
AMBER
OVERVIEW DECK
Development Support Services
Q3 2026

CORE STRENGTHS

Global Presence

with flexible and scalable teams
(900+ staff across 8 locations and 4 continents).

Veteran Leadership

from companies like Electronic Arts, Ubisoft, Disney/Marvel, Activision/Blizzard, Gameloft and more.

Full-Stack Game Development

across multiple platforms and a variety of game genres.

International Certification

Information Security Management ISO 27001 Certified

Trusted by Partners

Service Partner 2026

Service Partner 2025

NPS 67 2025

NPS 64 2024

NPS 63 2023

Recognized by Peers

MOBILE GAMES AWARDS – BEST CODEV/ OUTSOURCING STUDIO WINNER 2025

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER HONORABLE MENTION 2025

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2024

MOBILE GAMES AWARDS – BEST SERVICE PROVIDER NOMINEE 2024

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2021

DeveLop – BEST QA & LOCALISATION SERVICE PROVIDER FINALIST 2018



AMBER is a trusted global game development partner with expertise across a wide range of platforms and genres.

CREATIVE STUDIOS



Karaokulta

Genre Passion: Hybrid Casual Mobile
Platform: Mobile, PC, Streaming, Roblox
Tech: Unity, C#
Audience: Family Friendly, Broad Audience
Monetization: F2P, Paid
View Deck
GUADALAJARA / MONTREAL

Avalon

Genre Passion: Puzzle, Casual Games
Platforms: Mobile, Streaming
Tech: Unity, C#
Audience: Family Friendly, Broad Audience
Monetization: F2P, Paid
View Deck
BUCHAREST

Madbricks

Genre Passion: Action Adventure Games + Narrative-based
Platforms: Mobile, PC, Streaming, Roblox
Tech: Unity, C#
Audience: Family Friendly, Broad Audience
Monetization: Paid, F2P
View Deck
BOGOTA

Play with Fire

Genre Passion: High Fidelity AAA Execution and AI Game Mechanics
Platforms: Console, PC, Streaming
Tech: Unreal / Proprietary / C++
Audience: Teens / Adults 13+
Monetization: Paid
View Deck
BUCHAREST / MONTREAL

Lorraine

Genre Passion: Core Strategy and RPG Games, Usually with Multiplayer Components
Platforms: Mobile, PC (includes Switch, Streaming
Tech: Unreal, Unity, C++, C#
Audience: Teen / Adults 13+
Monetization: F2P, Paid
View Deck
BUCHAREST / KYIV

DSS LOCATIONS

Overall Strengths:
- 24/5 - 24/7 round the clock and around the globe coverage.
- Partners have direct access to individual contributors to eliminate management bottlenecks.
- Internal training and audit systems to guarantee quality of services across all locations. Continuous improvement strategy backed up by learning and development.

GUADALAJARA

Specializations:
- Development QA
- Functional QA (Blackbox)
- Game Engines QA
- Compatibility Testing
- Performance Testing
- Network Testing

Platforms:
iOS, Android, Amazon, PC, Xbox, PS, Switch, TV OS, Web, Cloud, VR

Regional Strengths:
Covering North and Central America time zones. Large pool of QA staff with very rich and highly versatile interdisciplinary skillset. High availability of testing platforms.

Key achievements:
Contributed to testing major game engine on PC, MacOS and Linux. Early involvement in testing games on unreleased prototypes.

MONTREAL

Specializations:
- Localization/Translations
- Localization Testing

In plan:
- *Development QA*
- *Functional QA*
- *Player Support*

Platforms:
iOS, Android, PC, VR, Xbox, PS, Switch, Web, Cloud

Regional Strengths:
Localization and Localization QA talent availability of all target languages for games. Native speakers, large talent pool with vast experience.

Key achievements:
100% coverage of all Translations and Localization QA requests on all platforms before deadline.

BUCHAREST

Specializations:
- Development QA
- Functional QA (Blackbox)
- Game Engines QA
- Compliance & Certification
- Compatibility Testing
- Performance Testing
- Network Testing
- Player Support

Platforms:
iOS, Android, Amazon, PC, VR, Xbox, PS, Switch, TV OS, Web, Cloud

Regional Strengths:
20+ years of QA experience in Romania. Highly skilled talent availability. Reliable access to all necessary hardware and set-up environments. Amber core Management location. Covering EU time zones.

Key achievements:
100% 1st Party certification pass rate 24 hours turn-around time for mobile performance testing on 80+ devices.

BOTOSANI

Specializations:
- Development QA
- Functional QA (Blackbox)
- Game Engines QA
- Compatibility Testing
- Performance Testing
- Network Testing

Platforms:
iOS, Android, Amazon, PC, VR, Xbox, PS, Switch

Regional Strengths:
20+ years of QA experience in Romania. Highly skilled talent availability. Reliable access to all necessary hardware and set-up environments. Covering EU time zones.

Key achievements:
Delivered over 35 Specialized Training courses for QA disciplines, including Soft-skills topics, to over 400 employees.

MANILA

Specializations:
- Functional QA (Blackbox)
- Compatibility Testing
- Performance Testing
- Network Testing
- Player Support

Platforms:
iOS, Android, Amazon, PC, VR, PS, Switch, Web

Regional Strengths:
Very large pool of talent with high degree of English proficiency and technical skills. Capability of covering regional Soft launches in the Philippines, Australia, and the Asian countries. Covering Asia time zones.

Key achievements:
Player Support AI integration. 3-shift approach proven capabilities in one location.



HISTORY

2013

Amber founded in Bucharest, Romania with 3 employees.

A QA discipline established alongside the engineering core.

Creative Studio formed.

2014

Hit the first $1M in revenue and 31 staff.

Moved into our first proper office space.

Set up the first creative full development team.

2015

Released Cinderella Free Fall on mobile platforms, in partnership with Disney.

Carbon spin-off launched, an incubator for local indie studios.

2016

Live Ops discipline established.

Amber hits 160 staff.

Moved into our current office, at Charles de Gaulle Plaza.

2017

Mihai Pohontu joined as CEO in March 2017.

