NAVIGATING
LOTTERY SOLUTIONS

GLI® GAMING
LABORATORIES
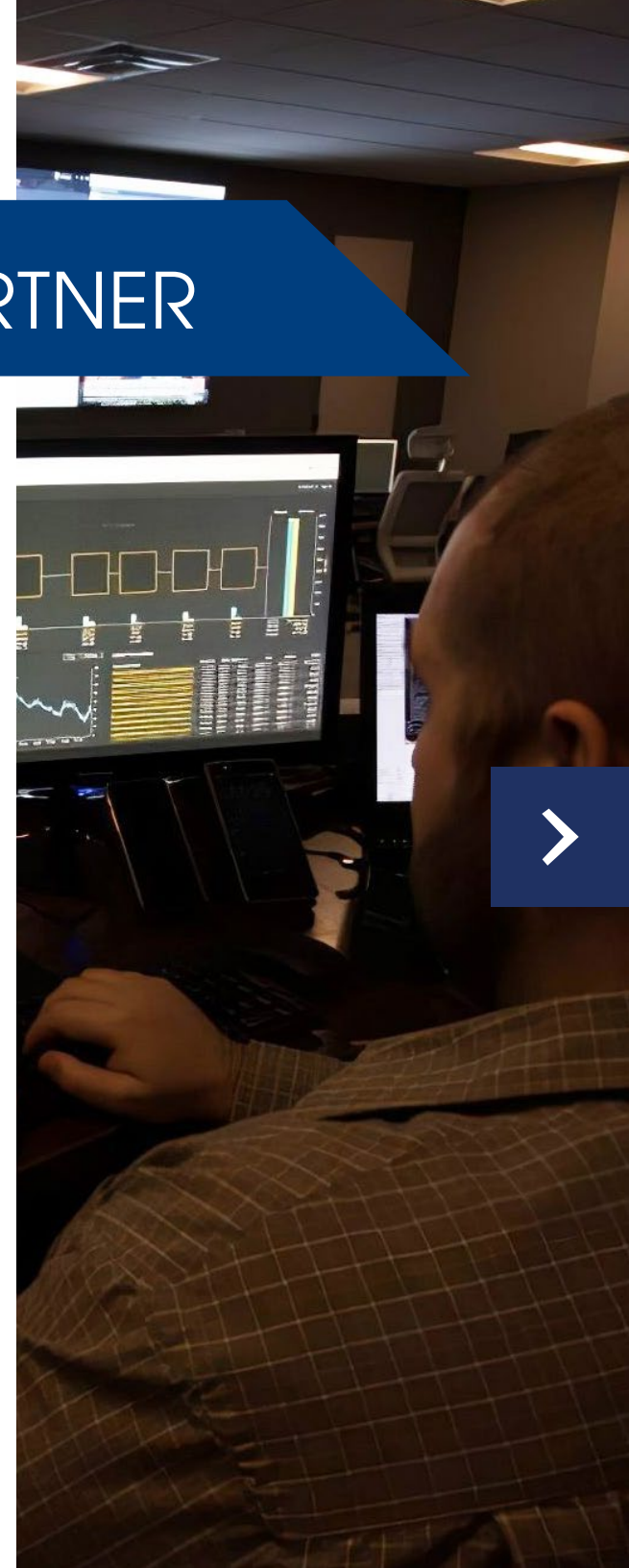INTERNATIONAL®

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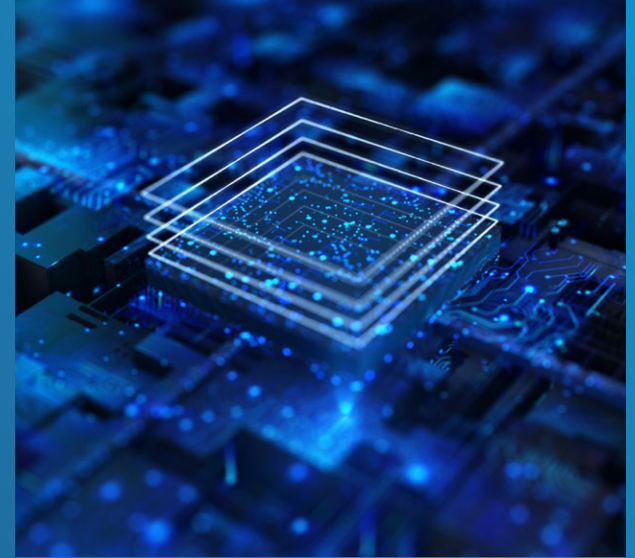
GLI® A TRUSTED, PROVEN PARTNER

