



CASE STUDY | HIGH TECH

Performance engineering gives millions of gamers a smooth experience



About the customer

Award-winning video game developer.



**100M+ copies
sold**



**US \$1B+ in
revenue from
a single video
game franchise**



**30+ video
games
developed**





Business challenges

Our client depends on many AWS cloud applications to run its multiplayer games. With growing franchises having garnered millions of players and a business model that depends on low latency and high uptime gaming experiences to maximize revenue, our client saw the need to:

1

Bring on external resources with AWS expertise to achieve a performance engineering throughput consistent with the needs of its game studios.

2

Gain a better understanding of how its applications will perform at scale for millions of users.

3

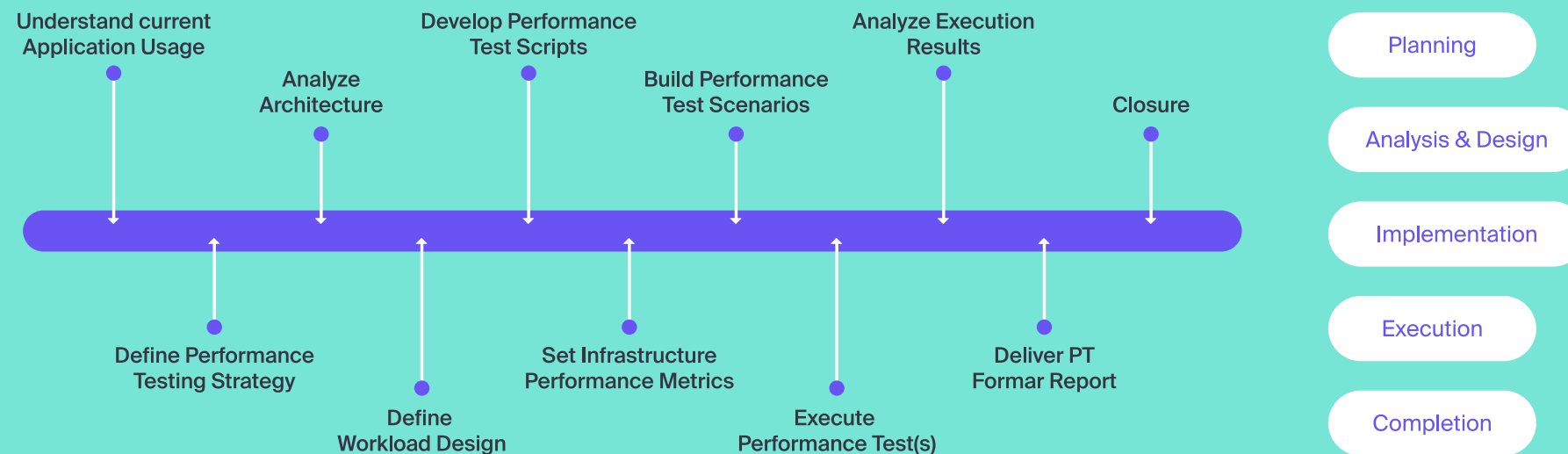
Detect and mitigate bottlenecks prior to game releases and minimize bottlenecks for existing games.





How Softtek comes into play

Softtek was engaged via nearshore outsourcing as a key managed services partner to provide management, support, and performance engineering services (primarily load testing) for multiple AWS instances used by the client's different game studios.



Customized and improved the distributed load testing solution on AWS.

Scalable load scripts based on open source technologies with JMeter.

Integration with the continuous delivery pipeline.





Business impact

The load testing paired with AWS monitoring, maintenance, and support greatly improved our client's ability to win over gamers and earn their loyalty.



Improved customer satisfaction with higher application reliability, validated through heavy-load testing (more than one million users).



Gained a clear visibility of the applications' response times and error rates.



Faster feedback through continuous performance engineering implemented in the CI/CD pipeline.



Increased understanding of application and user behavior under specific situations such as outages.



ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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