New offices opened in Los Angeles and San Francisco.

Released Link Twin. Amber reached over 280 staff.

2018

Merged with Lorraine, studio based in Bucharest, Romania.

Released Rumble Heroes on mobile platforms.

Reached $7.25M in annual revenues.

2019

New location opened in Botoșani, Romania.

Merged with Scorpius Games, a Bucharest based PC/console studio.

Reached 400+ staff and $13.6M in revenue.

2020

New location in Montreal, Canada. Merged with KaraOkulta, a Mexican studio.

Created new internal studio focused on PC / Console.

Reached 600+ staff and $20.7M annual revenue.

2021

Jaime Gine joined as CEO, Mihai Pohontu becomes Chairman.

Released Tetris Beat on Apple Arcade, in partnership with N3twork.

Reached 900+ staff and $30M in revenue.

2022

New locations opened in Kyiv, Ukraine and Warsaw, Poland. Announced first external investment, company valued at $190M.

Reached 1,200+ staff and $45M in revenue.

2023

New location opened in Manila, Philippines.

Released Secret Neighbor and SAW X: Survive the Obby on Roblox, in partnership with TinyBuild and Hologryph for the former, and Lionsgate, Pure Imagination, and Six Flags Fright Fest for the latter.

Featured on the 2023 Leading European Tech Scale-ups list.

2024

Acquired Madbricks, a Colombian studio.

Released Monument Valley 3 and Squid Game: Unleashed on Netflix Games, in partnership with Ustwo Games and Boss Fight, respectively.

Named “Best QA & Localization Service Provider” at the PocketGamer Mobile Games Awards.

TRUSTED BY INDUSTRY LEADERS

Crucial to our success!"

Daniel Bach - STEELWOOL

I am pleased with our collaboration, and I'm sure we will meet on future projects."

George Popa - TINYBUILD

My needs are being met and I'm given good advice along the way. This has been an overall positive work relationship we've developed here and looking forward to continuing!"

Allin Bolt - IMANGI

Amber has been owning all of Little Labs' QA and CS needs since late 2014 and has drastically increased the quality of our products and user satisfaction. Outsourcing these services also lead to a significant reduction in cost and overhead and allowed our team to stay focused on core engineering. Amber is a key component of our success and I'd recommend them to any business big or small wanting to streamline their QA/CS processes."

Ariel Vardi - LITTLE LABS

I feel like our collaboration with Amber has only strengthened over the years of working together. Teams and individuals from TSB who are working directly with the Amber team all shared positive feedback about them."

Eszter Barbas - SANDBOX

I plan to work with Amber again. That's the best testimony I can give. They do great work, are well priced and are pleasant and easy to work with."

Greg Johnson - HUMANATURE

OFFERINGS & CAPABILITIES



Dev Support Services (QA, Localization, Player Support)



Full Game Development



Ports & Remasters



Turnkey Co-development



AAA Art Production



Team Augmentation Across All Disciplines



Post-Launch Content & Live Operations



Marketing & Business Performance



Emerging Platforms



QUALITY ASSURANCE



TEST STRATEGY

Regardless of whether your games address the mobile, console, PC, wearable, VR or AR markets, we can deliver a comprehensive QA plan, replete with all the required test cases and scripts. We provide End-to-End Quality Assurance planning and consultancy customized for your project.

FUNCTIONAL TESTING

Our test team is ready to check the gameplay and UI, report on stability, game logic issues and validate the game asset integrity. No platforms hold secrets to our specialists. They go above and beyond to make sure that your app meets the highest functionality, usability and consistency standards.

CERTIFICATION TESTING

Our specialized Certification team will make sure that all your SKU's are ready for a clean 1st pass through submissions, saving you time and money. We're not only making sure your games are fully compliant to 1st Party requirement – we've also added test cases that go above and beyond.

QUALITY ASSURANCE



COMPATIBILITY TESTING

With an eye on application development and digital transformation, we know that QA testing can evolve only using new innovative compatibility testing technologies. We empower our team with a large pool of mobile devices counting over 1500 and growing on a monthly basis alongside our PC Compatibility Lab.

SYSTEM TESTING

Amber's QA engineers are ready to take a close look at your online components, providing deep technical risk analysis and helping you make informed business decisions for successful releases. We do this by continuously measuring and testing system characteristics: scalability, endurance, performance, network throttling and reliability.

BENCHMARKING TESTING

We use a proprietary solution for tracking the evolution of app performance and versus competition. Amber benchmarking testing process captures essential performance metrics (loading times, app performance, battery consumption & more) and provides the prerequisites for an in-depth analysis of the product quality evolution in comparison with the market competitors and industry standards.

QUALITY ASSURANCE

MOBILE GAMES AWARDS — BEST CODEV/ OUTSOURCING STUDIO WINNER 2025

MOBILE GAMES AWARDS — BEST QA & LOCALISATION SERVICE PROVIDER HONORABLE MENTION 2025

MOBILE GAMES AWARDS — BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2024

MOBILE GAMES AWARDS — BEST SERVICE PROVIDER NOMINEE 2024

MOBILE GAMES AWARDS — BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2021

MOBILE GAMES AWARDS — BEST QA & LOCALISATION SERVICE PROVIDER NOMINEE 2020

MOBILE GAMES AWARDS — BEST QA & LOCALISATION SERVICE PROVIDER NOMINEE 2019

Develop — BEST QA & LOCALISATION SERVICE PROVIDER FINALIST 2018

LIVE MONITORING

To ensure a risk-free and value-driven delivery, it is critical to support a sustainable ongoing experience for customers. Using our proven Live Monitoring methodology, we deliver a 360-degree view on a product's operability on live environment by analyzing stability and functionality metrics while keeping an eye on the community to see what makes them happy and what not, everything being backed up by a rigorous outage escalation process that will allow you to restore the service to normal operation as quickly as possible.

PLAY TEST EVENTS

Here at Amber, we are working hard at identifying the best possible gaming experience for the videogames titles we are working on, because we value people and the importance of communities in gaming. In order to capture what players like and how they play, we use a practical, comprehensive and engaging playtest process, where we can involve QA Testers with various gaming titles preferences and experience within the gaming industry to test your product. Play tests can include up to 300+ simultaneous players from Europe, North America and Asia.

