# GLI®
## GAMING LABORATORIES INTERNATIONAL®

# CUSTOMIZED CASINO SOLUTIONS (CCS)

## ENSURE GAMING INTEGRITY AND EFFICIENT PLANNING

Do fines from revoked software keep you up at night? What about incorrect EGM configurations causing patron disputes and damaging your brand? Are you confident when you upgrade your internal systems, they are configured properly to optimize revenue? GLI's **Customized Casino Solutions (CCS)** are intended to determine the integrity and certification status of hardware and software components at your gaming properties. CCS is authorized by regulatory agencies and ordered by Gaming facilities. They can be requested for a variety of reasons, such as:

- During Casino/Racetrack Startups
- Machine/Game Installs
- Casino/Racetrack Floor Reconfigurations
- System Changeover/Upgrades
- Game Conversions/Upgrades
- Integration & Continuity Testing – POS, Redemption, Third-Party Systems to CMS User Acceptance Testing of regulated and non-regulated Software and Systems

CCS can provide GLI Field Engineering teams with subject matter experts on various hardware and software installations and upgrades. Because we have tested submissions from manufacturers worldwide, both large and small, we have intimate knowledge of their inner workings. We can identify potential hurdles and workarounds to ensure your projects are completed on time, on budget, and with the greatest quality of service.

## DISCOVER MORE SERVICES FOR YOUR BUSINESS

### Bulletproof Cybersecurity

The Bulletproof Cybersecurity Team provides casinos with IT security and compliance services to ensure they are protecting the confidentiality, integrity, and availability of their data and information. Delivering 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. Bulletproof also specializes in:

- IT Security Assessment, Ethical Hacking, and IT Security Consulting
- Payment Card Industry PCI: DSS
- Source Code Security Audit
- ISO 27001 Information Security Management Systems Assessment and Certification

### GLI University Training
From Slot Basics to Advanced iGaming, GLI University® provides training and best practices in a myriad of classes for your casino personnel.

### Kobetron
The world's foremost provider of cutting-edge tools and systems for all your casino software compliance and verification needs.

### Responsible Gaming
To help ensure land-based, lottery, and online operations are equipped to implement best practices, GLI offers Responsible Gaming Program Audits (RGPA) that are customized to meet your specific needs.

### Public Knowledge
Provides casino and lottery operations with eLearning programs and courses developed specifically to meet the training needs for Anti Money Laundering, Responsible Gaming, and an overall view of the sports betting landscape.

# OUR DEPENDABLE PROCESS

Our elite field engineering teams will map out individual scenarios with your casino personnel prior to our arrival, allowing for efficient planning and prioritizing before work begins.

## OUR CUSTOMIZABLE CASINO SOLUTIONS INCLUDE:

**System Audits**
Verification of critical back-end system files and evaluation of approval status.

**Electronic Gaming Machine (EGM) Audit**
Verification of all critical software installed on an EGM and evaluating approval status.

**Communication Testing (Bill/Ticket)**
Verification of proper communication between the EGM and the Slot Accounting System.

**Sports Wagering Servers, Kiosks, and Over-the-Counter Unit Audit and Functionality Review**
Verification of controlled files installed on sports wagering equipment such as servers, kiosks, and over-the-counter units. Functionality evaluation to ensure proper operation.

**Promotional/Bonus Feature Testing**
Verification of proper communication of AFT transactions, including Non-Cashable Electronic Promotion (NCEP), Cashable Electronic Points (CEP), and Wagering Account Transfer.

**Redemption and Promotional Kiosk Audit**
Verification of critical files installed on the kiosk, evaluating approval status as well as proper operation and functionality of the product.

**Progressive Auditing**
GLI will conduct an inspection that will include verification of the progressive controller software, configuration, and meter incrementation testing.

**Wide Area Progressive (WAP) Testing**
Verification of coin reporting and configuration.

**Go Live Project Management**
GLI assists in project management for new software and technology implementations. We will assist in mapping out the projected scope of work, including duration and resources required for initial and ongoing projects like audits and/or inspection activities. Project management services are performed prior to the initiation of work and in accordance with requirements specified by the client. Experts in Project Management can be brought in to ensure optimization of resources.

**Forensic Investigations**
GLI offers a full investigative services team to provide a forensic evaluation. This evaluation is a detailed, objective examination of a gaming machine and/or critical components for the purpose of determining the cause of an abnormal malfunction and/or settling a player dispute.

**Website and Mobile App Security**
Assessing potential vulnerabilities to your website and mobile applications.

**User Acceptance Testing**
GLI can provide User acceptance testing (UAT) services, in which new software installs or upgrades can be tested in a real-world environment from a user's perspective.

**IT Risk Assessments**
GLI has cybersecurity experts to provide risk assessments for Wireless, Networks, Infrastructure, Gaming Applications, as well as IT Security Control Reviews and Social Engineering.

**Slot File Verification**
Verification of the key elements of the slot file, such as software IDs and versions.

**AML/KYC**
GLI has experts to provide a review of your AML/KYC screening solutions for industry best practices.

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**GLI®**

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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.