IGS
Company
Introduction

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IGS specializes in Domestic and Overseas Total Content Services

Since 2000, Netmarble Portal has been running over 200 kinds of content.
Based on our rich experience and know-how, we provide all necessary functions for game service according to customer's demand.

Operation

- Community Creation
- Community Management
- Events
- Indicator Management & Analysis
- Analysis Proposals
- Customer Response
- Billing Management

CS

- Defect Monitoring
- Customer Service Center Creation
- Real-time Support
- SMS Service
- Customer Service Tool Setting
- Customer Management Training
- 365 days a year Monitoring

QA

- Function QA
- Performance QA
- Compatibility QA
- Balance QA
- Security QA
- Maintenance QA
- Network QA
- Development QA

Marketing

- Reward Marketing
- Viral Marketing
- Media Ads
- Display
- Design Creation
- Market / Featured

Service Support

- Server/Infrastructure Creation
- Market Policy
- Customer Issue Response
- Index Analysis
- BM Model Proposal
- Event Planning
- Content Creation

Global Service

- Localization
- Community Management
- Global Marketing
- International Customer Response
- System Creation
- Overseas Business Support
- Translation, Inspection, &UI Test

Consisting With IGS

With more than 17 years of Online QA experience and a workforce consisting of over 800 operational experts who can actively develop strategies and execute them immediately, IGS provides a strong support team for customers in every aspect from QA to Operation, CS, Design, Marketing Consultation, Advertising Execution, and more!

The Success of our Customers is the Success of IGS!

IGS Introduction

IGS MAN POWER : As an industry-leading group of experts, we guarantee the best service!

Consisting of over 800 employees boasting professional qualifications in a variety of fields such as Operation, CS, QA, and Marketing, IGS provides the best service through a skilled workforce and stable infrastructure.

Operation / CS

Management-level Workforce

CS-Related Certification

800 Professionals

Operation / CS: 400

QA: 200

Translation LQA: 100

Business / Management Develop / Support: 100

* Headquarters / IGS&C / IGS CN / Daegu Branch Office

QA

QA-Related Certification

Over 50 Professionals with ISTQB / CSTS Certification

Content/type customized professional consulting staff

95% or higher response rate to issues

Customer oriented, situation specific response scripts

Online Support: 200 / Call Center Support: 300

* CS-Related Certification: CS Lead Manager / Claim Manager/ Call Center QA Manager

2017 KSQI* Designated as Best Company

(Hosted by the Korea Management Association)

Winner of the Korea Game Awards/

Business Innovation Award in 2015

(Hosted by the Korea Internet Digital Entertainment Association)

2007 NCSI* Rank 1 in Customer Satisfaction

(Minister of Information and Communication Award)

* KSQI (Korean Service Quality index) : CS Quality Index Survey
* NCSI (National Customer Satisfaction Index) : National Customer Satisfaction Survey

Mobile, Online PC Genre, QA Experience

Experience with over 100 mobile and 80 PC games

Mobile Devices (around 400), 95% Coverage in Korea

* ISTQB (International Software Testing Qualification Board)
* CSTS (Certified Software Test Specialist)

IGS Introduction

Many partner chosen IGS's service : No1. Global Game QA, CS, GM, Marketing Online Total Service

IGS has partnered with over 100 global game companies and boasts a career of more than 200 hit games.
All types of game operations and online total services are available through our vast gaming service operating experience.

IGS History

2017 05
- Selected as an KSQI excellent company by KMA
- Signed a service agreement with RIOT Games
- Signed a service agreement with EA

03
- Registered an official member of KoVRA
- Signed a "Global Business" MOU with Metaps China
- Signed a service agreement with Cygames

02
- Participated in 'Metaps Tokyo Conference 2017'' session
- Signed a "VR Business" MOU with YJM Games

2016 12
- Contract with Korea Creative Content Agency (KOCCA) for mobile game direct global launching
- Established an IGS China (Shenyang, China)

11
- Launched the mobile app 'Mobirum' for global game communities
- Interacted with domestic/overseas mobile game companies at G-STAR B2B-The first release of TipIGS, an in-house developed solution software.
- Performed QA services for HanaTour Ticket, a NCIA project

10
- Entered a partnership agreement with iMBC for advertisement of SRT
- Performed QA services for T'WAY AIR, a NCIA project

2016 08
- HRD Contract for the training of QA specialists at the Gyeongbuk Technopark and Gyeongbuk Global Game Center

05
- Entered into a MOU with Gyeongbuk Technopark for mobile game collaboration

2015 12
- Established MOU with XG Entertainment (China/Service support)

11
- Business Innovation Awards in Korean games, from G-Star 2015
- Established MOU with Testbird(China/QA)
- Started servicing 'Ultimate Tennis' (9M Interactive)

08
- Sealed an agreement with Korea Creative Content Agency about on E.O.S business (Second)
- Established MOU: Enish (Japan/QA)

07
- Chess Party Business – England, Islang Global Launching

04
- Began design publishing business
- 'MARVEL future fight' (Netmarble Games)

03
- Began Mobirum service for global users
- Began 'Raven with NAVER (Netmarble Games) service) service

02
- Began 'Bingo player'(CJ E&M) quality assurance
- "Localizing QA" Business area expansion

IGS History

2014 07
- Entered into an agreement with KOCCA on E.O.S business (Initial)
- Business briefing (Domestic developers)

05
- Changed the company name to IGS (30 Partners / 70 PC · mobile game operational service)

04
- Established global operation-center in the Philippines
- Contracts with US / Taiwan game operations

05
- Began service for 'Seven Knights for Kakao' (Netmarble Games)

2013 05
- Selected as a best service company by KMA

2012 11
- Supported establishing a service operating organization for overseas expansion (USA, Indonesia)

07
- Built a self-development service operation system (Total solution tool)

2011 11
- Infrastructure support for operational service expansion in Indonesia for CJ E&sM (Indonesia)

08
- Created content design operational professionals

2010 06
- Contracted with CJ E&M for game operation services

2007 01
- Received a commendation from a Minister of Information and Communication (Personal information protection, National Customer Satisfaction Index [NCSI] 1st runner up)

2006 01
- Began the online game operational service for 'Age of exploration' (Netmarble Games)

2005 03
- Launched a service operating enterprise (Independent company)

2004 11
- Incorporated into a CJ Group

2001 03
- Established a Netmarble operating service

IGS

Korea No.1 online total solution company IGS

Starting with the operation of Netmarble portal service in 2000,
we have been operating more than 150 kinds of mobile pc games.
Our highly experienced professionals offer all kinds of services and consulting necessary
for game launch and operation.

THANK YOU!