QUALITATIVE FEEDBACK

We help game developers deliver transformational change in the areas of user experience strategy using our unique Qualitive Feedback approach based on Sampling Bias and Fore-Sight approach done at intervals to encourage insights that can not only help fix existing & anticipate forthcoming problems but give ideas for creating new & engaging features.

AMBER SQA

SPECIALIZED QA – INTEGRATED MODEL

COMPLIANCE	BENCHMARK	CERTIFICATION	LIVE MONITORING	AUDIT
Compliance Awareness	Specialized Playtest	1p Submission	Escape Defect Analysis	App Stability
Compliance Design	Performance	Sign Off	Specialized Feedback	Mirror User Experience
Compliance Verification	Player Experience			Standardized Processes
				Operational Efficiency
				Quality Procedures
Focused on **PREVENTION** and **CONTAINMENT** of pre-agreed standards and requirements defined by a First Party and/or AMBER.	Focus on enhancing the **PLAYER EXPERIENCE** through trusted partnerships, helping studios build the best games possible.	Focused on **RELEASE READINESS** prior to entry to First Party, leveraging learnings from all partner games and feeding it back into our process.	Focused on **USER IMPACT** by monitoring live app activity and identifying and addressing all issues before users start to complain.	Focus on **AWARENESS** in order to provide independent assurance that our organization's processes and operations are operating effectively and assesses whether the standard process are followed or not.

PERFORMANCE AND BENCHMARK

WHAT IS PERFORMANCE AND BENCHMARK TESTING

Performance and Benchmark testing is the act of running a set of operations or programs to measure the performance of an application by extracting and monitoring standard or custom KPIs and comparing the results to industry wide established standards. The process is a critical component in the development life cycle, because of the variety of chipsets available, the growing hardware / firmware combination and the multitude of games available on the market.

WHY WE RUN PERFORMANCE AND BENCHMARKING TESTS

Releasing a mobile game without paying too much attention to performance optimizations will drastically reduce the user base and decrease the satisfaction of the players. Making games perform well on high-end, flagship devices as well as on mid and low-end ones is a challenge that can be achieved with intense Benchmark and Performance testing. Research shows that stretching the device capability to a point where overheating occurs, or the battery drains quicker than usual is a dealbreaker in terms of retention and new user acquisition. On top of this, constantly stressing key components (CPU, GPU, Battery, etc.) can lead to irreversible physical damage.

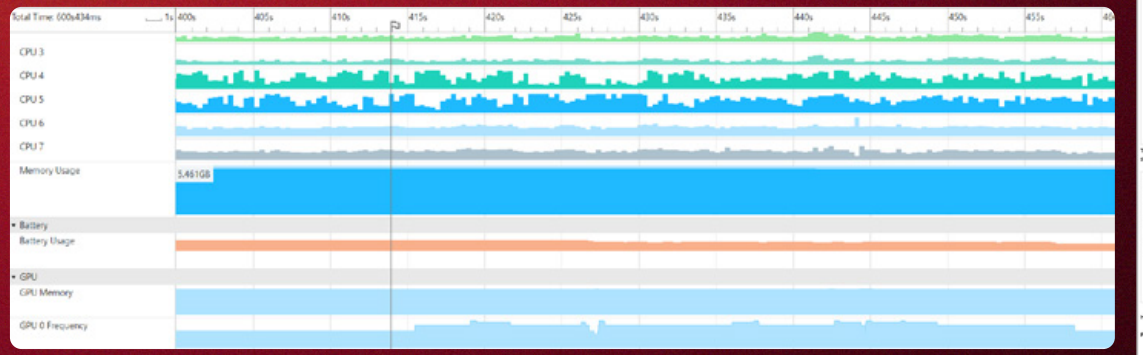
HOW WE RUN PERFORMANCE AND BENCHMARK TESTING



Amber uses a proprietary tool to monitor and report KPIs like FPS, CPU, GPU and RAM usage, Battery consumption, Network traffic and Device temperature while being flexible on the type of approach we use, depending on the scope or nature of the project. We can extract continuous recordings of the KPIs for set periods of time (e.g. 5, 15, 30, 60 minutes of gameplay), measure the indicators in key moments or define a specific context to run the tests and record the data. The tests are run on physical devices and any information about the application, or the data is kept private. The testing report is compiled by professional analysts providing recommendations on improvements, comparison with previous versions or major competitors.

PERFORMANCE AND BENCHMARK TESTING FOR MAJOR PUBLISHER

- 24/5 Service Model using teams from different locations.
- Dedicated management team.
- Around the clock points of contact.
- Multi project custom testing approach.
- Monitoring KPIs for set periods of time (5, 15 and 30 minutes of usage).
- Tracking and reporting against FPS, CPU, GPU and RAM usage, App size, Network traffic, Internal and external temperature.
- iOS and Android support on ~100 devices in total.
- 24 hours turnaround time for a full testing request.
- Flexibility in device coverage, including exotic chipsets and new releases.
- Detailed reporting outlining the performance concerns, areas for improvement and recommendations.



