

# PARTNER TESTIMONIALS

What our player support partners have to say about the TransPerfect Gaming experience.



TRANSPERFECT GAMING

## Kakao Games

As we've endeavoured to build a team of Game Masters that raises the bar for customer support in the industry, MoGi has been a crucial partner in helping us to achieve our goals and strive towards improvement in every interaction with our players. With their continued support and adaptability, we've seen a steady rise across every KPI in our service department.

A big thanks to the MoGi team for all their hard work and we look forward to working alongside them in the future.



kakaogames

## Studio 100

Studio 100 is a global family entertainment company with a 360-degree approach that contains live action, music, animation, movies, TV distribution, live entertainment, theme parks, merchandising, and digital publishing. We have been working together with MoGi Group for several years now on various project for player support, localization and marketing. They have proven to be more than just a reliable partner, it constantly amazes us how passionately they aim for great service. Their response time constantly tends to be zero, their work is of the highest quality, the collaboration is always forthcoming, and they are able to provide us with a wealth of experience. I fully recommend working with them.



STUDIO100

## Webzen Dublin Ltd

Here at Webzen Dublin we have had the pleasure to entrust TransPerfect Gaming with the localization for our flagship title, MU Legend. TGS has shown great organization and professionalism, paired with incredible kindness and accessibility: it is always a pleasure to get in touch with them for any request or doubt you might have, and it is easy to become accustomed to their fast, competent answers. We are happy to say that we have built an enduring relationship with them, one that we hope will last a long time.



## Telltale Games

When I first came to Telltale I was charged with attempting to find a localization company that could help bring our stories to a broader global market for our English releases. Given that we run on an incredibly tight schedule and that our scripts are changing up until the night of submission, finding a partner that could help with this was no easy task. It wasn't until a former colleague of mine recommended TransPerfect Gaming that I felt I might have the partner I needed. On speaking with Zoi Vitsentzou (Head of Global Operations) and Orad Elkayam (CEO), they assured me that they were up to the task and, much like me, wanted to form a lasting partnership. We talked about the ways we could work around our challenging development cycle (6 weeks turnaround) and our need for constant and even last-minute changes to our scripts that are often difficult to handle given our geographic locations. All while stressing the requirement of launch day and date with our English release with French, German, Spanish, Portuguese, Russian, and Chinese (simplified and traditional). Needless to say, while working together on titles such as Game of Thrones, Tales from the Borderlands, The Walking Dead: Michonne, and the upcoming episode of Minecraft: Story Mode, the TransPerfect Gaming team has never let me down.





## Tilting Point

TransPerfect Gaming has always been a valued partner for Tilting Point. Their ability to scale with our demand and maintain their quality standards has allowed us to provide a top-quality experience to users around the world. For localization and LQA needs, TransPerfect Gaming is a clear leader in the industry.



## Tripwire Interactive

We've worked with TransPerfect Gaming on translation for a number of years – and a number of games. Apart from all the important business things like good pricing, responsiveness and so on, TransPerfect Gaming also understand games. They ask the right questions about the games, so that they get to understand the concepts and the mythos of each game and build that into the translations. As well as being able to hunt down people who can handle translation into 1960s-era North Vietnamese dialects!



## Stardock

We rely on TransPerfect Gaming for localization of both software and PC games. They have proven to be a reliable, quick, and outstanding partner no matter what language or task we send their way. We hope to work with them for many years to come.



## Inno Games

Forge of Empires is an open-end, free-to-play simulation game, available in 24 different languages. Since it started its success story in 2012, we have been relying on TransPerfect Gaming for all our localizations. Our tasks are not always easy and feature tough deadlines at times, but we can always count on them to be delivered on time and of the highest quality possible. Not only does TransPerfect Gaming adapt to our tools and processes with ease, they also provide valuable input that helps us improve our localization workflow. One of the reasons we chose to go with TransPerfect Gaming is their dedication to gaming and their commitment to Forge of Empires in particular. They feel deeply connected to the game, understand its vibe, and are able to deliver a consistent, immersive experience to the players in all of our languages. Thank you, TransPerfect Gaming, and keep on doing a great job!



## Gumi Europe

We started collaborating with TransPerfect Gaming in early 2017. They currently take care of the localization of our game. We are so happy with them, we are now considering expanding our collaboration to Community Management and Player Support. From first contact, you can appreciate TransPerfect Gaming's helping disposition and professionalism. Not a single time have they gotten back to us with a problem, on the contrary, only solutions and kind words. Our relationship was easy from the beginning and with time has only improved. We felt immediately attracted to their different approach to the pricing model and language rates, and soon enough we realized that the quality was top notch! It is by far the best value for money in localization. We would recommend them to anybody without hesitating.



