

SOLUTIONS BRIEF: COMPATIBILITY & PERFORMANCE QA SERVICES

ENSURING OPTIMAL APPLICATION PERFORMANCE FOR YOUR PLAYERS

Today's global gamers are connected at all times, communicating online instantaneously.

That's why guaranteeing that your game meets your customers' expectations from day one is critical for the success of your releases and ongoing services. You want the confidence that your vision of performance will be realised in a consistent experience for all players.

Keywords Compatibility & Performance QA services can help provide you with this peace of mind when it comes to your games and general applications.

At Keywords Studios, we help ensure that an application will optimally perform for users in real-world situations. Our experienced technicians can create test matrixes to help ensure that your product runs flawlessly on as many different devices and hardware combinations as possible.

Over the last 17 years, we have developed and fine-tuned some of the industry's most efficient and rigorous testing methods available to content creators across the world. Our Compatibility & Performance QA services teams are experts in multiple test-case management tools and databases in use today, resulting in efficient integration and familiarisation with your own processes.

How Compatibility & Performance QA can benefit your games

With the vast amount of hardware and devices available today, knowing where to start when optimising the compatibility of your game or app can be intimidating and confusing.

At Keywords Studios, we can take this burden off your shoulders and make recommendations to your team on the best practices for compatibility testing on PC, mobile, Mac and Linux.

Our Compatibility & Performance QA experts carry out tests

on a range of configurations, assembled according to your needs and tested on freshly-installed operating systems, to ensure an application will optimally perform for players in real-world situations.

Our Compatibility & Performance QA processes can be integrated with our other service offerings, resulting in synergies between all teams.

We can provide you with the following solutions:



**MULTI-PLATFORM
SOLUTIONS**



**SEAMLESS TEAM
INTEGRATION**

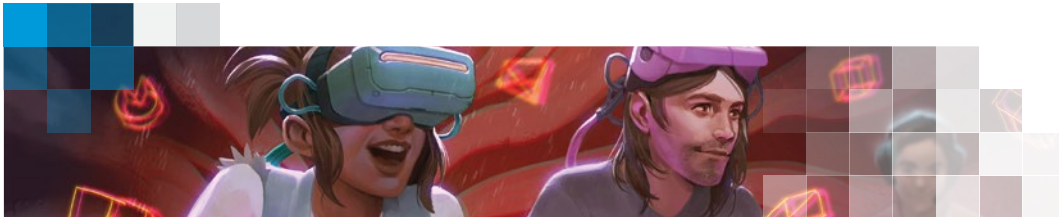


**REQUIREMENT
EVALUATION AND
RECOMMENDATIONS**



**ISSUE TRACKING
RESOLUTION**





What we offer	What it provides
End-to-end collaboration	We are a link in your production chain; understanding your needs, expectations and procedures. Continuous communication ensures maximum alignment between your expectations and the results we produce.
Device and hardware expertise	Our vast knowledge of market trends allows us to prioritise devices and hardware, based on your budget, when validating your product's compatibility on the most popular hardware worldwide.
Mandate ownership	By taking full ownership of QA mandates, our team ensures any flaws, irregularities, blockers or defects encountered in your game or app are identified and fully documented to give you the information to address and fix all issues.
Comprehensive reporting	We provide a full suite of reports, including daily updates and complete Key Performance Indicator tracking throughout the project, allowing you to focus on developing your game or app while we take care of the rest.

Our Compatibility & Performance QA processes consists of the following key phases:

- Full analysis of activities and projects.
- Expert recommendations for onboarding and project management.
- Submission of budget and project timetable, adapted to your requirements.
- Sharing of our methodology tools, or integration of ones you choose to use.
- Establishment of communication and control procedures to ensure alignment of your objectives and end results.

REAL EXPERIENCE

Leading AAA developer/publisher leverages Compatibility & Performance QA to resolve Steam issues

A leading global AAA developer/publisher noticed that users were reporting being unable to start the Steam version of their game. Users speculated that the game used Intel's AVX calculations, and computers with CPUs that did not support the advanced versions of the AVX would not run the application. This issue was not reproducible on the client's side, required specific hardware and a short turnaround.

Based on our expertise, and prior to testing, the Keywords Compatibility & Performance QA services team was able to compare this issue with a problem reported on a different title, which blocked testing on lower-end CPUs when using Nehalem, K10 or older microarchitecture processors.

The result was a complete testing solution provided to the client, with higher specs than the game's minimum specs. A list of CPUs that users had experienced the issue with was used in addition to those that the team expected to be problematic.



Authorised Test Vendor

As an authorised test vendor with all hardware manufacturers, we offer turn-key solutions for all platforms, evaluate your needs and suggest different testing approaches for you to choose from.

For more information on Keywords Compatibility & Performance QA services, visit: www.keywordsstudios.com/services/functionality-qa/

ABOUT KEYWORDS STUDIOS

Keywords Studios is a leading technical services provider for global video games and beyond. With locations in Asia, the Americas and Europe, Keywords Studios has a breadth and depth in multiple industry-leading service lines including Art, Engineering, Audio, Functionality QA, Localization, Localization QA and Player Support. Working across all major platforms, in more than 50 different languages, Keywords Studios provides support and expertise for its clients across the globe.