PLATFORM	MANUFACTURER	MODEL NAME	MODEL NUMBER	FIRMWARE	Battery	FPS Output				GPU (%)			CPU Usage			RAM	Temp
					Percentage	Average FPS	FPS Min	1% Low FPS	FPS Peak	GPU Average	GPU Min	GPU Peak	CPU Average	CPU Min	CPU Peak	MB	Celsius
ANDROID	Samsung	Galaxy A21S	SM-A217F/DSN	12	97	22	1	1	31	39	1	100	23	11	65	1140	35.20
ANDROID	Samsung	Galaxy A32 5G	SM-A326B	12	100	27	1	1	31	36	1	99	14	4	27	1623	35.50
ANDROID	Samsung	Galaxy A52s 5G	SM-A528B/DS	12	99	29	1	2	30	48	7	95	14	5	39	1536	30.80
ANDROID	Samsung	Galaxy Note 9	SM-N960F	10	97	28	1	2	35	27	1	46	20	9	47	1667	35.30
ANDROID	Samsung	Galaxy S10	SM-G973F	10	81	29	2	2	54	42	50	60	19	3	42	1049	36.40
ANDROID	Samsung	Galaxy S20 FE (Mali)	SM-G780F/DS	11	95	27	1	2	30	61	1	85	13	5	41	1395	38.40
ANDROID	Samsung	Galaxy S20 FE	SM-G781B/DS	11	96	30	8	19	30	47	6	78	8	2	37	1204	34.30
ANDROID	Samsung	Galaxy S22 5G Ultra	SM-S908B/DS	13	91	30	2	9	30	62	7	81	16	8	63	2361	35.60
ANDROID	Samsung	Galaxy S7	SM-G930F	8.0	95	26	1	1	31	64	1	100	25	12	45	993	42.00
ANDROID	Samsung	Galaxy Tab S6 Lite	SM-P613	12	99	28	1	2	31	72	25	99	14	7	25	1235	32.50
ANDROID	Samsung	Galaxy Tab S7 FE 5G	SM-T733	11	99	29	2	2	30	55	11	69	13	3	38	953	34.20
ANDROID	Samsung	Galaxy Tab S8	SM-X700	12	94	29	2	3	30	53	10	76	15	7	59	2089	29.80
ANDROID	Samsung	Galaxy Z Flip3 5G	SM-F711B	13	96	28	1	1	60	54	4	99	13	3	44	1894	41.00
ANDROID	Samsung	Galaxy Z Fold4	SM-F936B/DS	13	97	29	4	4	31	50	40	65	13	5	43	2084	31.70
iOS	Apple	iPhone XR	A2105	16.0.3	99	32	2	4	60	44	1	76	12	8	39	1678	34.50
iOS	Apple	iPhone 11	A2221	15.6.1	100	31	16	21	60	34	13	62	12	1	25	1552	30.90
iOS	Apple	iPhone 12	A2403	15.2.1	96	31	12	13	60	38	2	81	10	3	38	1616	35.20
iOS	Apple	iPhone 13	A2633	15.2	98	30	1	2	60	33	2	60	8	3	45	1770	33.30
iOS	Apple	iPhone 14 Pro	A2890	16.0.3	100	33	7	12	60	48	3	90	9	2	46	1877	32.50
iOS	Apple	iPhone 14 Pro Max	A2893	16.0.2	100	30	5	5	60	19	3	51	6	3	48	1910	32.30
iOS	Apple	iPhone 15	A3090	17.0.3	100	41	2	7	60	31	1	87	7	1	44	1670	33.70
iOS	Apple	iPhone 15 Pro	A3102	17.1	100	37	26	29	60	31	1	87	9	8	9	1890	37.90
iOS	Apple	iPhone 15 Plus	A3094	17.1	100	36	25	27	60	63	33	84	8	6	10	1580	35.80
iOS	Apple	iPhone SE 2020	A2296	15.5	100	29	3	6	31	32	2	63	9	5	44	1590	32.30
iOS	Apple	iPad Pro 10.5 2017	A1701	15.4.1	94	34	1	2	60	29	1	64	9	4	31	1540	38.70
iOS	Apple	iPad Pro 2020 (11 inch)	A2228	15.5	96	29	22	25	30	48	39	56	8	7	9	1640	37.40



LOCALIZATION & LOCALIZATION QA

About 30% of the world's population understands English, while about 40% plays video games. And these statistics don't necessarily overlap.

Our specialized Localization Studio in Montreal handles all aspects of your localization journey, starting with the translation of your content for all major video game regions, before ensuring all localized builds are exempts of linguistic, visual, technical, and cultural blockers.



SOLUTIONS

Multilingual localization solutions for all games and all platforms.
Text translations, asset localization and culturalization for all markets.

TECHNOLOGY

Integrated Localization resources in centralized in-house Knowledge Management tools (Wiki, FAQ KB, LQA repositories).
Automated Proofing tool for terminology violations.

PROCESSES

Handpicked native speakers, Tailored translator teams for Software UI, Gaming and E-Learning and Training Materials.
Test strategic planning Draft style guide.
Translation Quality Assurance Process.

