



VMC SUCCESS STORY

Global Game Testing

Expert multi-lingual testing to speed worldwide console and game software launch

Overview

Country: Worldwide

Industry: Electronic Entertainment

Service Areas: Game Testing

Customer Profile: A worldwide leader in software, services, and Internet technologies, with a thriving computer games division.

Business Challenge: A Multi-lingual QA team was needed in the US and Europe to provide testing of all game consoles and titles for release to a global marketplace.

VMC Solution: VMC provided a complete game and console test outsource solution to ensure the company met their aggressive product launch schedules worldwide.

Benefits:

- Thoroughly-tested game consoles and software have launched on time to global markets, ensuring the success of the products
- VMC's flexible staffing model and scheduling allows testing activities to ramp up and down to meet fluctuations in testing and launch cycles, reducing project costs
- Relying on VMC's expertise in games testing and QA, the client can stay focused on core console and software development activities

Business Challenge

The client was preparing to launch their video game system into the European and North American markets and needed fast, effective quality assurance testing services for game software and consoles. The new gaming system was set to launch in North America first, and to European markets less than six months later.

The company needed testing for each game title and every console version. Testing cycles would influence launch schedules for all new game titles. With such an aggressive product delivery schedule, the client needed a large team of highly skilled game testers assembled in the shortest timeframe possible.



VMC GameLabs is VMC's specialized game testing and support division.

VMC Solution

The client selected VMC to provide an outsourced QA game development testing solution for their platform. Within a remarkable 17 days, VMC assembled a fully functional test team with multi-lingual capabilities and configured its U.S.-based test lab facilities to meet the client's product development needs. Within a month, VMC also supplied a fully functional multi-lingual test team and set up lab facilities in the United Kingdom.

VMC began the project with aggressive hiring, training, and schedule, securing skilled, experienced game testers with multi-lingual capabilities. The VMC project test manager in the U.S. hired a qualified team of 18 test leads and 50 game testers at the start of the project.

The U.S. team quickly grew to more than 100 game testers, peaking at its highest high point with 325 game testers working rotational shifts within a highly efficient, continuous seven-day-per-week work schedule. The European team expanded to an average of 200 testers who rotated through the continuous seven-day work flow in the U.K.

The facilities VMC established in both the U.S. and the U.K. were state-of-the-art labs containing all the necessary equipment and capacity to accommodate the project, including space, network connectivity, electrical systems and backup, and HVAC capabilities, under the highest level of security available. The client supplied the consoles and software titles to be tested and VMC procured additional equipment required for the project (including VCRs, televisions, video cassettes, and other necessary hardware and components). Within two weeks of the project start date, all equipment was obtained, configured, and running—ready for use by the testers.

VMC worked with the client's management team to build a dynamic test schedule that could be modified to meet market demands. Testing protocols included following established test plans, conducting bug regressions, and performing directed and undirected ad hoc testing. The test teams received training on bug write-up and submission procedures to ensure information was presented in the client's specified format.

VMC's European testers conducted game testing in ten languages: U.K. English, French, Italian, German, Spanish, Dutch, Swedish, Portuguese, Czechoslovakian, and Australian English.

Throughout the project, VMC remained in close contact with the client. Status report meetings were held daily, and bug report workbooks were e-mailed daily to the appropriate client leads. Consistent communication ensured project milestones were being met, and kept both VMC and the client alerted to any potential problems so they could be addressed and resolved promptly.

Results

The client released a fully-functional product to both the North American and European markets on schedule. VMC continues to test new game titles and platforms for global markets and scales personnel, facilities, and equipment to meet the client's rigorous, cyclical product testing needs.

Since 2001, VMC has applied expertise and optimal work process methodologies to ensure that the client receives the highest quality game testing services available. By outsourcing game testing expertise and lab facilities, the client significantly reduced their overall program costs and achieved their desired product launch schedules.

The client's product needs grew to include six new languages within the US market. The VMC US-team added multi-lingual game testers who could review games in French, German, Italian, Spanish, Chinese and Korean. The client has since further expanded VMC's testing responsibilities to include all game, console, and peripheral testing on its next generation platform.

All trademarks, registered trademarks, and service marks herein are the property of their respective owners



Toll-free: 877.393.8622

www.vmc.com