



Game Center Group Gaming Solution Platform Datasheet

Overview

The Game Center Group Network provides all the needed technologies and services to facilitate a low-cost, high-margin operation of connected gaming services, massively multiplayer online games, mobile and handheld games, web and flash games, and other distributed entertainment applications. By focusing on the needs of both the developer and the customer the network provides support for developers prior to launch through the growth of your game.

The Game Center Group Network was built and is operated by industry experts with years of experience in the online games business. This experience extends to game development and internal/external testing to the live operations of multiple games of different sizes simultaneously.

Designed to be extensible the network is built with global operations at its core. Every aspect of the network is easily configured for different geographic regions and territories. Rather than requiring multiple unique instances be run and managed for each region the network displays service offerings, payment options, and language based on a users region or personal settings

The networks modular design and use of open standards allows you to create distributed game and service applications that can run on multiple hardware platforms simultaneously, including PCs, dedicated game consoles, cell phones, and handhelds.

Advantages

For a developer wanting to bring their game to market there are a number of tools and technologies required to operate and monetize their product. Several of these technologies and tools are available commercially each requiring separate integration efforts and costs while several tools require the developer to spend time building them themselves. The Game Center Group Network provides the only single point of integration and complete set of tools for a developer allowing them to spend more time building their game and less worrying about how they will operate it.

By offering the network as a service we can offer these tools and technologies to developers for little to no initial costs. We have spent years building an industry leading offering designed specifically for supporting the unique challenges of online gaming services and by offering this as a service developers of any size can benefit from these tools at a fraction of the cost it would take to build them.

Aggregating games on a central network and toolset allows games of any size to reduce operating costs by sharing in the economies of scale gained from reducing the costs of development, hardware, bandwidth, network operations, and customer care. These economies traditionally are only realized by a developer operating a highly successful single game or multiple games of intermediate success.

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Account System

Account creation and Management

The Game Center Group Account system includes all the features needed for users to create and manage their account details and public identities while allowing game developers to get details on who is playing their games.

Users can create accounts, log in, view, and edit their account information including purchases, subscriptions, balances, payment options, and billing information.

Account Personas allow customers to play games under their chosen game identity which is publicly recognized while keeping their account credentials private.

Single sign-on makes all games on the network accessible to users with a single account making it simple for existing users to try new products on the service.

Name-space integration allows users from an external website or network access to services on The Game Center Group Network without requiring additional account information or going through additional authentication.

Entitlement & E-commerce

The Game Center Group Network entitlement and E-commerce system offers all the core functionality needed to operate a subscription or Free to Play service of any size and scale. An unlimited number of packages can be offered for a service including single product entitlement and entitlement to bundles of products.

One-Time-Transactions allow for products to be offered for a given period of time with a single transaction. Entitlement can be for a short rental period or indefinitely.

Reoccurring subscriptions provides the capabilities to offer reoccurring billing at any desired time increment and price.

A network wide virtual currency system and user wallet provides games the capability to offer in-game items and services through micro-transactions.

A Promotional system gives users rewards in-game or a service credit. Rewards can consist of service authorization, free time, as well as virtual items, exclusive persona names, or group name reservations for individual products.

Hosted Operations

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Simple Implementation & Management

Our extensive SDK for C++ games and Java architecture make it easy to integrate your new and existing games on the network as well as allows for continued functionality updates and capabilities of the network over time without interruption to your service.

Launching and Distribution

A fully customizable web based launcher allows the network to handle authentication and launching of game clients of any type while an integrated CDN provides for efficient and scalable client distribution.

The launcher is integrated with a powerful back end content management system allowing game and service announcements to be delivered to users based on authentication and entitlement before they enter the game.

The launcher client distribution can be initiated based on authentication and entitlement reducing costs of repeat anonymous client downloads.

The network client manager ensures users are running the latest version of the client while the integrated patcher downloads and applies updates as needed prior to launching the game client.