LOCALIZATION SERVICES

MOBILE GAMES AWARDS – BEST CODEV/ OUTSOURCING STUDIO WINNER 2025

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER HONORABLE MENTION 2025

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2024

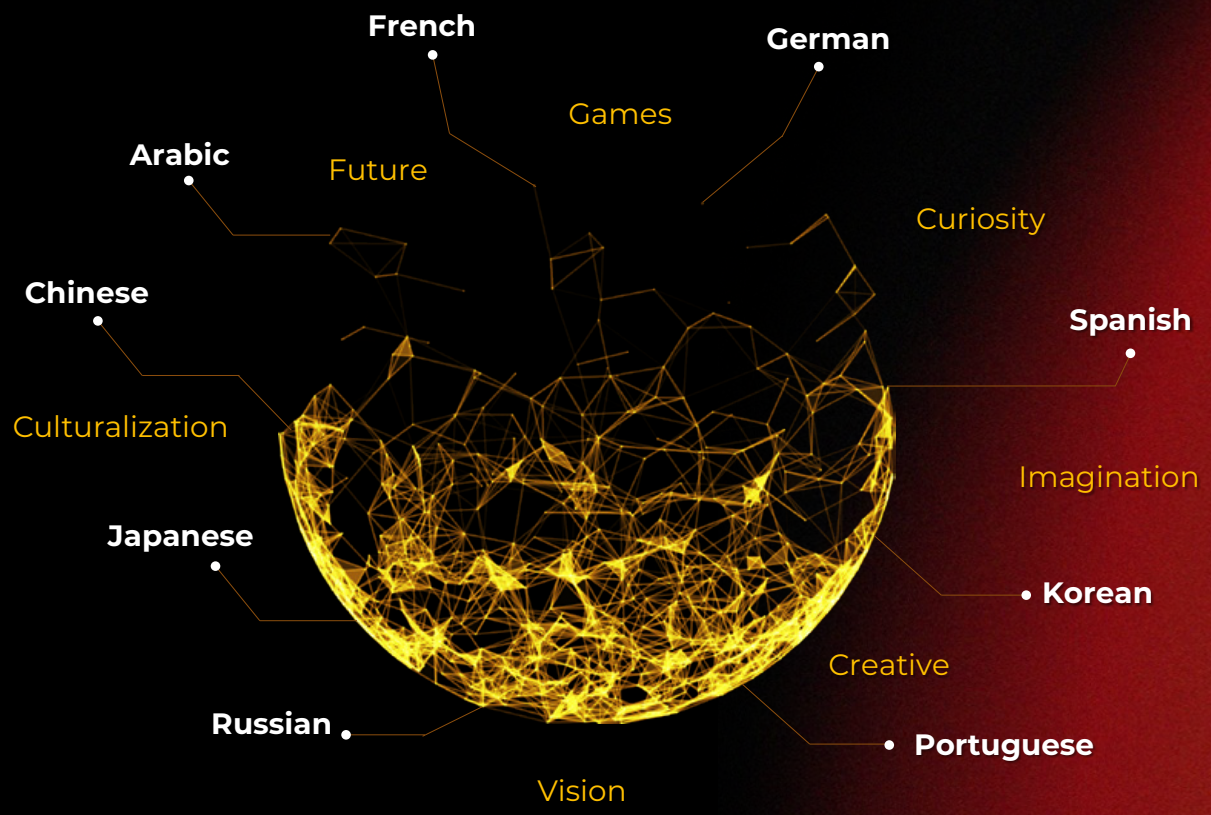
MOBILE GAMES AWARDS – BEST SERVICE PROVIDER NOMINEE 2024

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER WINNER 2021

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER NOMINEE 2020

MOBILE GAMES AWARDS – BEST QA & LOCALISATION SERVICE PROVIDER NOMINEE 2019

Develop – BEST QA & LOCALISATION SERVICE PROVIDER FINALIST 2018



Amber Localization use a team of freelance professionals to rely on the most veteran video game contributors worldwide.

- We suggest accounting for 1500 to 4500 words per business day, w. a 48h minimum deadline.
- Premium TEP localization (2 steps), Augmented localization (1 step – availability later in 2025), Editing/Proofreading (1 step), Terminology, LQA (in-game testing), Certification, and I18n consulting.
- If we handle both LOC & LQA, we make sure to update linguistic issues in all databases ourselves to reduce client's burden.

WE CARE ABOUT THE GAME & SERVICE BEYOND TIME & MATERIAL

MOST AGENCIES / LSPs

Understand the linguistics well, but little about video game production

Translation Localization → ? → Linguistic checks

Offer a faceless, disconnected process that never looks back. Quality remains as delivered.

AMBER

New Features → I18n Consulting

TM & Terminology Curation Post-Mortem



Premium Localization

In-game LQA Testing

We understand that localization, like linguistics, is a **subjective field**. Rather than promising instant perfection, we work towards **iterative excellence & quality through redundancy**. We follow-up on issues, strive to improve, and report on our efforts.

PLAYER SUPPORT



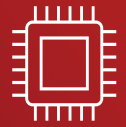
Multi-channel & Multi-language Support

- Web, Email & Ticketing Support
- Supported Languages: EN, JP, CN, KO, DE, ES, IT, FR, RU, PT, AR



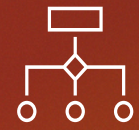
Solutions

- Live Game Operations
- In-Game Support
- Informational & Technical Player Support



Technology

- IT Infrastructure & Technical Support Services
- Account Administration Global & Regional Tier1 Service Desk
- Support Gaming Accessories & Hardware Support



Processes

- BPO – Business Process Outsourcing
- Live Monitoring RCA
- Functional Walkthrough
- Outage & Incident Management

AMBER QA

ROBLOX - OPEN-ENDED SANDBOX MMO





- 16/5/ Service Model with specialized multi-discipline teams.
- Multi-Platform QA Support (Mobile, PC/Mac, Xbox One and VR).
- Multi Project testing approach with POC's for each individual project.
- Daily issue impact analysis and reporting for each sub project.
- Daily regression and ad-hoc based testing.
- API Testing for several projects.
- Localization placement testing.
- Verification support of the feature core functionality of the platform.
- Monitoring, reviewing and escalating end-user feedback.
- Test Case creation and maintenance.
- Same time-zone testing support for any requests coming in from the Roblox teams.
- Flexible resource allocation between projects.
- High player count (100+) Playtest service model.

Download on the App Store | GET IT ON Google Play | Download from Windows Store | XBOX

AMBER QA

WORLD OF TANKS

- Functional QA support for Live Events and Content Updates requirements and specifications, with coverage tailored around the Core Gameplay and Features of the title.
- Client and Server Backend coverage provided recurrently for each Live Event and new Feature, focused on Server Creation and Server Load Testing through Client and AI Simulation.
- Highly flexible and adaptable Project Strategy in terms of QA Coverage and activities, by following both Scripted/Directed and Free Testing approaches, leveraging a multi-studio Amber team that provides support on multiple time zones.
- Playtest support consisting in monitoring and participating in Frontline Battle Mode coverage, investigating and reporting bugs.
- Design Feedback sessions regularly held, for all Major Live Events and Content Updates.

Available on STEAM







AMBER QA

TEMPLE RUN 2





- LiveOps Event & Store Offer Configuration testing.
- Performance testing on supported low & medium end devices.
- Continuous process updates and new process implementation to improve efficiency both for the QA & Development teams.
- Constant advanced communication with the Development team, including daily updates and syncs but also early feature feedback to ensure the feature is well received by the users.
- Using a variety of tools to identify the root causes of problems and share clear information to the development team.

