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GAME DEVELOPER MAGAZINE

2012
FOCUS ON

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WORLD
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Essential Scrum, Kanban and Agile for Creative Teams

Training by the author of "Agile Game Development with Scrum"



CLIENTS



volition inc



Learn how to apply agile practices such as Scrum and Kanban to creative products with training by Clinton Keith, the pioneer of implementing agile for video game development, the author of "Agile Game Development with Scrum" and a **Certified Scrum Trainer** and **Trained Kanban Coach**.

Get hands-on experience through team simulation exercises and instruction specifically tailored for creative product development professionals. Learn how agile applies to art and design as well as engineering. Discover how the collaborative team practices of Scrum and the visualization and flow management tools of Kanban can have a profound effect on your studio.

Agile/Scrum/Kanban are proven to help:

- + **Stop** project crunch times
- + **Predict** ship dates more effectively
- + **Control** and reduce costs
- + **Energize** teams
- + **Focus** talent on creating value
- + **Eliminate** barriers between art, design and engineering

Public and customized in-studio training courses teach iterative product development to creative teams and leaders at any level of experience. Gain practical knowledge through real-world examples and lessons from the development veteran and leader who introduced Scrum to the video game industry ten years ago. The courses apply simulation, discussion, improvisation and exercises to engage the creative developer and demonstrate, in action--not theory--how and why agile works.

Visit the website www.ClintonKeith.com, or email Clinton at clint@ClintonKeith.com to discover more about agile training and coaching options for creative teams.

"Clinton is a very switched on, genuine guy, and I strongly recommend his ScrumMaster Course to anyone who is looking to improve the productivity of their teams with Scrum."

– Kim Sellentin, Blizzard Entertainment

"The training itself was first rate and received wide praise from our staff both for content and mode of delivery. Clinton's experience in game development and project management is a powerful supplement to his expertise in SCRUM methodologies. I strongly recommend both Clinton and his services."

– Michael Timothy Doyle, EA

"He is a skilled instructor who brings passion and a tremendous depth of experience and know-how to his classes."

– Mike Cohn, Mountain Goat Software

www.ClintonKeith.com

clint@ClintonKeith.com

Geomerics

////////// Geomerics is an established supplier of innovative technology to the games industry. We work in partnership with many of the leading companies in the games industry and our global customer base includes America, Canada, Western and Eastern Europe, Japan and Korea.

Enlighten

Enlighten is the only real-time global illumination technology proven to deliver fully dynamic lighting on today's consoles. Enlighten has helped define the look of some of the most iconic titles to be released and has established itself as the gold standard within the industry. Enlighten technology is behind the lighting in the award-winning *Battlefield 3*; *Need for Speed: The Run*; *Eve Online* and *Quantum Conundrum*. Enlighten has been licensed by many of the top developers in the industry, including EA DICE, EA Bioware, THQ, NCSOFT and Square Enix.

Advanced Cross-Platform Technology

The Enlighten runtime is lightweight and has been heavily optimised for all games platforms. The runtime is available for Microsoft® Xbox 360®, Sony® PlayStation®3 and PlayStation®Vita, Nintendo® Wii U™, PC (CPU and GPU modes), iOS and Android. The runtime is fully multi-threaded and optimized to extract maximum performance from the hardware. Enlighten has separate lighting paths for static and dynamic objects, and is easily integrated into your game engine.

We are constantly innovating and launched a range of next-gen technologies at GDC 2012. All Enlighten customers receive the latest updates to guarantee that your game stands out at launch.

A Complete Solution for all Lighting Requirements

Enlighten's runtime technology is smoothly integrated into the suite of pipeline tools supplied in the SDK. This ensures the artist receives real-time feedback on changes they make to a level, revolutionising the lighting and texturing workflow for developers.

Enlighten is a complete solution for all types of game lighting. It supports fully dynamic lighting; can be used to bake out high quality lightmaps; and offers a range of possibilities between these extremes. These new 'hybrid' lighting models are unique to Enlighten and enable developers to pick and choose from a spectrum of options without ever losing real-time feedback and control.

Tools to Empower Artists

Enlighten is technology to empower artists, not inhibit them. We provide a range of controls and options that allow the artist to precisely tailor the look of a level. From the hyper-realism of *Battlefield 3* to the cartoon look of *Quantum Conundrum*, the artist will always be able to realise their creative vision. New ways of working with light and colour, including the ability to make any surface into a glowing area light, dramatically expand the toolbox that artists can employ.