## Armor Games

We recently started working with TransPerfect Gaming to localize a few of our games and haven't looked back since. Everyone we've worked with over there has been incredibly friendly, responsive, and truly a joy to work with. Additionally, TransPerfect Gaming clearly understands translation from a gaming perspective and goes above and beyond to make sure the original feel, tone, and intent of the writing shines through for every language in which they're localizing. I can't say enough to express how wonderful it is to have partners like TransPerfect Gaming to lean on for this piece of our business.



**ARMOR GAMES**

## InnoSpark

Our company is developing, publishing, and servicing mobile games worldwide, and high-quality localization is one of our top priorities. We have been working with TransPerfect Gaming for well over a year now, and they have helped us localize our games into 12 languages. The dynamic specifics of the mobile industry often require fast action and very urgent last-minute translations for updates. TransPerfect Gaming has been outstanding with timelines, and in spite of at times extremely short deadlines, always provides translations of the highest quality. We have never received any complaints with regard to quality of localization from any of our players, which tells you a lot considering that Hero Sky itself has over four million downloads. The team at TransPerfect Gaming is highly professional and working with them is a pleasure. We are extremely happy with TransPerfect Gaming's services and we hope to keep working with them in the future.



# zinWorks Studios

I want to take a moment and tell other game studios all about my “on-growing” relationship with TransPerfect Gaming. TransPerfect Gaming has taken care of all our localization (13 languages in total) since nearly the beginning of the launch of our game, ZombiED – 3D Defense in May 2018.

Previously, we found an individual to translate 4 of the original 9 languages, but that left us with many more. I honestly looked right past TransPerfect Gaming thinking they are “too big” of a company to work with our little shop, but after reading that they do a lot of work with indie teams I tried them out. That was one of the best decisions I’ve ever made. What I didn’t know then is that they would be doing more than translations.

I’ve always been pleased with my graphics persons work, as well with my 3D modelers work, but we rushed through the app icon design to get it out for our release, and it needed a makeover. We use only custom art, sound and models in our games. I went looking for an individual, but came up short. I remembered visiting TransPerfect Gaming’s website and seeing they offer art services. Their portfolio of work is impressive. After discussion of price and timeline, they began the process of creating our new icon. Already with our first few drafts we could see an awesome outcome. They did such a good job on what we were looking for and we couldn’t decide which concept we wanted to move forward with, so we decided to go with both. Now, we have the option to run A/B tests with our icon if we like.

Here is what I love about working with TransPerfect Gaming. They are professional, but personable, quick and efficient. They treat our little studio with the same respect as the big ones! They have affordable translation and art services for studios of all sizes! They have such talented people working in all areas. We look forward to working with them while we continue to grow. Folks, they are not just translating, they are transcending in all areas. TransPerfect Gaming, thanks for always being there for us!





## ZQGame

We have been working with TransPerfect Gaming for over five titles that were published worldwide, including the US, China, Korea, Taiwan, SEA, and Japan. Their localization service is solid, reliable, and fast. The localization project managers are some of the best we have ever worked with and make the communication smooth, easy, and fun.



## Barunson E&A

I believe my experience with TransPerfect Gaming is unique and has afforded me full-scope perspective of their organization.

My first engagement with TransPerfect Gaming was as a community manager supporting a high-traffic MMORPG. We worked together to handle a community that exploded in growth after launch to almost 10 million players. Without their rapid growth and response times, our launch would have been an undisputed nightmare. Later, as a project manager, my path crossed with the TransPerfect Gaming team once again. From my previous experience with them, TransPerfect Gaming was able to connect me directly with previous team members I had worked with to promote a smooth spin-up and kick-off to my project.

Most recently, I have had the pleasure to hire TransPerfect Gaming myself as the CEO of BE&A Corp. as we brought our second AAA Game to market – again with their support. I have had the opportunity to engage with TransPerfect Gaming from the lowest to highest tiers, their work ethic and methodology is unparalleled.

Whether you are a seasoned AAA Studio or an indie team with a dream, TransPerfect Gaming will work for you and provide decades of experience to your project at a cost that is more than reasonable. I adamantly recommend TransPerfect Gaming to anyone looking for quality professional support within the gaming industry.



Barunson E&A



## Nimble Giant Entertainment

We worked with TransPerfect Gaming to support the launch of our competitive FPS Quantum League. We were happily impressed by the quick setup time – especially considering the quality the experts at TransPerfect Gaming provided in the community management of our Discord communities and other channels. The level of expertise and understanding of the online social dynamics allowed us to offer a world-class experience to our new and existing community members.



