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98% Drop in Defect Leakage in MMORPG Titles Thanks to iXie's QA

About the Client

The client is a US-based developer/publisher with multiple studios spread across the globe, specializing in Massively Multiplayer Online Role-Playing Games (MMORPGs).

Client's Requirements

- Functional Testing, Compatibility Testing, Performance Testing, Localization and Internalization testing, User Acceptance Testing, CERT/Compliance Testing (as required).

- To conduct periodical stand-up meetings, bug triage and retrospective meetings after completion of releases.

- To further support for patches and updates as required.

- To provide periodical status reports and metrics.

Key Challenges

- Procurement of skilled resources at short notices.

- Difficulty in requisition of certain hardware due to local availability or import laws.

- No standardized game design documentation.

- Validation of the game functionality by choosing the best fit mobile devices

- Measure application performance across multiple PCs & Consoles.

Expected Deliverables

- Comparisons of game performance on low-to-high end hardware configurations.

- Reports on game behavior at high-to-low internet data speeds across various latencies.

Our Solution

- Created check-lists to ensure the game functionality (friend invites, party invites, player movement commands, player equipment and other gameplay interactions)

- Performed extensive testing of Game Economy features:
  - Trading and auction house
  - Item pricing as well as player trading mechanics along with Game Economy balancing

- Performed testing of the Inventory and Item Management features:
  - Item acquisition, storage, durability, repair, usage, sorting, and filtering
  - Item duplication prevention and use of exploits
  - Anti-cheat measures to prevent fraudulent activities
  - Performed compatibility tests to check if the game is running with major lag/frame rate issues on multiple system configurations

- Made sure the game supported different screen resolutions without clipping/ truncating buttons and texts.

- Performed GUI testing to check the parts of user interface & graphics: button layouts, screen flow, menu backgrounds, color schemes, game content, screen transitions etc.

- Performed retests on fixed defects and played around the defects to make sure the connected mechanics/features are intact.

Tools We Leveraged

Microsoft game studios · EPIC GAMES · AMD · Office 365 · NVIDIA SHADOWPLAY

Jira · Twingate · PS4 · Nintendo · Discord

Teams · slack · STEAM · SIGNIANT · Open Broadcaster Software

The iXie Impact

98%
Reduction in defect leakage

5x
Increase in process efficiency

75%
Cost saving achieved by performing compatibility testing on wide range of devices

- The client trusted us with additional projects with **new scope to the company.**

- **Developed streamlined process** for division of work, hitting multiple forms of testing each day to ensure full coverage of the game.

- Reported high priority and major issues and **made sure they are fixed on the current sprints for the following releases.**

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