




**GLI Client Solutions.**  
Global Experience + Specialized  
Expertise + Personalized Service =  
**YOUR SUCCESS**

**GLI**® ILLUMINATING  
YOUR PATH  
TO GREATNESS

A man in a dark suit is shown in profile, looking out towards a city at night. The background is filled with blurred lights from buildings and streetlights, creating a bokeh effect. The overall color palette is dark with blue and white highlights from the lights.

Regulators face many challenges and demands, and with reduced staff, increased project load, and tighter deadlines, you need someone in your corner who can help with anything and everything you need.

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We have carefully assembled the world's best client solutions executives. Our expertise is unmatched, and combined with GLI's global experience, you have a world of resources available to you any time of day or night, 365 days a year, all based on affordable, flat-rate pricing, eliminating the need for complex billing.

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We're in your corner, ready to help you jump over today's hurdles while navigating the exciting future of gaming.

# OUR CLIENT SOLUTIONS TEAM CAN ASSIST WITH:

## NEW GAMING REGULATIONS

We work with regulators in more than 480 jurisdictions, so when it comes to regulations, we have a unique global perspective. That global experience means we can work with you as you develop new gaming regulations for today's technologies. We can advise on best practices and point out pitfalls to avoid. Our global experience means we have likely seen some version of your problem before. Our team leverages their knowledge, relationships and extensive toolbox to work with you to develop new gaming regulations for today's technologies.

## REVIEW EXISTING REGULATIONS AND LICENSING REQUIREMENTS

The gaming industry is moving faster than the speed of light; it's moving at the speed of consumer demand and company mergers. That means existing regulations and licensing requirements need periodic review, and we can help with that. We can provide a full review and advise on best practices you might want to consider implementing or catching any loopholes you may want to consider tightening up.





## REGULATORY AND OPERATIONAL BEST PRACTICES ANALYSIS

Our independence and global experience mean we are in a unique position to provide third-party analysis of your regulations and operations and provide insight on best practices that streamline and create efficiencies.

## STAFFING DEVELOPMENT

Whether you are adding staff or ensuring existing job functions are accurate, we can help you develop position descriptions for both new and existing regulatory staff, ensuring job descriptions match job functions, lending additional clarity to what needs to be done and who needs to do it.

## AUDIT AND COMPLIANCE STAFF SUPPORT

We have teams of auditors and compliance specialists who are ready to help the process support you may need. We support your audit and compliance staff in multiple ways, including drafting audit procedures, submission standards for regulatory reports, and more.

## ANALYSIS OF NEW WAGERING PROPOSALS

When you're approached by an operator or supplier with new concepts or technology, we can provide an independent analysis to identify what is being proposed fits within your existing regulatory structure. Plus, we can advise on steps you might need to take to expand existing regulations to enable your jurisdiction to adopt proposed new technologies. Our experts can identify synergies or gaps in your existing regulatory structure. To the extent technical standards, audit procedures, or internal controls need to be updated, we can work with you to modernize the risk controls to accommodate advancements in technology.

## FIELD INSPECTIONS

Whether it's brick-and-mortar gaming facilities or online, our field inspections team has decades of experience conducting thorough analyses of the most intricate functionality of every electronic gaming device and system of every device and system, ensuring regulations and technical standards are followed, and policy objectives are met and maintained. GLI also has the power of Kobetron™, which adds another tool to assist your team in regulating the casino floor.

## FORENSIC EVALUATIONS

Things happen. And when they do, our forensic team is prepared to find out what happened, how it happened, and to provide recommendations to ensure it doesn't happen again. Whether it's seized, failed, or player-disputed electronic wagering equipment, we can handle it all.