Artists can view the results of Enlighten in their own engine, or in the Maya viewport. The latter enables artists to preview the results of Enlighten without leaving the Maya environment. Lighting conditions and textures can be experimented on and finalised before exporting to the game engine.

Find out more about Enlighten at www.geomerics.com.



Battlefield 3, © 2011 EA Digital Illusions CE AB



Geomerics Ltd
City House
126-130 Hills Road
Cambridge CB2 1RE, UK
Tel: +44 (0) 1223 450170
Fax: +44 (0) 1223 361362
Email: sales@geomerics.com or
info@geomerics.com

www.geomerics.com



Eve Online, © 2011 CCP Games



Need for Speed: The Run,
© 2011 Electronic Arts

"You guys are awesome."

– Halldor Fannar, CTO CCP Games

"Enlighten has given us unparalleled productivity on *Need for Speed: The Run*."

– Alex Ferrier, Lead Graphics, EA Black Box

"Once players step out of that troop carrier and see the sun shining in their eyes like never before – once they see the light – they'll understand what a special game *Battlefield 3* is."

– Gamespy review of *Battlefield 3*

HARMONIX™

Positions are open in the following:

- + Animation
- + Art
- + Design
- + Engineering
- + Finance
- + Production
- + Web

www.harmonixmusic.com/jobs

////////// Harmonix is one of the world's leading independent game development studios, and we are busy doing what we do best – creating groundbreaking and fun interactive experiences. We are actively hiring innovative artists, engineers, designers and more to make games that people love to play.

Harmonix is an incredible place to work, buzzing with passionate and talented game developers who have made the company a breeding ground for awesomeness. We have a creatively charged and collaborative work environment, and it shows in our employees' enthusiasm and the quality of our games.

tl;dr: Working at Harmonix is amazing. We are looking for the best. You should probably apply. www.harmonixmusic.com/jobs

FIND US HERE:

www.harmonixmusic.com

Facebook: www.facebook.com/HarmonixMusic

Twitter: @Harmonix

DANCE
CENTRAL 2





Who we are

With more than 75 million players from nearly 200 countries, InnoGames is one of the leading worldwide developers and publishers of Massive Multiplayer Online Games. Our products (TRIBAL WARS, THE WEST, GREPOLIS, FORGE OF EMPIRES, LAGOONIA, and others) are available in more than 30 languages. Our headquarters is located in Hamburg, northern Germany. We also have a subsidiary company in Seoul, Korea.

The Business Principle

Our users have the option of playing InnoGames products completely free of charge and without restrictions for as long as they want. We also offer players the possibility of enjoying added benefits in the game by purchasing fee-based premium features. At the same time, InnoGames places a high priority on providing entertaining gameplay even without a premium pricetag.

This principle has great advantages to the user. In contrast to traditional PC games, the product features here are already well-known before the player makes the decision to pay for added benefits—or not. The specific advantages offered by the premium features are also transparent. “What you see is what is what you get” is the underlying principle.

In our games, we focus on high long-term motivation. Our game TRIBAL WARS has been online for more than nine years now and continues to attract millions daily.

Partner with us

We have a good working network with trustworthy partners in all important game markets. In Asia, we have founded a subsidiary company, InnoGames Korea Ltd. This makes it much easier for us to publish our games in this area and to find suitable Asian games, which we publish in western markets. As we are rapidly growing, we are looking for promising new partnerships. Do you have great games, which you would like to publish in Europe, North/South America or Asia? Do you have high media competence and would like to cooperate with us? Or are you highly talented and want to boost our human resources? No matter your skill set—we are eagerly waiting for you. Just contact us!



MMOs ARE OUR PASSION!