Download on the App Store | GET IT ON Google Play | Download from Windows Store | XBOX

AMBER QA

PARTNER CASE STUDY:
TINY BUILD











- Specific flexible coverage, based on immediate needs on a high number of ongoing projects. We dedicated a team that is dynamically being assigned to a multitude of projects, switching focus instantly based on changing priorities.
- Leads are assigned to projects, but the team switch from one project to another, sometimes daily, to allow maximum flexibility.
- Provided Functional QA work for more than 15 titles throughout 2021 and the first half of 2022, on most part of the existing HD Platforms including VR (old and current gen), along with providing also CERT and Localization services for some.
- Coverage planning is being defined together with development teams, leading to unified activities on each individual project, as opposed to separate departments working independently.

Available on STEAM · PS4 · PS5 · NINTENDO SWITCH · XBOX ONE · SERIES X|S · oculus

AMBER QA

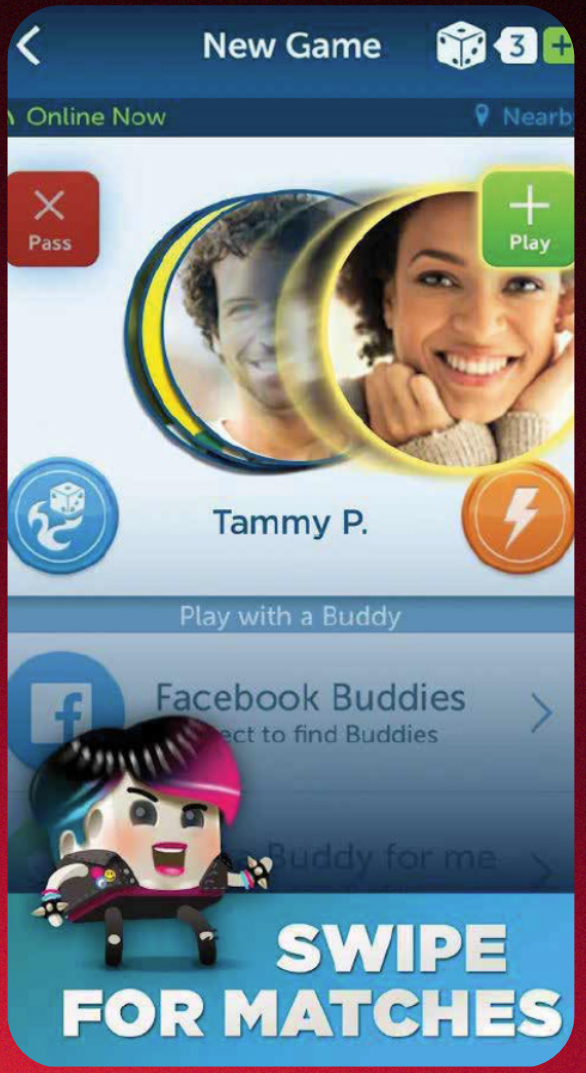
DICE LIVE MONITORING



- 24/7/365 Service Model with specialized professionals.
- Verification support of Core Functionality and defect-related player comments.
- Immediate issue escalation and prioritization of game areas and tasks including Event verification.
- Direct collaboration with CS reducing response times giving them direct access to QA.
- Issues impact analysis across portfolio of projects through Dynamic Test Suite and Smart Allocation Integration.
- Covered Performance and Stability, User Feedback, Telemetry, In-app Commerce Functionality, Playthroughs & more.
- Prevented or contained risks related to 150+ live issues over 5 updates with more than 70% fix ratio.
- ~70% of live environment related issues discovered and reported within 48 hours from launch/update.
- Overall estimated ROI of Live Monitoring services over 1000%.

Download on the App Store GET IT ON Google Play





RECENT LOCALIZATION & LQA PROJECTS

FR-FR, IT, DE, ES, ZHS, ZHT, JA, KO,
PT-BR, RU, TR, AR, NL



Imangi Studios

LOCALIZATION
240,000 WORDS
IN-GAME LQA
796 HOURS
GLOSSARY CREATION
I18N CONSULTING

FR-FR, IT-IT, DE-DE, ES-ES, PT-BR,
JA, KO, ZHS, ZHT, RU, AR, TR



sandsoft

LOCALIZATION
72,000 WORDS
IN-GAME LQA
320 HOURS
CULTURALIZATION

FR-FR, IT-IT, DE-DE, ES-ES,
PT-BR, RU, JA, KO, PL



Black Salt Games

IN-GAME LQA
928 HOURS

PLAYER SUPPORT





Sky Children of Light

- Ongoing community support from Beta to Global to Live Ops.
- Customer experience for a 500k DAU community.
- 24/7/365 Service Model with specialized EN, FR, IT, GR, SP, JP, CN & KO Player Support representatives.
- Adaptive reporting, customer reports and personalized dashboards.
- Account administration, data restore, refund management & more.
- Self service FAQs management strategy for maintaining a contact rate lower than 0.45% (market rate is over 5% on average).
- Player Support services at the heart of the community.

Download on the App Store

GET IT ON Google Play

NINTENDO SWITCH

PLAYER SUPPORT





PARTNER CASE STUDY:
SANDSOFT GAMES

- Player Support Services through ticketing and app store reviews.
- Localization Services: 10+ languages, Loc & LQA, QA, Certification.
- Providing services for iOS and Android platforms.
- Player Support representative with Arabic and English.
- Daily reporting using Jira integration.