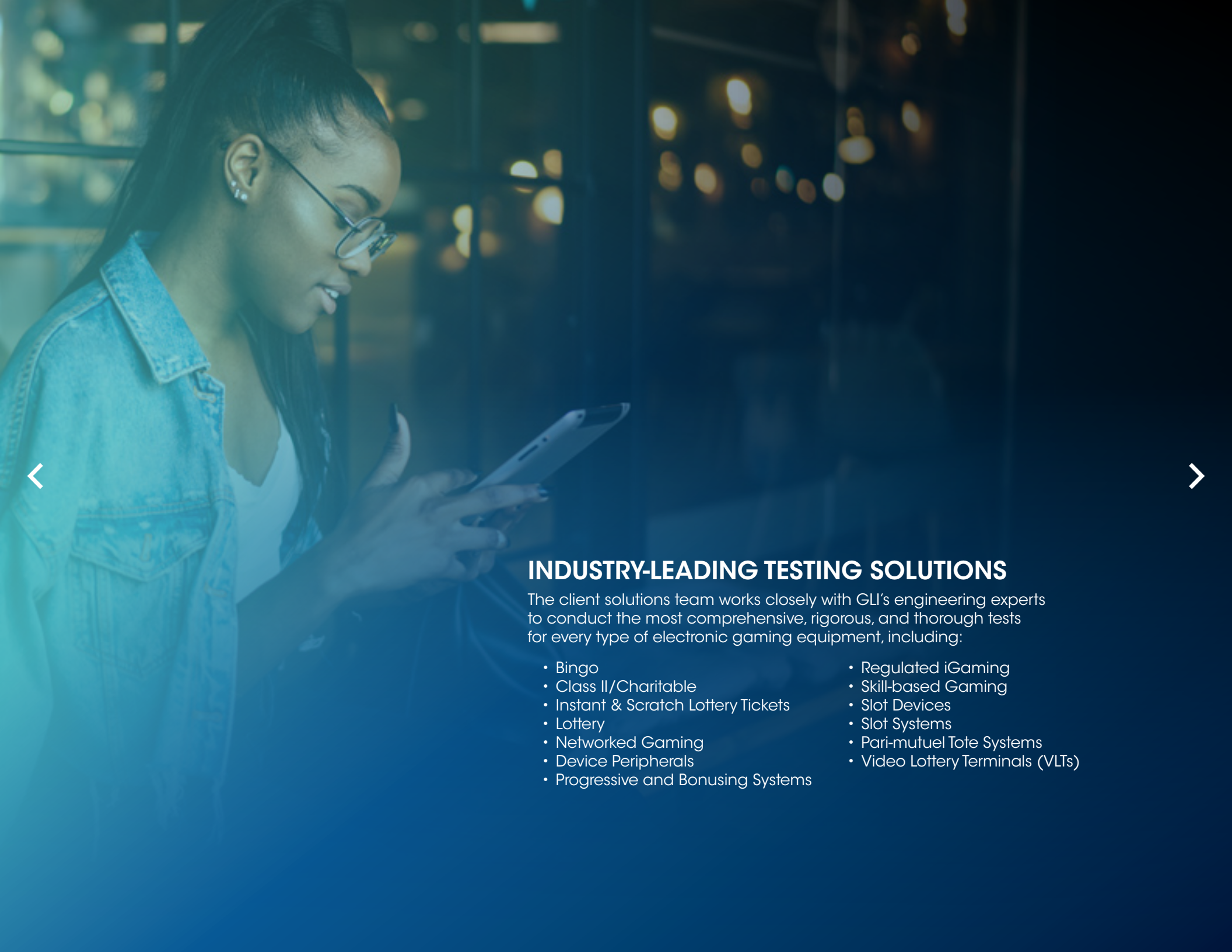


## TRAINING

Our experts help regulators stay up-to-speed on the latest best practices in gaming with GLI University's® world-renowned training programs, keeping regulators at the forefront of ever-changing innovations and advancing regulations. GLI's experts conduct specialized training on-site or at one of our worldwide, state-of-the-art facilities. GLI University® offers several educational programs including the annual global Regulators Roundtable, covering various subjects focused on helping regulators understand our ever-evolving industry. These events help bring the industry together.

## GLI STANDARDS

GLI has established industry-leading standards adopted by many regulatory agencies for gaming devices and systems around the world, which saves time and money for both regulators and the gaming industry. Our experts can provide you with industry standards to adopt or assist in developing your own technical standards.



## INDUSTRY-LEADING TESTING SOLUTIONS

The client solutions team works closely with GLI's engineering experts to conduct the most comprehensive, rigorous, and thorough tests for every type of electronic gaming equipment, including:

- Bingo
- Class II/Charitable
- Instant & Scratch Lottery Tickets
- Lottery
- Networked Gaming
- Device Peripherals
- Progressive and Bonusing Systems
- Regulated iGaming
- Skill-based Gaming
- Slot Devices
- Slot Systems
- Pari-mutuel Tote Systems
- Video Lottery Terminals (VLTs)

Don't hesitate to contact your local Client Solutions Executive for more information on GLI tools or to learn more about our services. GLI's core purpose is to be the most trusted global compliance and quality expert – delivering world-class customer service and value that is unmatched.