Digital transformation and innovation have accelerated the way lotteries operate, providing tremendous opportunities, including the ability to offer new products and services and reach new markets more than ever.

The significant growth in and the reliance on technology to power lottery operations comes with an equally significant escalation in risk. Whether it's the modernization of your lottery system, the introduction of new sources of gaming revenue, or the protection of these assets and your integrity, we recognize the increasing threats to your business.

For more than three decades, Gaming Laboratories International (GLI®) has worked closely with lotteries around the world to help them operate more effectively and to deliver solutions that meet the highest standards of quality. Together, we offer an unparalleled range of comprehensive services - including certifications, unsurpassed consultation, full lifecycle compliance services, the highest quality of testing and project management. Drawing from our experience in 567 jurisdictions worldwide, over 65 lotteries rely on us to help achieve their business objectives by maximizing efficiency, security, and compliance.
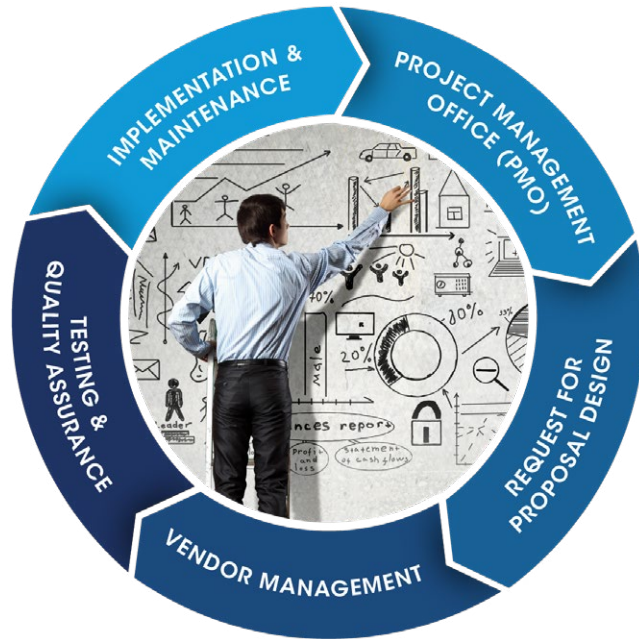
LOTTERY SYSTEM
MODERNIZATION SOLUTIONS

Lotteries have access to exciting, innovative technologies that allow them to operate more efficiently and diversify their product portfolios and services to extend their market reach.

A system conversion allows lotteries the opportunity to reevaluate their business, operations, and technology to better meet the advancing needs of consumers, retail partners, and stakeholders. A successful system conversion requires significant strategic reevaluation, investment, key organizational resources, and senior management commitment. We understand the opportunity, as well as the risk. We allow lotteries to successfully manage the business transformation that a system modernization project offers, while efficiently executing the essential operational activities required to grow revenue for their stakeholders.

Our goal is to assist lotteries with cost containment, flexible innovative product design, speed to market, market segment growth, improved customer engagement, streamlined business processes, increased service quality, and security and regulatory changes. Our comprehensive lottery product and modernization service delivers end-to-end consulting support, complete governance, planning, execution, control, and monitoring structure to your lottery, all while reducing risks. GLI works closely with you to deliver the following:

PROJECT MANAGEMENT SERVICES

Project Management Office (PMO)
Encompasses a core set of policies, processes, procedures, templates, and tools to deliver business initiatives through proven project management activities.

Expert Project Management Health Check and Recovery Resources
To successfully identify and analyze critical lottery projects for issues and risks while recommending timely and practical corrective action plans.

