

Arctern Success Story



U.S. based game testing lab leverages Arctern's expertise to set up a full fledged captive game testing facility in India

Arctern successfully helped set up and manage a game testing facility lab in Hyderabad, India, for the world's largest testing lab based in the U.S.

Situation

A Redmond (Washington) based games testing lab, the world's largest, was looking to set up a high-end game testing facility in Hyderabad, India, to leverage the cost and other benefits offered by the city: its central location, availability of top-class infrastructure and communications facilities, and access to a pool of talented and yet low cost resources with an aptitude for game testing.

One of the key objectives of the Redmond firm in deciding to establish a game testing facility in Hyderabad was to transition its game testing operations at two of its centers in the U.S. and Canada to a location that offered clear cost benefits without compromise on quality – and speed. The project required moving all of the game testing hardware and software from these centers to the proposed facility in Hyderabad.

Persuaded that Arctern was equipped to handle this project, the firm approached Arctern with the mandate to set up and oversee the management of the new facility under its RemoteCaptive™ engagement model. Under this model, Arctern sets up a captive offshore center, which is typically a dedicated, customized, and secure center at a remote/offshore location for providing services to the client organization.

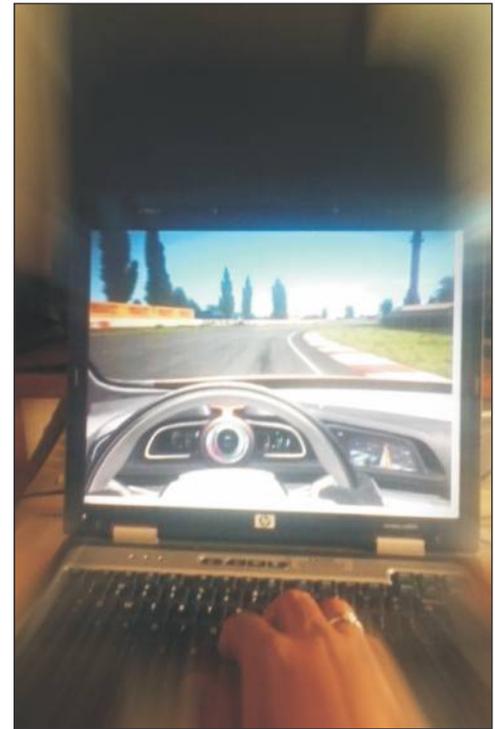
Arctern Solution

Arctern set up a fully equipped 12,000 sq. ft. facility, designed in line with the client's requirements, and commissioned within six months of signing the contract with client. The process involved identifying an appropriate location for the facility and obtaining all the permissions and clearance for the venture from multiple government agencies.

Arctern ensured that the facility, equipped to accommodate 270 employees per shift, met all the specifications laid down by the client: physical and data/information security safeguards conforming to international standards, full backup power, and ease of access to employees from anywhere in the city. Working closely with the client, Arctern also moved the required hardware and software from the client's two testing centers in the U.S. and Canada to the Hyderabad facility - typically a cumbersome process involving obtaining of clearances at every step from various government agencies.

Arctern also identified, recruited and got on board the required resources – both technical resources and support staff – for the new facility, and provided all key shared services, such as Recruitment, HR, Payroll, Admin, and Logistics almost in parallel with the setting up of the new facility.

The facility became operational in February, 2008. It was ISO 9001:2008 certified in May 2010 and ISO 27001 certified in November of the same year. The facility had responsibility for various types of games testing: functional quality assurance, compliance testing, and online testing, in addition to providing “Go live” support. Besides games testing, the facility was fully equipped for software development and quality assurance.



Benefits

Engaging with Arctern benefitted the client in the following ways:

- Ensured true cost savings on an ongoing basis
- Enabled retention of control over processes, training, technology, and hiring/retention of resources,
- Facilitated monitoring and control of the remote team through dedicated managerial resources provided by Arctern
- Minimized the risk associated with hiring and managing resources
- Ensured continuous process improvement and process customization – all undertaken by Arctern in line with the client's requirements
- Facilitated complete visibility and control over process through robust governance mechanisms and Six Sigma tools provided by Arctern

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