



BULLETPROOF

a GLI[®] company

SECURE, ENABLE, & EDUCATE

PUTTING TECHNOLOGY TO WORK FOR YOUR BUSINESS



“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.”

STEVE BURNS, CEO,
BULLETPROOF



Bulletproof provides businesses of all sizes and shapes with affordable, world-class IT solutions that would otherwise only be available to the very largest of enterprises. Bulletproof is accredited by world leading product and software companies such as Microsoft, Dell, Cisco, Fortinet, and VMware. Our team of industry-certified IT professionals can implement and manage world-class solutions tailored to your business needs.

Outstanding service and quality commitment is priority #1, and we deliver just that to each and every client we serve. We have earned a reputation for our dedication and for standing behind our work. Our clients expect us to respond with help when it is needed and to deliver solutions that work.

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“Bulletproof’s Quality Assurance & Testing team has provided the Wyoming Lottery Corporation with in-depth lottery business guidance, project management expertise, new system and gaming acceptance testing and industry consultation as part of their role in the delivery of Gaming Laboratories International projects. It is without a doubt that the Wyoming Lottery start-up was successful due in part to the incredible knowledge, foresight and intellect that resides at Bulletproof. The Bulletproof team, together with its vast lottery knowledge, from the development of SOW’s, test scripts, to mathematical probabilities, have provided the state and management at the Wyoming Lottery Corporation with sound processes and standards that will enable growth well into its future”

JON CLONTZ,
CHIEF EXECUTIVE OFFICER, WYOMING LOTTERY

OUR CUSTOMERS SAY THEY BENEFIT FROM **WORKING WITH US**

Our client relationships are built on trust. It is this trusting relationship that enables our clients to free up people and money, and to have the flexibility needed to focus on initiatives and investments designed to grow their core business.

To us, there are no “average” clients. Each client we work with has its own unique business priorities and requirements. We know from experience that listening to and

understanding those unique needs is the first step in building successful client relationships. This process leads us to customized solutions that address our clients’ specific challenges and opportunities.

The scale Bulletproof achieves by sharing people, expertise, and infrastructure over several businesses enables our clients to benefit from more affordable solutions than they could achieve on their own.

BULLETPROOF™ PRODUCTS AND SERVICES

Bulletproof has a comprehensive portfolio of best-in-class competitive offerings, including:

- Security Operations Center and Security as a Service
- CyberSecurity Consulting Practice
- Outsourcing and Managed Services
- Professional Services with an emphasis on Security, Networking and Advanced Communications, Microsoft, SharePoint, and IT infrastructure
- Project Management Services
- Software QA & Testing
- Instructor- Led Training, Learning Management (LMS) Administration and support, as well as Custom eLearning Services

PROJECT DESCRIPTION: OREGON STATE LOTTERY

Bulletproof's Quality Assurance & Testing and Core Systems Modernization teams delivers services to the Oregon State Lottery (OSL) as part of their role in the delivery of Gaming Laboratories International projects that includes the testing of our software, hardware, systems, terminals along with Project Management and process re-engineering. Because the OSL believes that Bulletproof is the leader in standards development and applications in North America, there is strong confidence in Bulletproof's capabilities to perform our testing services. This confidence gives the OSL assurance that our operations are secure and aligned with the best practices in the industry.



OUR EMPLOYEES

Bulletproof employs some of the highest accredited and most experienced IT professionals. The consistent growth our business has experienced over the past 15 years is a testimony to our team's competency, dedication and talent.

Our clients trust our employees, knowing they are backed by some of the best IT solutions 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 world.

I always feel empowered to make the right decision for the company and our clients. That's why I am **proud to be Bulletproof!**"

JOE HOWE,
TECHNICAL ARCHITECT



SECURITY AS A SERVICE

Security can no longer be viewed as an extra layer of a business protocol. As a CIO you are worried about breaches, their organization's reputational risk and protecting their client data. These risks are becoming more and more financially and operationally impacting as well. Security must become embedded in organizations' core business framework. With the growing cyber-crime landscape, threats to private or intellectual property, and the ever-increasing fallout associated with security incidents, failing to implement the appropriate countermeasures can be hazardous.

WHY BULLETPROOF?

Bulletproof has a 16-year history in IT security. We understand the complexity of security, incident response and forensics. Our mission is to reduce uncertainty and confusion around information technology for our clients. We have completed hundreds of projects for a wide cross section of public sector and commercial clients. Our resources are second-to-none when it comes to security experience, and we hold the highest levels of industry certification.

