# NAVIGATING YOUR DIGITAL JOURNEY

**GLI®** GAMING LABORATORIES INTERNATIONAL®

**BULLETPROOF** a GLI® company

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# OVERVIEW

**The industry is facing unprecedented advancements in iGaming, Sports Betting, eSports, Live Dealer Gaming and other forms of remote digital entertainment.** Wherever you are in your digital product lifecycle, GLI and Bulletproof are here to help. Because everyone is at different phases, our professionals meet you with tools, services and, consultancy to help you where you are now, while also illuminating the path ahead. Our unmatched testing and professional services help you maximize your current situation, protect your IT infrastructure, and prepare for tomorrow. No matter where you are in the world, you benefit from our technical knowledge, 30+ years of experience, and global network.

# NEW MARKET REGULATORY ASSISTANCE

We can help you navigate new markets by providing the information and education you need today, tomorrow, and in the future. Whether it's iGaming, Sports Betting, iLottery, or a combination, GLI and Bulletproof work in concert to consult closely with you to deliver the following:
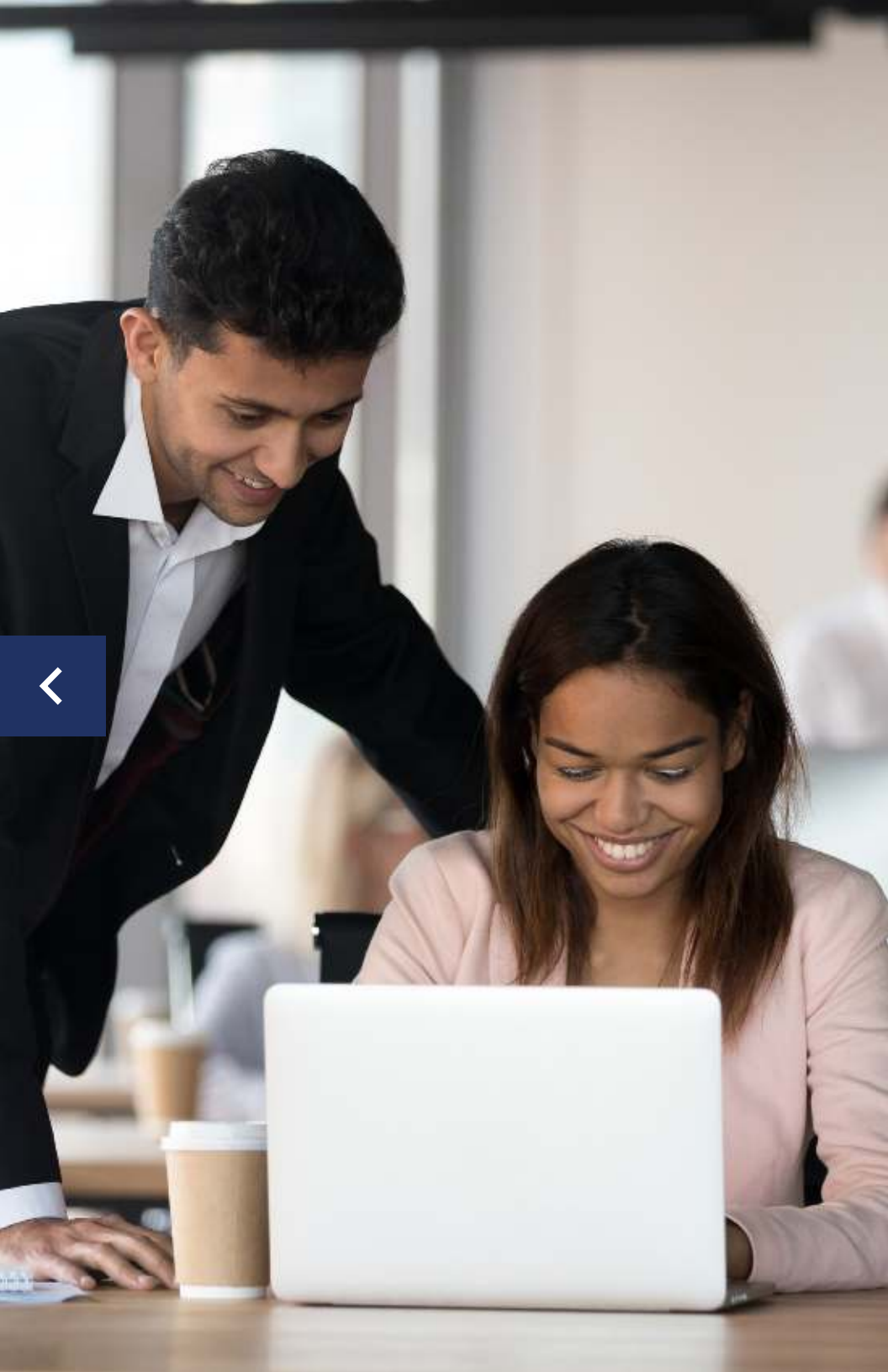
- RFP / RFQ Consultancy
- Technical Standards Generation / Consultancy & Workshops
- Rule Writing / Regulations Consultancy & Workshops
- iGaming or Sports Betting Consultancy & Workshops
- Cybersecurity Best Practices Consultancy & Workshops

