



Success Story

Game Testing

Summary Application:

Game Apps

Services Offered:

Functionality | Compatibility (cross Browser-OS) | Localization | Automation | Usability | Alpha | Release | Hack | Security | Compliance testing services

Tools:

Database tools - Jira, Bugzilla and Devtrack & client's proprietary tools | Automation tools - JMeter, Native Android SDK, Apple Xcode, Flight Builds, Silk Mobile

Key Highlights

Key Success:

Quicker Resource Ramp up & Improved Testing efficiency

Domain:

Gaming

Duration:

6+ Years

QA Team:

120

Technology:

Mobile (.API / .APP / .IPA) & Flash (.SWF), Java & MySQL

About the Client

Our client is a leading billion-dollar social media gaming firm which has seen good success in just a span 10 years.

Application Overview

Online web-browser games, which are designed for the 13+ age groups



Our client was looking for a QA vendor having a huge pool of gaming resources, better understanding of gaming logics, vast device inventory and most importantly, US presence to liaise with their team at regular intervals.

1 Technical Challenges

There was no QA process maintained by the client. We had to create a QA process while adhering to rigid timelines.

Secondly, proliferation of OSS and devices started to rise exponentially, requiring high maintenance of inventory.

Thirdly, we had to minimize the cost of QA .

2 Business Challenges

The client had worked with offshore QA vendors in the past but the unavailability of a QA team during development team's working hours caused a lot of miscommunication and hindered the productivity.

3 Our Approach

Our main approach was to focus on quality of the deliverables and client satisfaction.

We prepared a KT document to understand application workflow. With weekly meetings and monthly feedback from the clients, we ensured that we address their concerns and make them understand our standpoint in terms of their expectations. This enabled us to identify the areas of improvement and process enhancements for a seamless delivery.

We initiated the CSAT review meetings for all the projects wherein management teams of both the sides sit together and analyze the progress in terms of quality of delivery, value additions and areas of improvement.

Arrangements were made for travel programs wherein Leads/POCs met their counterparts in person. This improved the communication levels to a greater extent and helped the team understand the in-house QA challenges, process and project scope.

We used Database tools such as Jira, Bugzilla and Devtrack & client's Proprietary Tools.

For Automation, we used tools like JMeter, Native Android SDK, Apple XCode, Flight Builds, SilkMobile with scripting languages C & C++.



4 Solutions Offered

Services Offered: Functionality/Compatibility (Cross Browser-OS)/ Localization/ Automation / Usability/ Alpha / Release / Hack/Security / Compliance Testing services. We have supported 11 games and more than 100 patches till today. We tested the games on 240+ devices to ensure complete device coverage.

**We Performed Testing for -
Windows 7 & 8, 8.1 & 10 | Mac OSX | Android 4.3-7| iOS – 4.3.5 -10.0.3.**

An offshore engagement planning phase was held to determine the long-term resource needs with game development schedules factoring in possible risks of delays. We provided a streamlined system plan that talked about the game’s functionality, objective, scope, and deadline. Some of our productive risk management practices include:

- » Rigorous identification and tracking of risks.
- » Round the clock availability of senior resources for effective communication.
- » Daily reporting from India and constant monitoring of the dashboard.

Client Testimonial

“Ixie Gaming has been a solid test partner on numerous games across various mobile and console platforms, and they have proven themselves to be a highly flexible and capable organization”

- QA Manager

5 Metrics

A total of 16,000 test cases were developed during the execution of the project.

1.5 lac test cases were executed across all 15 projects and testing was performed on 250 devices.

On an average, 200 bugs were reported per week across all games.

50-150 issues were reported for every online game release.

Resource Growth over a period of time

Head Count	20	53	108	97	154	134	120
Month	August 2017	February 2018	August 2019	February 2020	August 2021	February 2022	June 2023



6 The iXie Impact

Based on the quality of service we have been delivering so far, there was a direct impact on the client's CapEX and QA cost over a period of 2 years

With careful documentation, we saved time, efforts and money and brought in high levels of QA maturity.

Release cycle efforts were reduced by 50%

- There has been no delay in the game launch as a result of seamless integration with the client's existing QA and development team.
- A team of 106 members for the duration of over 18 months worked on the project. The rating has been improving consistently since the time we started and kept up with the rising expectations from the client every quarter.

Back-up Resources

iXie Gaming maintained unbilled shadow resource strength of 8% throughout the engagement. This helped in delivery continuity.

Productivity of the Resources

We maintained 100 % productivity with the help of our shadow resources and made sure that we completed every project on time.

Flexible Engagement Model

Our flexible engagement model advised our client on ramping up and ramping down of resources on a needs basis and there was a rapid scalability of resources (from 2 to 114) & infrastructure (4 weeks TAT). We have improved the testing efficiency and maintained it at 80%.



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