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InnoGames GmbH
Harburger Schlosstr. 28
21079 Hamburg
Germany
Phone: +49 40 788 9335 0
E-Mail: info@innogames.de
www.innogames.com

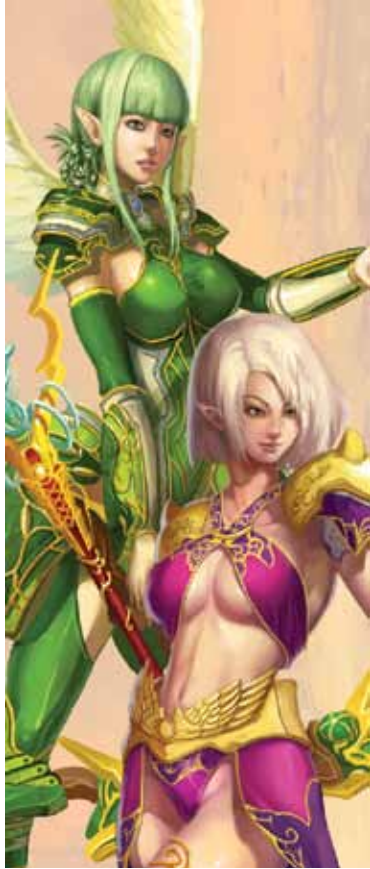
We are looking for

Business partners

- + High quality online games
- + Effective media cooperations
- + Partners for our in-house affiliate program

Talents to boost our human resources

- + Frontend-Developer
- + PHP-Developer Games
- + Producer
- + Game Designer
- + Marketing experts



Jotter Production
Jl. Beruang No. 40
Bandung 40252
West Java Indonesia
Phone : +62 856 240 735 31
info@jotterpro.com
www.jotterpro.com

services

- + Concept Design
- + 2D Assets Production (Still & Animated)
 - Character
 - Environment
 - Props
- + General Visual Arts Development

We're able to develop multiple IP/ projects at the same time.

Supported Platforms

We're platform agnostic by nature but we're most experienced in:

- + Mobile : iOS
- + Web : Facebook, Flash

////////// Jotter Production is a boutique style-Art Production service for game development. Capable for developing general visual arts, our service ranges from Concept Design all the way to full Assets Production.

Jotter Production has been in the business since late 2005. Through all these years, we have been collaborating with noteworthy international vendors, publishers and developers, mostly the social and mobile game developers.

We are very suitable to be involved in medium to big projects because with our considerable size of team, we're fast, nimble and cost effective.

OUR VALUES

We do realize that with more and more developers jumping on the social/mobile market, standing out is becoming more difficult. To stand out, developers must build great games that have engaging experiences from the beginning to the end of the game. We believe that visual art plays a big part in building that great experiences.

Jotter Production's goal has always been to help creating the most standing out and without doubt engaging visual for every player and the whole audience. We believe that all artworks presented on the eyes of the players must be enticing, cool, beautiful and just- works.

We hold our pride for being a part of the world of entertainment. A world where making people happy is the very core of the business. We are happy to make other people happy. Thus, great service is one of our important priorities.

OUR FEATURED CLIENTS

- Green Patch Inc./Playdom
- Digital Chocolate
- Funtactix
- ngmoco:)
- Funverse Inc.
- Game Samba

COLLABORATION AND PARTNERSHIP

Working in this industry for all these years have been the best experience we ever had.

Currently, we are growing rapidly and is ready for promising new collaborations and partnerships.

We don't want to limit on what we can already do, we're looking ahead to new possibilities to push our potential to the max. Please visit our website for more info and details, find out what we're capable of. Or if you just want to say hello, please do drop us a line!





gamescom 2012: The entire gaming world in one place

The concept of the world's largest trade fair and event highlight for interactive games and entertainment is unique: it networks the entire value-added chain, from development and publishing to retail and the consumer. As the largest event of its kind in the world and the leading trade fair, it provides discussion platforms on all levels. It covers the entire spectrum of the international gaming scene:

- + PC Games
- + Online Games
- + Browser Games
- + Video Games
- + Mobile Games
- + Gaming Hardware

The concept provides individual platforms for all target groups:

- entertainment area** For passionate gamers (public visitors)
- business area** Exclusively for exhibitors, trade visitors and journalists
- GDC Europe** Largest European developer conference

gamescom 2012 starts with a larger exhibition space of 140.000 squaremeters, new topics for mobile gaming and the new partner country Korea. The trade fair and event highlight for interactive games and entertainment demonstrates with its leitmotif what the games world can expect in Cologne from 15th to 19th August 2012: The international games community – developers, providers, trade visitors, media representatives, retailers and thousands of gamers – meets at gamescom 2012 in order to experience spectacular innovations together and to celebrate the games and entertainment event of the year.