# SYSTEMS MODERNIZATION

When you're ready to modernize your systems, our Bulletproof team can provide valuable insights to ensure every i gets dotted, every t gets crossed, for the most seamless systems modernization experience possible. Here is a sample list of services:

- Business Analysis Services
- Project Management
- Project Management Office (PMO) Services
- Project Health Check & Recovery
- Cutover Services

# NEW TECHNOLOGY EDUCATION

It seems technology evolves at the speed of light, and that can make it feel like it's hard to keep up, let alone keep on top of it all. Don't worry. Both Bulletproof Academy and GLI University® have a library of beginner and advanced courses led by the world's leading subject matter experts to keep you informed and ahead of the game. Bulletproof Academy and GLI University each have unique course catalogs, making it easy for you to find exactly the right class to get you exactly the right information you need now. Our classes are flexible and can also be tailored to your unique needs. They are available as both instructor-led and through online remote learning.

# PRE-CERTIFICATION/ PRE-IMPLEMENTATION TESTING & SYSTEM REQUIREMENTS/ BUSINESS PROCESSES TESTING

When it comes to pre-certification testing and pre-implementation testing, both GLI and Bulletproof have distinct specialties to help you ensure your system requirements, business processes, and pre-implementation needs are met and are in alignment with the system you are implementing. No matter your need, we have a team ready to help with the following:

- Pre-certification testing of iGaming systems
- Pre-certification testing of Sports Betting systems
- Due Diligence Audits
- Eligibility Assessments
- Quality Assurance (QA) Testing
    - System Integration Testing
    - User Acceptance Testing
- Test Automation
- Load & Performance Testing

# CERTIFICATION AND IMPLEMENTATION TESTING

In GLI and Bulletproof labs worldwide, we're testing on the edge of what's possible. When you're ready for certification and implementation testing, our GLI and Bulletproof teams each have a unique menu of services to provide you the exact type of testing you need, exactly when you need it.

Here's a sample list of our abilities:

**Testing and Certification**

- iGaming Systems
    - Online
    - Mobile
    - Live Dealer
    - Proxy Gaming
- Sports Betting Systems
    - Online
    - Mobile
    - In Venue Wireless
    - Self-Service Betting Terminals (aka SSBTs / Kiosks)
    - Retail (aka Cashier / Teller driven)

