CASE STUDY

Building a Customer Care LiveOps Solution

BACKGROUND

NCSoft is a leading public software gaming company recognized for its vast portfolio of desktop and mobile games. As the popularity of video games continues to grow, NCSoft needed a reliable customer care and event management solution to keep up with its growing audience.

To meet this need, they sought out **Azumo,** a web application development firm specializing in creating customized enterprise-ready solutions.

- NCSoft needed a robust game administration solution for their soon-to-be-release video game platform.
- However, the digital gaming house had too many environments to operate across.
- On top of that, a limited number of back-office APIs made new game development hard to manage.
- And there was limited availability and knowledge internally to build the solution.

THE SOLUTION

- Azumo built a robust react-based web application
- New modules could be easily added without pausing applications or gameplay
- The newly developed APIs were scalable, modular and plug and play
- Azumo also enhanced security features with the implementation of SSO for users with varying roles

THE RESULTS

- The agile development approach produced an enterprise-ready solution
- The company can test and discover services with ease
- Internal teams can effortlessly publish new features for an improved gameplay experience