Efficient and Scalable Hardware Operations

A full service, world class datacenter operation with high availability and Tier 1 network performance powers your online game. Featuring industry best monitoring, performance and uptime, your production environment is managed by a 24/7 Network Operations Center (NOC).

Servicing both Windows-based and Linux-based online games, our services hardware operations focuses on the real needs of online game developers with rapid provisioning, distributed configuration management, and elimination of single points of infrastructure failure. Plugging your games infrastructure into our networking, database, and operational fabric is simple with our open standards and flexible architecture.

Game Management

Bringing your online games to market can be challenging and at times detrimental to making a truly unique and fun experience. By leveraging our industry experience, tools and proven techniques you will be confident that your game is delivered to your player base with consistency and reliability as you intend it.

Our infrastructure and methods will allow you to promote your games through the various stages of the product life cycle. Moving releases out of the development environment through quality assurance and

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on to production environments, with an emphasis on service up-time and availability. Our experienced team will work with you to update your service so you can provide the best possible game play experience that your players crave.

Customer Care (CRM)

The Game Center Group CRM system is designed specifically to manage the unique challenges of online entertainment services while providing a true 360 degree view of the customer. Architected to provide support staff everything they need to resolve a customer issue from a single web interface providing for more efficient issue resolution.

Self Service

The network includes a robust centralized knowledgebase that can be used across the entire service and product offering while an API makes it possible for the same content available on the web be accessible inside the games.

Ticketing system

A robust ticketing system allows support requests from multiple customer contact methods be routed and processed through a single interface. This allows staff to be more effective by providing the ability to support customers from both the web and while they are playing the games.

A centralized system allows developers to get a complete view of what is happening in their products and where customers are having problems or concerns

The ticketing systems can be extended to offer users the ability to submit bugs and suggestions from the game or the web.

Support Services

The Game Center Group CRM team is experienced in managing both large and small support operations with blended offerings of internal and outsourced call centers. Reliable and cost efficient operations are balanced with an extensive quality system verified through SLA reporting and constant customer feedback.

The Game Center Group Network currently operates out of San Diego, California and list of clients reflect the best in the online gaming industry and is growing each day.



Social Systems

The Social System provides the core features for developing and growing communities around your products and services. By including many of the in-game community features in the network we can extend the game experience to the web.

Personal Profiles

A personal user profile allows each member of the service to display information about themselves as well as surface achievements they may have received in the products they use.

Groups and friends allow users to connect with people they interact with in the games and on the network. The groups feature allows users the ability to create smaller private or public communities of users that share common interest.

Player Communication

A Message Center provides easy access to integrated network e-mail and text Chat. Users have a single location they can go to and see communications from their friends or groups as well as see messages from the service about updates and special promotions.

Community Management

The Game Center Group Community team is skilled in managing a web based community as well as creating and operating live in-game events focusing on players of all experience levels. Focusing on getting users involved in the community this hands on approach keep users engaged even after they have played through the initial provided game content and puts a premium on community leader involvement.

Game Tools

The network has built or integrated many game tools and features commonly required in client server games. These tools were selected based on their commercial availability or uniqueness to online game developers as well as their value in being reusable and part of a larger network offering.

Game data publishing

An integrated event logging and data publishing system allows data to be gathered from the game and published externally through the platform to web pages or reporting software such as Crystal Reports.

Game Master Tools



A web based service interface allowing commands and actions to be sent by the game allowing GM's the ability to chat or perform "god" commands on customers without entering the game world. Complete with access level and privilege management, command parameters restrictions, and complete action logging there is no need for a developer to build separate permission list or support client.

Word filter

A customizable global word filter blocks words or combination of words across the entire network. Words can easily be added on the fly and populated across the entire network making sure they are always up to date.

Wait Queue


If your game has restrictions on the number of people that can be in an area or participating in an activity the network includes a configurable wait queue to manage the number of users that can participate at any time


Auction system


A full featured auctioning system with escrow capabilities can be used for trading in a single game or across the entire network of games. Auction status and management can be accessed from inside or game or from the web.

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