To help organizations protect their business brand, data and client relationships, BULLETPROOF™ offers a suite of comprehensive Security as a Service solutions:

- Security Operations Center: Real-Time 24x7, 365 Active Defense and Offensive Countermeasures
- Incident Response and Digital Forensics
- Vulnerability Assessment & Management
- Threat Risk Assessment (TRA) and Network Risk Assessments (NRA)
- Web Application and Network Penetration Testing
- Security Governance: Strategies, Mitigation and Implementing Policies and Procedures
- IT Security Architecture: Securing Infrastructures from Physical, Virtual and Cloud Based
- Compliance: Planning, Pre-Implementation, Auditing

DID YOU KNOW?

- SECURITY AND PRIVACY ARE LISTED AS THE NUMBER 2 CONCERN FOR CIO'S IN THE 2016 FORBES ANNUAL SURVEY.
- THE AVERAGE SECURITY BREACH GOES UNDETECTED 197 DAYS AND THE AVERAGE DATA BREACH COSTS 4 MILLION DOLLARS, ACCORDING TO A 2016 IBM SURVEY.

HOW CAN ORGANIZATIONS WITH LIMITED IT RESOURCES MOVE TO 24x7, 365 VIGILANCE?

By providing visibility. Visibility by means of operational, strategic and tactical security. Through our Security Operations Center, we help automate information security, and position organizations to be able to triage any system in real-time.

Expanding visibility beyond static endpoints, and into mobility, networks and cloud based environments, we provide a solution for centralizing alerts and identifying real time threats. Our seasoned staff analyze and correlate events from multiple important source logs through highly advanced, Gartner Magic Quadrant leading, Security Information and Event Management (SIEM) solutions. Skilled security personnel investigate alert messages, identify suspicious activity, and mitigate cyber threat levels in a highly effective and scalable service model, through core tactical analysis.

The reality of information technology is that not every offender's

actions can be blocked completely. When an incident does occur, comprehensive case management is used to ensure proper workflow from initial investigation through archiving for legal or investigative purposes. All case management activities are led by Bulletproof's experienced Cyber Incident Response Team (CIRT) who guides the classification, initial triage, assignment, and escalation to ensure proper chain of custody.

ADDITIONAL SECURITY SERVICES

Cyber Incident Response Team. Our team applies expert strategies and techniques that properly identify compromised systems, recover lost or locked data, provide investigation and containment of a breach, and rapidly remediate an incident. Our team is experienced in criminal, civil and corporate forensics investigations.

Vulnerability Assessment & Penetration Testing

– Services to examine systems and people for systemic vulnerabilities using industry-standard tools and techniques.

Network Risk Assessment (NRA), Threat Risk Analysis (TRA) - A well-established and highly respected NRA, designed and customized for the

gaming industry, and formalized TRA services for Public sector organizations with mandated governance framework and standards.

Security Governance & Policy Development, Compliance Analysis & Audit - Implement a security culture that protects the organization. To prepare for a compliance audit, we can identify critical activities and capabilities. We can perform audits against standards, including ISO 27001.

Virtual Chief Security Officer (CSO) - Leverage a block time retainer with a CSO to advise on governance and policy, security architecture, incident response and remediation, or vendor selection of IT Security products. This can be a cost-effective solution if you don't have a full-time CSO on-site.

BENEFITS OF OUR SECURITY OPERATIONS CENTER AS A SERVICE

- Fractional cost of internally managing SIEM and SOC services 24x7, 365
- Real-time analyses and tactical triage of alerts (detect and prevent, analyze and respond)
- Coordinate & execute rule updates to isolate true offenses – shared intelligence
- Relieve your internal IT staff to focus on more strategic core business functions
- Comply with audit requirements, such as PCI, HIPAA, and SOX
- Standardized incident management process based on ITIL – consistent quality of service
- Integrated with your existing support
- Monthly fixed-price core services beginning at as low as 500 eps

RUNNING A
BUSINESS IS
HARD.
WE MAKE
YOUR IT
SYSTEMS
SIMPLE.

MANAGED SERVICES



Our outsourcing services are reliable, flexible and scalable – changing as your IT and business needs change.

For small business, the concept is simple: you could have access to a team of localized IT Specialists for less than what you are paying today and you never have to worry whether we go on vacation or to a new job down the street for more money.

Your business may have IT generalists on staff today, but they can't know everything with today's complex systems. With our managed

services, you have a team of experts working for you 24 hours a day, 7 days a week, 365 days a year.

For larger businesses, Bulletproof can be your extended expert staff; monitoring your critical systems around the clock and allowing you to focus on strategic initiatives.

We have a wide range of options that are tailored to your needs, from complete outsourcing, to the migration to Microsoft's world class cloud services: Azure™ and Office 365™.

"This team of high-class experts cover just about any topic in IT that you need help with and are ready to jump in with both feet to respond to your needs. This is a team that goes the extra mile to make things right and to help the customer understand what is at stake."