PROCUREMENT OPTIMIZATION

Strategic and Efficient Request for Proposal (RFP) Design
Our expertise in executing a strategic and efficient RFP development process can accelerate the lottery's ability to meet its revenue goals in a highly competitive, evolving, and accelerating consumer-driven gaming market.

Comprehensive Requirements Gathering
We will help develop business and technical requirements as well as support documentation, such as process flow charts of your lottery's current and desired processes.This allows for an effective and efficient, future-oriented RFP design and proposal response from vendors.

Lottery Process Mapping
Whether your lottery is looking to map and document its current processes or to re-engineer a process for efficiency and effectiveness, our process mapping experts can help.
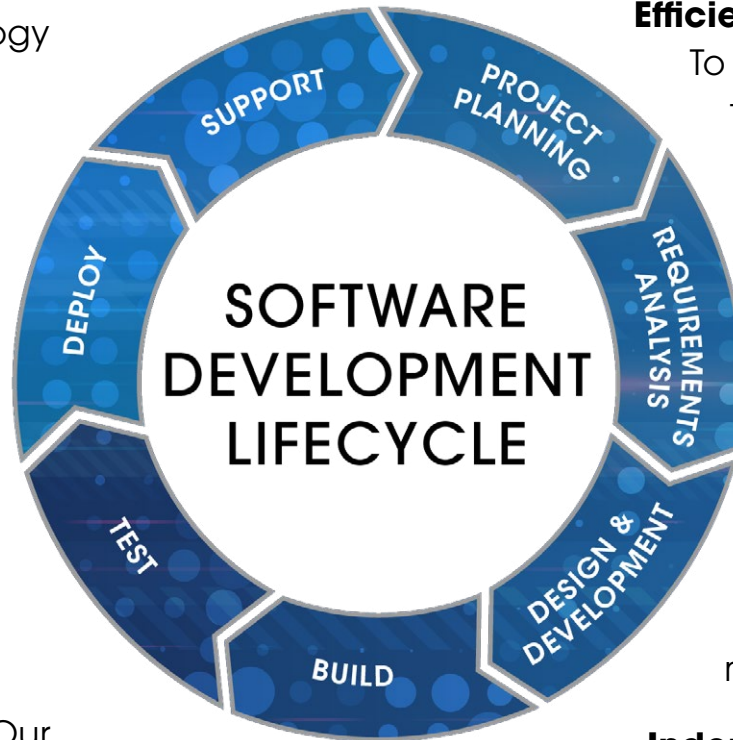
EFFECTIVE VENDOR MANAGEMENT

Independent Verification and Validation (IV&V)

Our decades of experience bring a proven project QA and Independent Verification & Validation (IV&V) methodology to your project.

Multi-Vendor Management

When multiple vendors are responsible for the delivery of various pieces, it is easy to lose track of the delivery status and dependencies of a lottery project. Our team offers experienced vendor management support through our project management office (PMO), ensuring that projects are efficiently managed, and vendor deliverables are implemented on time and with quality as defined by the lottery.

QUALITY ASSURANCE AND TESTING

Comprehensive Functional Testing

Our extensive experience enables our professionals to deliver end-to-end quality assurance and testing.

Efficient Test Automation

To minimize risk, we deploy automation testing for repetitive but necessary manual tasks. Our automation tests augment the testing suite to improve test coverage, efficiency, and speed to market.

Extensive Load and Performance Testing

Our professionals can evaluate an application or system against performance requirements through tuning, optimization, refactoring, and so much more.

Independent Source Quality Control Audit

We can conduct an independent review of a lottery'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.

SOFTWARE DEVELOPMENT LIFECYCLE

- SUPPORT
- PROJECT PLANNING
- REQUIREMENTS ANALYSIS
- DESIGN & DEVELOPMENT
- BUILD
- TEST
- DEPLOY

IMPLEMENTATION AND MAINTENANCE

End-to-End System Implementation Planning
Our team of experts will analyze the necessary components required to integrate your lottery system solutions and will work with your team to ensure your strategic and operational goals are achieved.