Koelnmesse and its partners, headed by the BIU (the German Trade Association of Interactive Entertainment Software), are already working flat out to further develop gamescom as the world's largest trade fair and event highlight for interactive games and entertainment. Thus, the event is not only accompanied by a new advertisement campaign; the gamescom awards are also further developed due to the great popularity. The BIU also expects exciting novelties and innovations at gamescom when it comes to hardware and software innovations.

We look forward to welcoming you to gamescom 2012!



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Koelnmesse Inc.
 8700 West Bryn Mawr Avenue
 Suite 640 North, Chicago, Illinois,
 60631
 Tel. +1 773 3269920
 Fax +1 773 7140063
 info@koelnmessenafra.com
www.gamescom-cologne.com

gamescom at a glance

- + business area, halls 4/5
- + entertainment area, halls 6-10
- + Presentations of news and innovations of the entire industry
- + gamescom award
- + Games Developers Conference
- + gamescom festival, City of Cologne

gamescom 2011 was a complete success:

- + 557 exhibitors from 33 countries
- + 276.000 visitors in total
- + 255.000 public visitors
- + 21,400 trade visitors from 71 countries
- + 5.200 journalists from 50 countries
- + More than 100,000 additional visitors at City-Festival

QLOC S.A.
Działkowa 37
02-234 Warsaw, Poland
+4822 355 74 00
contact@q-loc.com
www.q-loc.com

“QLOC has helped us on several projects and always delivered a high quality service. They have been very flexible in helping out with our specific need on niche projects with short notices. The company runs a professional business and that’s why we keep using them for our projects.”

*Jörgen Björklund,
Line Producer
Paradox Interactive*

“QLOC has been a supplier of external services for Capcom USA for a number of development projects. In all cases, they have performed an outstanding job, being a turn-key solution – we have allowed them to operate without much direct management, and they have delivered final products that passed certification testing on first submission.”

*Gary Lake-Schaal,
Director of Technology
Capcom USA*

supported platforms

- + PlayStation 2 / 3 / Portable / Vita
- + Nintendo DS / DSi / 3DS / Wii / WiiU
- + Xbox / Xbox 360
- + iOS / Android
- + PC / OS X



QLOC – The One-Stop Solution for All Your Porting, QA & Localization Needs

QLOC offers game developers a hassle-free solution for Porting, Quality Assurance, and Localization. Our reputation for professionalism and efficiency will assure you of a superior product ready for manufacturing and always on time. When you QLOC Your Game, you can rest assured that:

- + you save money by having three services in one package
- + you conserve the time spent on transferring source code and knowledge between companies
- + your project is taken care of by dedicated specialists
- + all our services are provided on-site in our highly secure HQ, which allows for flawless communication at each stage of the project

Porting

QLOC can adapt software from PC to consoles and MAC, between consoles, and from consoles to PC. Our talented team fixes bugs, prepares tools for game developers, and can create HD versions of the game, as well as provide support for cloud gaming.

Quality Assurance

Our highly skilled staff works continuously to ensure that the quality of your product is of the highest standards. Through rigorous functionality, compatibility, and compliance testing, our highly secure QA lab gets your games through certification tests and onto the shelf in no time. We dedicate teams tailored to your needs, so you can rest assured that your project gets the attention it deserves.

Our commitment to quality stretches well beyond the industry’s norm. We offer linguistic testing from proofreading to platform-specific terminology which guarantees that your product will have a kinship with any market around the world you wish to enter.

Localization

Our dedicated worldwide staff of experts is able to translate into 25 major Indo-European, Semitic, and Asian languages including Arabic, Hungarian, Japanese, Korean, Norwegian and Russian, as well as both simplified and traditional Chinese. Not only will the text be culturally adapted for each linguistic region, but celebrity voice recordings will also guarantee a high level of affinity with the target market.

Superior Service

Our extensive experience has taught us the needs of the gaming world. By holding ourselves to a higher standard of excellence, you can be confident that your product will be held to the strictest criteria of performance, appearance, and reliability. From Porting and Quality Assurance to Localization, along with the peace of mind that comes with knowing your source code is in safe hands, QLOC is the one-stop solution for all your needs.

QLOC Your Game Today

SQUARE ENIX®

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Join our next-gen game engine team!