JEFF MELVIN,
INFORMATION TECHNOLOGY
MANAGER, ADVANCE SAVINGS
CREDIT UNION

PUBLIC CLOUD (MICROSOFT AZURE & OFFICE 365)

Microsoft Office 365 simplifies IT management, while raising the bar on enterprise productivity. Bulletproof's experts can help you migrate to the cloud SECURELY. We provide the assistance your users need to make the most of this flexible solution. Backed by powerful security features and performance reliability, Office 365 combines familiar Microsoft productivity, collaboration, and communication tools to support workers virtually wherever they are and on almost any device.

PRIVATE CLOUD / MANAGED IT SERVICES

Bulletproof can provide comprehensive IT managed services for all facets of your operations worldwide. We can manage your servers, perform backups, manage your DR site, and take your helpdesk calls, allowing you to focus on your core business. We support thousands of very satisfied users from several countries and time zones today on our private cloud and managed service offerings.

DESKTOP/USER SUPPORT

Bulletproof offers a full service, 24/7, service desk with the expertise to support your users through any technical problems. We will act as the first point of contact for any support issue and either resolve it ourselves or coordinate with the right people to get it resolved.

If you need on-site assistance, we can do that too with our widespread technical coverage and dispatch network. Bulletproof supports managed services clients in 20 countries around the world.

NETWORK AND SERVER MONITORING

Device monitoring is our proactive mechanism for understanding availability and performance on your devices. We offer a highly flexible monitoring package that fits your needs. We use state-of-the-art tools for our core monitoring, alarm network configuration management, and reporting. The platform is housed on a robust virtual server environment in a secure datacenter facility. Our platform maintains historical data that allows for service trending and analysis. Historical data can be accessed directly by your technicians, or provided as part of a regular report.

OTHER MANAGED SERVICES

Other services we provide include co-location, hosted backup, spam filtering, remote VPN access, managed firewalls, specialized application support and disaster recovery. These services are a perfect fit whether your servers are hosted virtually or physically as a co-location.



PROFESSIONAL SERVICES

Bulletproof has strong vendor relationships, industry-standard certification, and the experience to bring truly world-class IT projects to our clients. We follow proven ITIL methodologies to ensure that design, planning, and implementation result in successful projects delivered on time and within your budget. Our engagement management process assures that your projects run smoothly.

MICROSOFT & SHAREPOINT PRACTICE

As a Microsoft Managed Gold Partner, Bulletproof has demonstrated capability and committed significant resources to professional certifications and joint business development with Microsoft.

We deliver projects across a wide spectrum of Microsoft platforms, from core products like Microsoft Exchange, Skype for Business, Windows Server, and Active Directory, to cutting-edge Cloud-enablement, including Microsoft's award-winning Office 365 and Azure Cloud portfolio.

Our Microsoft SharePoint practice has been around for 10 years and continues to grow at a significant pace with benchmark projects in all versions of SharePoint across many enterprise and government clients. Whether it's SharePoint design & architecture, custom

development, Governance consulting, or training, our SharePoint team can assist you and our SharePoint Support Desk can make ongoing maintenance easy.

We're certified Gold in the following competencies:

- Cloud Platform
- Cloud Productivity
- Messaging
- Application Development
- Collaboration and Content
- Datacenter
- Small and Midmarket Cloud Solutions
- Windows and Devices
- Enterprise Mobility Management

Microsoft
Partner

2019 Partner of the Year
Modern Workplace Innovation



CYBERSECURITY CONSULTING PRACTICE

The Bulletproof Cybersecurity Consulting Practice delivers 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, address uncertainty and act with integrity. We bring together market-leading services for the delivery of quality management solutions, global regulatory intelligence, IT process improvement, enhance due diligence, compliance management, internal audit, and risk management services. We also specialize in IT Security Assessment, Ethical Hacking and IT Security Consulting; Payment Card Industry PCI:DSS; Source Code Security Audit; and ISO 27001 Information Security Management Systems Assessment and Certification.

PROJECT MANAGEMENT SERVICES

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

Our full-package of Project Management Services are built around the core pillars of process which include Project Management Office (PMO), System Transformation, Systems Integration and Project Health Check and Recovery.

SOFTWARE QA & TESTING

Our Software Quality Assurance & 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 & management.

Bulletproof provides reliable and repeatable processes and industry leading technologies to deliver high quality project outcomes, enabling customers to realize greater and quicker returns on software investments. Services provided include Functional Testing, Test Automation, Performance Testing and QA Assessments.

EDUCATION SERVICES

Bulletproof's Education Services team understands that 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 re-enforcing existing information. It should be a strategic, planned, and measured exercise to bring about change, increase competitive edge, and/or grow profitability. We design education solutions to not only deliver these messages, but 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 the training and learning that support the change and value needed.