Download on the App Store

GET IT ON Google Play

CONTACT US



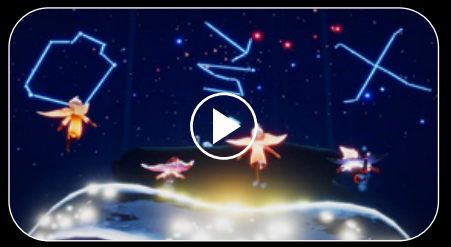
ANDREEA ENACHE
Chief Revenue Officer



IOANA POHONTU
BD Manager

www.amberstudio.com

New biz enquiries: bizdev@amberstudio.com



Experience our latest company reel

DSS LEADERSHIP



MIHAI SMARANDA
Head of Development
Support Services



CHRIS ROWLEY
Program Director of
Development Support Services



RAZVAN BIRCEANU
Director of
Functional QA



CHRISTIAN NORTON
Director of Player
Support & Localization



ANDREI RADU
Director of Automation
& Specialized QA



ANDREEA ILIE
Manager of
Player Support



IULIA FOUNTAIN
Manager of
Platforms QA



IONUT PUSCASU
Sr. Manager of DevQA
& Certification



ANDREI VASILE
Manager of Tools
& Web QA



JOHN PARK
Studio Leader
Localization



ADRIAN MITRAN
Sr. Manager of
Pc/Console QA



CATALIN GHEORGHE
Sr. Manager
of Mobile QA

APPENDIX

OTHER WORK SAMPLES

HIGHLIGHTS


GOROGOA

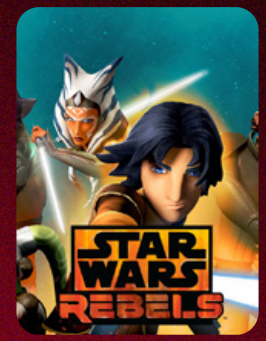

ROBLOX


Sky

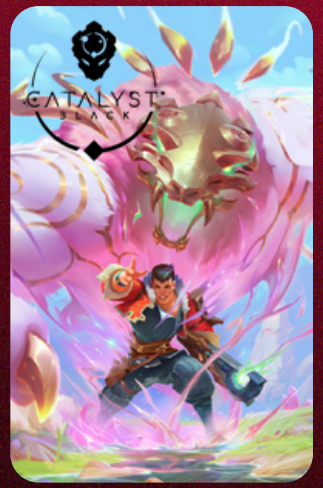

Disney
FROZEN
FREE FALL


THE WALKING
DEAD
ROAD TO SURVIVAL


Bubble
Witch 3
saga


STAR
WARS
REBELS


BAD · NORTH
Deluxe Edition


CATALYST
BLACK


WAR COMMANDER
ROGUE
ASSAULT


MARVEL
CONTEST OF
CHAMPIONS


STAR WARS
COMMANDER


PILLARS OF ETERNITY II
DEADFIRE


MARVEL
AVENGERS
ALLIANCE

AMBER QA

MARVEL STRIKE FORCE





- LiveOps Configurations support based on Events documentation prepared by the Product team.
- The events that are released in-game are strictly implemented following a predefined schedule.
- Continuous process improvement to increase the efficiency of the team for configuring complex events.
- Constant communication flow with multi discipline teams to ensure that all requirements are met, and the users receive high quality content.
- Variety of tools that allow our specialists to handle Art assets and implement specifications that generate an engaging User Experience.

Download on the App Store

GET IT ON Google Play

AMBER QA

STAR TREK



- Over 4 years of continuous Quality Assurance support.
- Continuous product development between Amber - Digit - Scopely transitioning from an Agile Team structure to the first Feature POD system in Amber.
- Expanded testing support from functional QA to LiveOps testing and configurations.
- First project to support Augmented Reality tested by Amber QA.
- One of the biggest strategy games on mobile platforms that combines multiplayer real-time strategy with role-playing.
- Big commercial success with over 4.7 million days played in game, having the highest average revenue per install in the first six months from launch when compared with titles launched during the same period.
- People's Voice Award winner for "Strategy/Simulation Game" and "Technical Achievement" at the 2019 Webby Awards.

Download on the App Store

GET IT ON Google Play





AMBER QA

FIVE NIGHTS AT FREDDY'S SECURITY BREACH





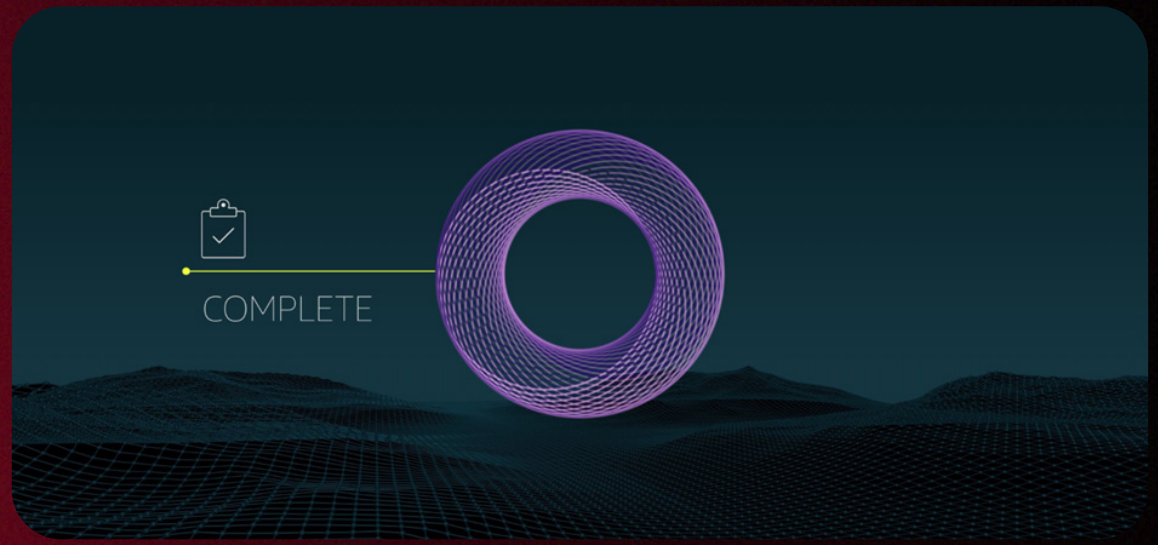
- Embedded Functional QA support assured by Amber on Console porting specific requirements.
- LiveOps FQA assistance on multiple platforms and regions Release Candidates, for securing successful 1st Party Submissions and Releases.
- Live Support consisted in monitoring the Community feedback and investigating the bugs encountered by end users, filtering them versus the Known Issues.
- Project Strategy with high adaptability and flexibility in terms of QA Coverage and activities, from Test Planning to Test execution by following both Scripted /Directed and Free Testing approaches.