As industry technology continues to evolve at a breathtaking pace, Square Enix remains ahead of the curve with our ongoing next-gen game engine development effort. We are actively seeking talented individuals interested in contributing to a multi-platform game engine aimed at delivering cutting-edge content to tomorrow's gaming systems. Put your abilities to the test, push the boundaries of game development technology, and support future titles in our rich lineup of world-renowned franchises such as FINAL FANTASY, KINGDOM HEARTS, and more.

The thrill of living and working in Tokyo

Employment at Square Enix comes with the chance to live and work in one of the largest and most exciting metropolitan areas in the world. Tokyo offers a wealth of museums, parks, festivals, and events year round, not to mention its nonstop nightlife. Mountains and beaches are only a short train ride away, providing a healthy balance to the excitement of city life. Tokyo is also a shopper's and diner's paradise, offering the latest fashions, high-tech gadgetry, and a smorgasbord of international cuisine.

Sounds great, but I don't speak Japanese...

Perhaps the only Japanese you know is sushi, karaoke, and ninja? That's not a problem. If you're skilled and motivated, you'll fit right in. What's important to us are your technical skills and passion for games and engine development. Over 30% of our team consists of overseas developers – hailing from America, Canada, France, Austria, England, Germany, Indonesia, Thailand, and Australia – and is still expanding. The international nature of our team not only inspires a variety of ideas and approaches, but also creates a relaxed and comfortable atmosphere.

Got what it takes? We'd love to hear from you!

In addition to world-class engine developers, we're also looking for top talent for our demo creation teams, as well as researchers interested in using their academic skills to help guide the next generation of entertainment technology.

If you're a passionate developer ready for a unique career adventure, we'd love to hear from you. We're confident that you'll find rewarding challenges and exciting experiences that only Square Enix and Tokyo can offer.

For more information on available opportunities, check out our website at: <http://www.square-enix.com/na/careers/getech>.

available positions

NEXT-GEN GAME ENGINE

- + 3D Graphics Programmer
- + Runtime System Programmer
- + Online Systems Programmer
- + Server/Database Programmer
- + UI programmer
- + Animation Programmer
- + AI Programmer
- + Physics Programmer
- + Audio Programmer
- + Plug-in Programmer
- + Technical Artist

REALTIME TECHNOLOGY DEMO

- + Modeling and Texture Artist
- + Character Rigging Artist
- + Animator
- + Visual Effects Artist

RESEARCHERS

- + Graphics Researcher
- + Online Technology Researcher
- + Audio Researcher
- + Animation Researcher
- + AI Researcher
- + Physics Researcher
- + Other Research Positions





TRIPWIRE
INTERACTIVE

Background

Tripwire Interactive is a truly independent developer and publisher of award-winning games. The company was formed out of the team that won the 2004 edition of the \$1,000,000 Make Something Unreal contest. We set up in Roswell, GA early in 2005, after winning multiple awards and popular acclaim with the original Red Orchestra mod. The retail version, Red Orchestra: Ostfront 41-45, was one of the first 3rd party games released over Steam®, winning more awards, selling over 500,000 units and paving the way for independent game developers world-wide. Released in 2009, our second title was Killing Floor, the hit co-op survival horror game that has gone on to sell over 1.2m units on PC, making it one of the biggest-selling PC titles of all time. Red Orchestra 2: Heroes of Stalingrad was released in September 2011, winning more awards, including PC Gamer's "FPS of the Year (MP)".



With the release of Killing Floor, Tripwire Interactive also became a publisher in our own right. With Killing Floor released across the world, we have since released Zeno Clash in North America, Dwarfs! across multiple digital routes and The Ball in store globally, as well as digitally. The Ball will also shortly be our first foray onto the mobile platforms.

Games and Customer Support

We believe very strongly in the idea that, when players invest money in our games, they aren't just throwing us money to walk away with. They are entitled to expect more than a faceless developer, who has quickly moved on to whatever game is next. This is where Steam® and Tripwire Interactive have succeeded so strongly together, with other digital distribution channels following suit. After releasing the original Red Orchestra in 2006, we provided free content updates for 3 years. This included new weapons, new vehicles, new maps – as well as hosting the best of the mods for the game on Steam. We have taken that even further with Killing Floor, running seasonal special events multiple times a year, as well as adding all that new content. We also introduced DLC Character Packs for some extra fun. The net result is 1.2 million units of Killing Floor sold on PC, over 2.5m games sold in total.

