearly every jurisdiction in the world, giving you globally accepted guidelines to speed your development.



The Gaming Labs Certified® mark is recognized in more than 475 global jurisdictions. The product bearing the symbol has passed the most challenging tests and meets the most rigorous industry standards.

The Gaming Labs Certified mark is only given after devices pass tests for the intended jurisdiction, making the mark an incredibly important sales tool displayed at trade shows and in other places.



GLI HAS AN **EXTENSIVE TOOLBOX FILLED WITH VALUE-ADDED, AWARD-WINNING TOOLS** TO HELP REGULATORS, SUPPLIERS, AND OPERATORS CONDUCT BUSINESS MORE EFFICIENTLY AND COST-EFFECTIVELY.



GLI Access® is the password-protected, back-end of GLI's website and is the central hub of information for regulators and suppliers around the world. GLI Access is your global portal to our world network, giving you the very latest information on submissions and approvals from over 475 jurisdictions worldwide. With GLI Access, regulators and suppliers can quickly, easily and securely track and manage projects in real time.



What if there was a quick and easy way to have 24/7 contact with the lab? There is! Our **askGLI**® feature is one of GLI's most widely used tools because it is your direct connection with the lab. You can easily use ask GLI via our website or through GLI Mobile. The choice is yours. The contact is constant. Available only from GLI.



Our award-winning **GLI Link**® technology saves suppliers incredible amounts of time and money. With GLI Link, suppliers can send devices to their local GLI lab rather than ship devices across the country or overseas. At the GLI lab, the devices are tested for global interoperability remotely over the Internet, which dramatically reduces cost and time, tremendously increasing efficiency and market time.

POINT. CLICK. SUBMIT.SM

Point.Click.SubmitSM is the supplier's fast, easy and cost-effective way to instantly upload submissions to the lab for testing. This GLI technology helps suppliers speed the entire submissions process, all with a few simple clicks of a mouse.

POINT. CLICK. TRANSFER.SM

Point.Click.TransferSM is an award-winning program for suppliers created to save time, money and paperwork while speeding time to market, and it is available only from GLI. It allows suppliers to immediately enter global markets by transferring previously certified devices with the simple click of a mouse, instantly expanding their sales reach and their earnings potential.



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 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 Training & Verification

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 providers 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. If you prefer, we can stage a training event at your facility.

If you prefer, we can stage a training event at your facility. We can also create training specific to your jurisdictional needs. Our experts are here to help you.





GLI University® is world-renowned for producing critical, in-depth training seminars and events to ensure regulators everywhere have the most up-to-date information available to help them perform their jobs with the highest level of confidence. From slot basics and iGaming fundamentals to more advanced courses like ISO standards, our professional staff is dedicated to keeping our customers on the leading edge of information. GLI University produces our world-famous Regulators Roundtables, and we can create curriculum specific to your jurisdiction's needs and stage your training at our facility or yours.

A GLOBAL RESOURCE FOR CONSTANT LEARNING AND CONSTANT CHANGE

We understand that in the gaming industry, the only constant is change. That's why we created our world-renowned GLI University to help regulators keep as up-to-date as possible on new technologies.

We also help new regulators understand the testing process and how accurate, thorough testing benefits their jurisdictions. We offer training on various topics, including:

- Cashless Technologies
- Class II Gaming Systems
- Client Server Systems
- Forensics Procedures
- iGaming
- Kiosk Technology
- Math
- Online Accounting Systems
- Network Risk Assessments
- Progressive Systems
- Promotional/Bonusing
- Slots
- Wireless Technologies



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

DID YOU KNOW?

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

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

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

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 or call (732) 942-3999.





WORLD HEADQUARTERS

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



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.