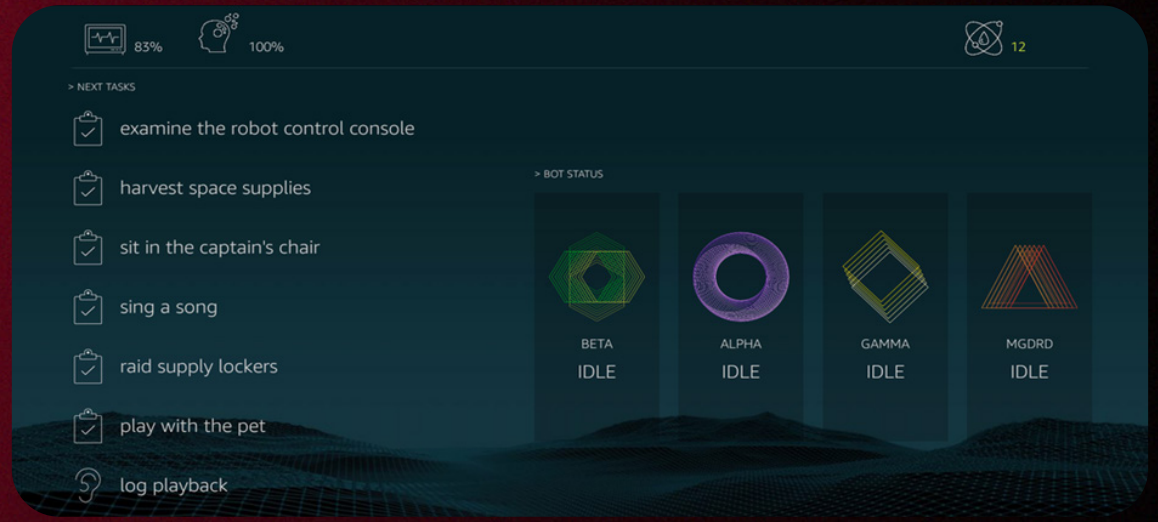
XBOX · Available on STEAM · STADIA · oculus

AMBER QA



THE VORTEX - ALEXA





- Unique Compatibility testing approach based on specific hardware and software requirements for voice-based applications.
- Audio testing for the software implementation of sound assets using Soundcheck heterodyne analysis algorithm.
- “On call” QA for swift support during US business hours.
- Specific voice-based daily issue impact analysis and reporting.
- Dedicated Amazon Appstore Content Policy guidelines under CERT testing.

Download on the App Store

amazon apps Available at amazon





QUALITY ENGINEERING

DAWN OF TITANS



- Amber QE implemented an automated testing mechanism which enables testers to run multiple predefined battle scenarios and confirm that their outcomes properly reflect the designed unit power balance scheme.
- In-game integration using custom C++ engine.
- Total test duration has decreased with 24%, the automated testing helped us reducing the time to run repetitive tests.

Download on the App Store

Available on STEAM

Linux

LOCALIZATION

MINI MAKER





- Premium quality localization & culturalization created by our team of specialized video game translators & reviewers, with years of experience and hundreds of games in their portfolio.
- Dedicated project management, working on the best specialized tools made for our industry to prevent critical failures in localized builds.
- Follow-up support past delivery, integrating all amendments in Translation Memories and Localized text files so they remain up to date and can be imported back into the game stress-free.
- Freedom to directly communicate with the linguistic team to make the localized experience seamlessly identical to the original one, albeit for essential cultural differences that could otherwise impact the game's release.
- Language Pair: FR, DE, ES-ES, ZH-CN.



Available on STEAM

LOCALIZATION QA



CARDPOCALYPSE



- Linguistic & Functional QA testing offered in one seamless solution, and managed by a single PM.
- Assured, consistent level of quality into all target languages (EFIGS).
- Our native speakers reviewed the natural flow of the translations, checking colloquialism for the phrases to have a logical meaning in the designated language.
- Structured LQA strategy and testing processes worked seamlessly with partner's Agile game team environment.



Download on the App Store

Available on STEAM

PLAYER SUPPORT





SPIES IN DISGUISE

- Over 5 months of continuous Customer Experience support.
- Multiplatform (Android/iOS/Web/Email) Customer Support according to ITIL standards.
- Global single point of contact Helpdesk.
- Multi channel EN, FR, IT, DE, SP and RO language support.
- High level Incident ticket management.
- FAQ and Knowledge Management Ownership.
- 420+ inbound user reports resolved at the first contact.

Download on the App Store

GET IT ON Google Play

AMBER LEADERSHIP



MIHAI POHONTU
CHIEF EXECUTIVE OFFICER

PAST EXPERIENCE: Disney EA SAMSUNG



SCOTT HUMPHRIES
CHIEF PRODUCT OFFICER

PAST EXPERIENCE: Disney EA JAMDAT



ANDREEA ENACHE
CHIEF REVENUE OFFICER

PAST EXPERIENCE: SONY BANDAI NAMCO MARVEL



JAIME GINE
EXECUTIVE ADVISOR

PAST EXPERIENCE: EA Keywords STUDIOS



CRISTIANA FERNBACH
GENERAL COUNSEL

PAST EXPERIENCE: KPMG Noerr



TUDOR POSTOLACHE
CHIEF OPERATING OFFICER

PAST EXPERIENCE: EA vodafone



ROIE CHIZIK
CHIEF FINANCIAL OFFICER

PAST EXPERIENCE: amazon Disney EA



CATALIN BUTNARIU
CHIEF STRATEGY OFFICER

PAST EXPERIENCE: GAMELOFT UBISOFT RGDA

THANK YOU!



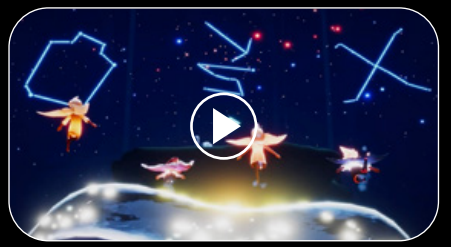
ANDREEA ENACHE
Chief Revenue Officer



IOANA POHONTU
BD Manager

www.amberstudio.com

New biz enquiries: bizdev@amberstudio.com



Experience our latest company reel