Tripwire Interactive today

After the success of Killing Floor and Red Orchestra 2, we will continue to provide support for both games for a long time to come. We are moving to new, custom-built offices shortly and we are recruiting once again. The company is still fully independent and fully self-funded, with new projects starting. It could be a great time for a move to Georgia!

available positions

Current main job openings:

- + Producer
- + Technical Director
- + AI Programmer

Other roles we are looking to fill:

- + Gameplay Programmer
- + FX/Lighting Artist
- + Technical Artist
- + Senior Animator
- + UI Artist/Designer

Don't see your position? We are always looking for talented individuals to join the Tripwire Interactive team. Check on the website (<http://www.tripwireinteractive.com/jobs/>) for the latest openings. If you are near the top of what you do, let us know and apply today!



////////// Very few studios have several AAA and online titles to their credit within just a few years. But Ubisoft Singapore is no ordinary studio. Established in July 2008 with a handful of Ubisoft veterans, it has quickly built itself into the sole AAA developer in Southeast Asia, and one of the very few studios in the industry mastering both premier Western production values and advanced F2P games.

OUR GOAL

To change the face of online gaming and become the world's leading studio for AAA online content.

OUR CREDITS

Co-developed with Ubisoft Montreal: *Assassin's Creed® II*, *Prince of Persia: The Forgotten Sands®*, *Assassin's Creed® Brotherhood*, *Assassin's Creed® Revelations*, *Assassin's Creed® III*.

Independently developed titles: *Ghost Recon® Online* (PC), *TMNT™: Turtles in Time Reshelled* (XBLA/PSN).

OUR TEAM

We have over 200 talents, representing 32 different nationalities, who previously worked on award-winning franchises such as *Assassin's Creed®*, *Splinter Cell®* and *Ghost Recon®*. Although we're growing, we still maintain a friendly size where everyone knows each other by name, and the energetic vibe of a young studio is felt.

OUR LOCATION

Singapore is a dynamic economic hub whose modern city life juxtaposes idyllic, sunny island beaches surrounding it. The high quality of living and its strategic position in the region draws people from around the world, and is a fantastic place to be pushing cutting-edge innovation.

OUR SECRET WEAPONS

Just like Ezio Auditore, we have a few tricks up our sleeves. As revealed at E3, Ubisoft Singapore is continuing its award-winning collaboration with Ubisoft Montreal, by developing an entirely new gameplay for the upcoming *Assassin's Creed® III*. Further, with the upcoming *Ghost Recon® Online* open beta, you'll get a taste of Ubisoft Singapore's unique ability to deliver the future face of online F2P titles with epic quality gameplay.

OUR BENEFITS

As part of Ubisoft, we benefit from the resources and support of the #3 publisher worldwide: next-gen technologies, cutting-edge training programs, international long-term career opportunities, and much more. Participation in karaoke parties is entirely optional.

THE BOTTOM LINE

We are looking to expand our team with experienced, senior development talents who believe in the future of innovative AAA online gaming.



UBISOFT®
SINGAPORE

Ubisoft Singapore
1 Fusionopolis Walk #09-01/02,
South Tower, Solaris
Singapore 138628

singapore@ubisoft.com

www.ubisoftgroup.com



current openings include:

- + Technical Director
- + Technical Director, Animation
- + Senior/Lead Animator
- + Art Director
- + Assistant/Technical Director, Art
- + Senior Level Designer / Level Designer
- + Technical Director, Level Design
- + Online Operations Manager
- + Deployment Engineer
- + Lead Programmer
- + Senior Programmer
- + Game Director

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Your HR team



Jan (Product)
janf@wooga.com



Carolin (Tech)
carolin@wooga.com



Anne (Students)
anne@wooga.com

and check out our website

wooga.com/jobs



wooga

Based in Berlin, Wooga creates social games for Facebook and mobile, with a focus on emotional character development, usability and superb localization.

What makes us special?



An International Team.

More than 170 people from over 30 countries work at Wooga. Working at Wooga is not only about building cool products, it is also about building close friendships.



Every Individual Matters.

Although we're on a fast growing track, at Wooga every individual matters. Feel empowered from day one, work in small teams and expect to see a big impact from your everyday work.



Coollest Workplace. Ever!

One office. One location. One timezone - located in the heart of Berlin, the Wooga office is fun and colorful. Each team decorates their own working space, so don't be surprised by flying sharks, jungle wall papers or monkeys.