## Epic Games

Since 2015, we have partnered with Orad Elkayam, Zoi Vitsentzou and TransPerfect Gaming for localized video game player support. From the onset, and to present day, this partnership has been positive, engaged, and really sticks out as one of the best in my managerial career.

TransPerfect Gaming has a wealth of experience and wisdom from their time in the videogame localization and customer support projects and they convey that wisdom through sound and relevant business recommendations. Their approaches on sourcing are exceptionally thoughtful; onboarding customer support specialists who eat, live, and breathe gaming, matching customer-centric aptitudes with interests for the benefit of a game's audience – has provided me with strong and vital assets through several game product iterations.

TransPerfect Gaming's leadership team has been dynamic, engaged, driven to excellence, and always strives to hit the big beats that land best in a KPI: quality, accuracy, detail-oriented, and 'work smart' attitudes. They work hard and over-deliver on these every day. Additionally, they are very easy to work with, great collaborators and leaders in their field, earned my trust and confidence, and have made working together a truly remarkable and positive experience.





## Mail.ru

We have worked with TransPerfect Gaming for a number of years. They handle projects in a diligent and professional manner, always delivering high quality work while respecting challenging deadlines. The localization team has an intimate knowledge of online gaming and of their respective markets.



## Retrofit

Brilliant, thank you so much! It's great to see the game running in all these languages for the first time. We've been so impressed with the work done, and the service and help you've given us. It's been a pleasure working with you.



## Capcom


It was really a pleasure working with you these past several months to make the localization of this project successful. Thank you for all your hard work and the always prompt response, in spite of many last-minute changes and requests. We all appreciate all the energy and kindness you put into this project.






## Mega Dwarf

You've done a wonderful job with the translations. It feels great to have our game fully playable in so many languages. We're very happy. It's always an absolute pleasure to work with TransPerfect Gaming, and we can't wait to have the opportunity to work together more in the future!




## Team 17

One of TransPerfect Gaming's greatest qualities is the swiftness and flexibility of their team. They make sure they understand the texts you send to them by using query logs and deliver their translation to the highest quality. They are always responsive and quick to gather their resources for you, and they will go the extra mile. Their communication is always warm too – they always answer with a smile.



## eRepublik Labs

Just wanted to take a moment to thank TransPerfect Gaming for the good work you put in for us in the last few weeks. Starting today, World at War is featured in the #1 slot in Google Play in several markets like Germany, Russia, Spain, France, Turkey, and MENA. We wouldn't be able to make it without your support and dedication, so you have our full appreciation and big thanks again!



eRepublik Labs



## R2Games

It has been a pleasure to work with a professional, efficient, and friendly team like TransPerfect Gaming when handling challenging language pairs during the localization and QA of video games. No matter the target languages, work is always delivered on time and always meets our own strict internal quality standards. While keeping high quality standards, TransPerfect Gaming charge a fair price and maintain constant two-way communications – meaning it’s much easier for us to manage our projects. Cheers to TransPerfect Gaming and we are looking forward to many more years of cooperation.



## inXile Entertainment

We have partnered with TransPerfect Gaming for a number of projects now and will continue to do so! They have always been very professional, efficient, flexible, and great to work with. Our games are full of branching narratives and deep role-playing elements which can be challenging to localize and QA. TransPerfect Gaming handles these challenges with skillfulness and efficiency.

At inXile, we care deeply about delivering a great experience to our players around the globe. TransPerfect Gaming shares that value and delivers quality in every language we've asked them to do for us. They are a very versatile and experienced team; you will not find better value when it comes to timeliness, quality, and expertise.



## Netmarble

We've been in a firm business partnership with TransPerfect Gaming on translation and LQA projects for a number of years. This long-term cooperation is built thanks to the TransPerfect Gaming team's enthusiasm for understanding the gaming industry and each of our products - not to mention all those good strengths they've been offering to us as in the professional performance of their work (quick responses and so on).



## Konami

Their localization services have been instrumental in expanding our brand to other markets and they also handle all aspects of customer service and community management, dealing with a lot of daily traffic across our channels. They have also been a passionate driving force behind a number of popular changes and improvements within the game. We would not have achieved our success were it not for their involvement and I look forward to working with TransPerfect Gaming for many years to come.



**KONAMI**

## Youzu Interactive

Youzu Interactive is proud to have TransPerfect Gaming as a localization partner, to deliver high quality content to our users. The TransPerfect Gaming localization team is very professional, providing great translation, which are hassle free and always on schedule. In addition, TransPerfect Gaming offers the most competitive prices in the industry, truly outstanding value for money. Thank you very much for your fantastic work, and we look forward to many more future collaborations!