**Governance, Risk & Compliance**

- Cybersecurity Audits
    - Penetration Testing
    - Vulnerability Analysis
    - Web and Mobile Application Testing
    - Internal Infrastructure Assessments
    - Wireless Network Assessments
    - Firewall and Device Audits
- IT Process Improvement & Consulting
- Internal Audit & Enterprise Risk Assessment
- Payment Card Industry PCI:DSS Audits
- Source Code Security Audit
- ISO Consulting
- ISO 27001 Information Security Management Systems Certification
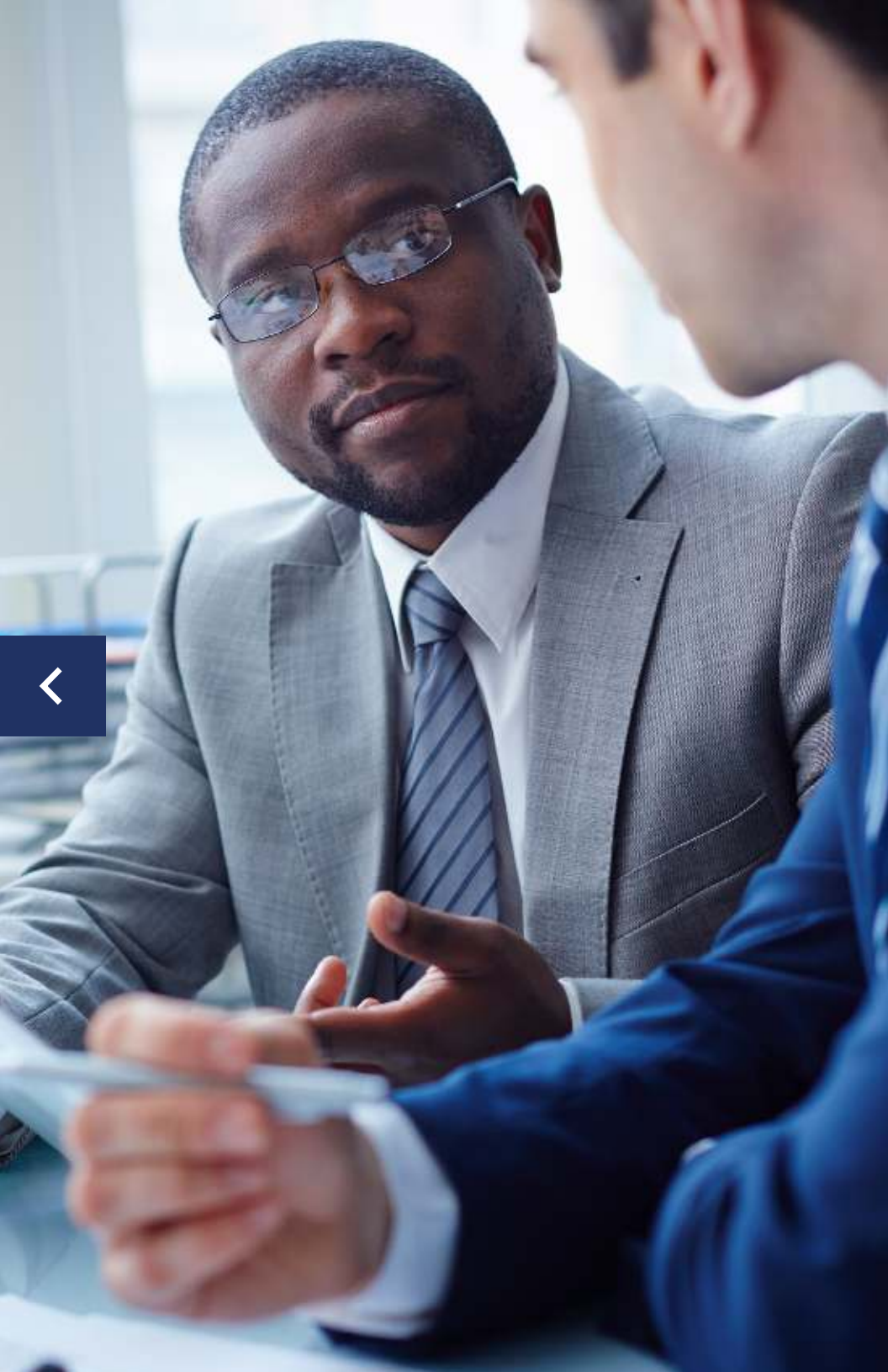- World Lottery Association Security Control Standard (WLA SCS) Testing

# GEOLOCATION TESTING

When it comes to online and mobile gaming, ensuring geolocation accuracy is of paramount importance. That's why our GLI and Bulletproof teams work in concert to ensure devices and systems properly recognize geofences: in-lab, in-state or in-province, and in-venue. Assessments cover when geolocation checks occur, frequency, and whether the technology restricts from any options within the site other than play outside permissible boundaries. Additionally, we assess whether time intervals change when nearing a border.
We evaluate whether play is restricted to only jurisdictional residents, only country residents, only in-venue registrants, or if anyone of age is eligible to be found within the pre-set boundaries.

Geolocation testing services for iGaming or Sports Betting, both real money gaming
and social gaming, include:

- In-Lab Geolocation Testing
- In-State / In-Province Geolocation Testing
- In-Venue Geolocation Testing
- Functional Testing

- Resolution Accuracy by Connection Type
- Boundary Enforcement Informed by Resolution Accuracy
- Subversive and Spoofing Technique Detection
- Edge Case Scenarios

# ONGOING CHANGE MANAGEMENT SUPPORT

Change doesn't just happen once; it's an ongoing process driven by technological evolution. To help, our GLI and Bulletproof teams have an entire practice dedicated to change management, keeping you a step ahead and in total compliance. A sample list of our resources and services are as follows:

- Change Management Program Guide (Available from GLI/Bulletproof for Industry)
- Change Management Best Practices Consultancy
- Change Management Policy & Procedure Audits
- Ongoing Testing, Certification, and Auditing
- Periodic Monitoring
- Periodic Re-Certifications
- Managed Services
- Annual Audits

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