DID YOU KNOW?

- ELEARNING LEAPS TIME AND COST CONSTRAINTS AND MEETS YOUR TEAM WHERE THEY ARE AND 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

EDUCATIONAL CONSULTING

Bulletproof's Educational Consulting practice is the key to ensuring our clients' return on investment for budgets allocated for education and training. Our consulting practice can be a stand-alone offering to the market, and is a critical phase of all our full solutions. Our Education Services professionals examine your organization, analyze your business goals and direction, and identify shortcomings, pitfalls, and areas that require improvement or net new solutions. We provide reporting and direction; taking our clients from existing skills and knowledge, through to fully informed and trained staff or customers. As this is the first phase of any education solution, we build and maintain tools and events precisely targeted at meeting the required outcomes.

CUSTOM ELEARNING

Bulletproof's Custom eLearning practice has attracted some of the most experienced and talented professionals in the industry. Senior team members bring a vast skillset into every Custom eLearning Project. We have become industry leaders, servicing global fortune 500 organizations. Our Solution Architects, Instructional Designers and Project Management team, in close partnership with our clients' subject matter experts, construct eLearning solutions that precisely fit the issues identified in our consultation phase. From re-saleable products, Human Resources Training, Compliance Training, Safety Training, to Process

training – the topic is irrelevant – we use both industry-standard and proprietary processes to build solutions that are unwavering and focused on clearly defined outcomes. Along with our team of over 25 professionals, we have developed relationships with specialty services providers to guarantee that our product is never limited to the already diverse skills we have in house. These specialty partners are completely integrated into our workflow process, and expand the options we can provide to our customers.

LEARNING MANAGEMENT

Whether you have your own Learning Management System (LMS), or need an LMS, our Learning Management practice is staffed with dedicated experts in this area. Working remotely—our Learning Management Team is truly full-service— we help identify when and how an LMS can assist your business. We work within that system to provide the broad requirements of monitoring and measuring your organizations training investments. Our global clients recognize the value of a dedicated team of experts to maintain their LMS. We manage users' training activities while keeping track of their progress and performance across all types of training. Our expert learning management administrators can help reduce costs and improve end-user experience and performance. We also produce compliance reports to demonstrate that critical training has been completed and reported.

INSTRUCTOR-LED TRAINING (ILT)

As a part of identifying the best method of education for our clients, traditional Instructor Led Training (ILT) is a significant part of our Education Services offerings, and may be part of our recommended solution. Whether in our state-of-the-art Learning Center or at our client's site, we integrate our long-standing experience in ILT as either the full solution or part of a blended offering of ILT and Custom eLearning to achieve the goals identified in our customer consulting.



SUPPORT,
ENGAGE,
LEARN, &
MEASURE.

PROCUREMENT

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

E-PROCUREMENT

Bulletproof provides 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.

LIFE CYCLE MANAGEMENT AND FLEXIBLE FINANCING

Bulletproof offers a full range of services to manage the life cycle 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 our client's business.

We also offer extended warranty support, competitive upgrades, and trade-in allowance to ensure the maximum investment protection for existing assets.

INVENTORY MANAGEMENT AND WAREHOUSING

Bulletproof provides the heavy lifting for any large deployment of IT equipment. We 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 in this area that we provide include helping with logistics and storage space challenges, and offering warehousing and inventory management solutions.



THE PEOPLE,
PROCESS, &
TECHNOLOGY
YOU NEED
TO **KEEP IT
RUNNING.**

PUTTING TECHNOLOGY TO WORK FOR YOUR BUSINESS



Bulletproof was founded in 2000 and began operations in 2001 as a Security Consulting Firm. In order to compete with larger solution providers, we have consistently and carefully expanded our portfolio and partnerships and are now a well-diversified company offering a full menu of Information Technology Services. Bulletproof's competitive advantage is our agility and responsiveness to our clients, our proven track record, and our security centric approach to our delivery. Our executives are approachable, accountable, and committed to our client's success.

Bulletproof now has offices in Canada, the United States, Europe and the United Kingdom.

On May 31, 2016 GLI acquired Bulletproof. GLI has a demonstrated track record of investment and is committed to our growth and success. This acquisition will enable Bulletproof to become a global player for information technology services.

The market has confirmed that there is need for a more flexible alternative with a focus on customer priority and cost-effective pricing. Bulletproof believes it has assembled the right blend of the rigorous process normally seen in larger companies and the flexibility to adapt to the specific needs of each customer normally seen in small companies.

Our experts can be anywhere within 24 hours, or faster in an emergency. If you need immediate IT help, please consider the best method of contacting us for your specific situation.

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ABOUT US