Worry-free System Cutover
Successful implementation planning, which may take weeks or even months, is essential to ensuring a successful, uneventful cutover. We have the experience to assist with the configuration and change management processes required for a successful cutover.

Comprehensive System Maintenance
System maintenance is ongoing and covers a wide variety of essential activities. We can assist lotteries in the management and maintenance of their critical lottery systems post-implementation and offer a hard-won perspective that can enhance the lottery teams' localized experience.

LOTTERY
OPERATIONS

Today's lotteries are challenged to capitalize on new opportunities while mitigating risks, meeting their business objectives, and complying with consumer, regulator, and other stakeholder expectations. Integral to the success of our industry is the balance of risks related to reputation, user authentication, privacy and security of sensitive information, and responsible gaming – all while simultaneously managing cost-effective and efficient operations across disparate sites.
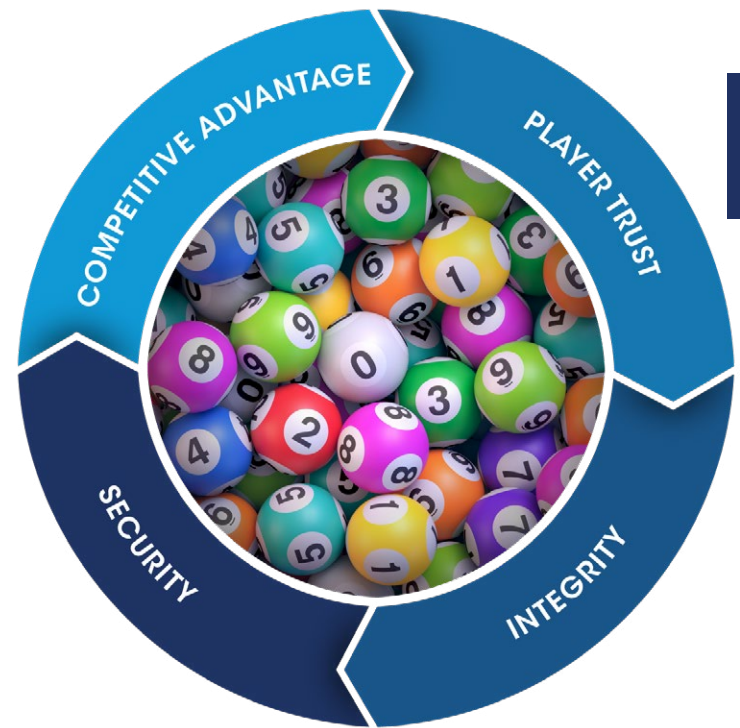
LOTTERY REPUTATION AND PLAYER TRUST

The cornerstones of every lottery operation are security and integrity. A lottery's reputation is one of its biggest assets and essential to its continued success and revenue for worthy causes. Understanding this complex and heavily regulated environment is what GLI professionals in our lottery practice do best. Here is a sample list of services:

- **Comprehensive Retailer Security and Player Protection Health Check**
- **Independent Instant Ticket (Scratch Ticket) Testing**
- **Random Number Generation (RNG) Analysis, Certification, and Game Math Analysis**
- **Lottery Ball Testing**
- **Lottery Terminal Testing - VLT Game and GSA Certifications**

COST-EFFECTIVE EDUCATION SERVICES

At GLI, we understand that in the lottery and gaming industry, the only constant is change. That's why we created GLI University® to help lotteries and regulators keep as up-to-date as possible with new technologies. We also help lotteries understand the testing process and how accurate, thorough testing benefits their jurisdictions and ensures the integrity of gaming for everyone.

SERVING THE GAMING INDUSTRY FOR OVER 30 YEARS

At GLI, we perform so much more than testing and are committed to helping you modernize your lottery, drive new revenue, and deploy and manage your products securely. We offer customized services and solutions as well as time-tested methods to achieve your strategic business and revenue goals.

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GLI ILLUMINATING YOUR PATH **TO GREATNESS**

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.

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