One Incredible City: Berlin.

If you've ever been to Berlin then you will know what we mean! Not only does it have a great standard of living for a relatively low cost, it is also a hub for startups and artists - making it the coolest city.



Work Hard. Play Harder.

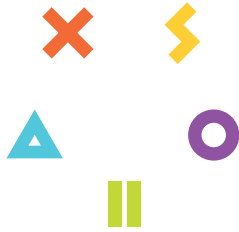
Everyday we work very hard to deliver the best social games. However, we know how to celebrate success. Every milestone is celebrated with a surprise Wooga party.



No suits. Casual and Relaxed Vibe.

No one wears suits. Most of us work in an open space and in relaxed peace. Take a break when you need one, grab a nice cup of coffee from the kitchen and pet our office dog.





Xsolla is the worldwide leader in global, in-game payment optimization. The company's easily integrated products dramatically increase payment conversion by localizing and simplifying transactions for each unique user. Since its inception, the company has been innovating solutions to traditional publisher concerns such as tax law, currency conversion, piracy, and payment fraud. Xsolla collaborates with over 350 payment service providers to offer solutions via credit card, mobile payments, e-wallet, cash and e-cash, payment kiosks and more — all within one interface backed by 24/7 customer support.

Xsolla is partnered with many leading game publishers worldwide, such as Valve (Steam), Aeria Games, S2 Games, Gameforge, Bigpoint, and Wargaming.net.

Playstation

The Playstation is the core of what we do at Xsolla. It is adapted to all different interfaces, including i-frame for in-game use, mobile, tablet and full web usage. Game publishers understand that no two people in the world play a game the same way; we at Xsolla understand that no two people in the world pay for a game the same way.

The real advantage of the Playstation comes with the user experience. From the beginning to the end of the transaction, our singular goal is to make it as frictionless as possible for all users to convert their real world currency into in-game items.

Additional Services and Apps

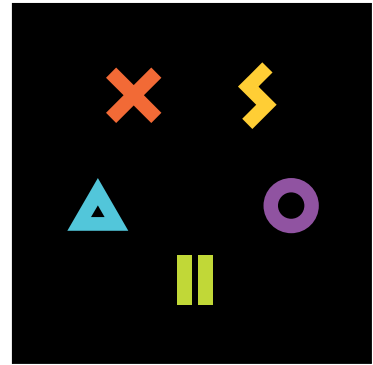
Game Wallet – Xsolla creates title-specific Payment Interfaces that allow users to pay for services within your game without actually having to be connected to the game itself. Imagine being able to offer your customers the ability to pay from a phone, a tablet, or other device without disrupting the in-game experience. Alternatively, users could use this in anticipation of a block of gaming to preload their account or renew a subscription, all without the traditional friction of leaving the game experience.

24/7 Customer Support – With live chat, email support, and international call centers, Xsolla is always there. If your customers have a problem making a payment, Xsolla operators are standing by to walk them, step by step, through the process. At our company, there are no outsourced call centers; all of our reps are in-house and specialize in helping users make successful game payments. If a payment doesn't post to the user's account, we take care of that, too. Follow-up and ticketing are only a few of the great perks our customer service team offers.

Payment Protection – Fraud and Chargeback protection are just a few examples of Xsolla's value in addition to its award winning Payment Services. Using advanced web technology, our system is engineered to detect fraudulent behavior and prevent it before it can begin. Black lists, white lists, and other data collected from the many transactions we've processed in every game platform allow our system to identify fraud and prevent future attacks.

"Xsolla specializes in online games and offers more payment options than any other payment solution provider. Partnering with Xsolla was an obvious choice for Valve."

– Mark Richardson, Valve Corporation



FOCUS ON

Xsolla, INC
15301 Ventura Boulevard
BLDG E, Suite 100
Sherman Oaks, CA 91403
Phone: 1 (818) 495-5474
Email: bizdev@xsolla.com
www.xsolla.com

**Coming to E3?
Visit us at
Booth 555**

services and capabilities

- + Multi-platform Integration
- + Localized Payment Solutions
- + Tax Management
- + Fraud and Chargeback Protection
- + Online Analytics Dashboard
- + Personal Account Managers

About Xsolla

- + Headquartered in Los Angeles
- + Satellite Offices in Asia and Europe
- + 75+ Employees and Growing