



TRANSPERFECT
GAMING SOLUTIONS



NANOBIT



THE CHALLENGE

In March 2020, Nanobit, a highly rated and top-tier mobile gaming company, was looking to improve player support through readily available customer service and social media engagement. To meet their goals, Nanobit brought in experts from TransPerfect Gaming Services (TGS).

THE SOLUTION

After an initial call, TGS was able to identify Nanobit's gaps, wants, and needs. Within a few weeks, TGS formed a task force of agents and a coordinator who ensured a smooth onboarding process. After an initial call, TGS was able to identify Nanobit's gaps, wants, and needs. Within a few weeks, TGS formed a task force of agents and a coordinator who ensured a smooth onboarding process. The TGS team provided 24/7 support and community management, resulting in a successful project.

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We had the pleasure of working with TGS on one of our mobile games, *Tabou Stories: Love Episodes*, focusing on customer support and social media management in multiple languages. It was a pleasure working with these experts, it only took a quick call for TGS to understand our needs. Each member of their team brought genuine interest to the project and completed every task in a timely manner.

– Dominik Tartayo,
Nanobit Customer Communications Lead