

# Quality is the best business plan

John Lasster · PIXAR COO



# Quality of service is the most certain method for great success in the business and is also NGLE's core value.

NGLE, consists of QA experts from IT companies, NHN, Wemade, Smilegate, NCSOFT and so on, has been pursuing the highest quality based on various project experiences and advanced technology.



#### PC · MOBILE · SMART TV · VR

We conduct the most effective testing for improvement in quality and performance verification with business characteristics and the sphere of business of clients.

## **OUR BUSINESS**

Experience NGLE's professional plans for maximizing the effects of activity about the quality.

### Software testing

We conduct the most effective testing for improvement in quality and performance verification making the best use of various testing tools.

### Consulting for quality

We propose the customized QA Framework by discovering the features of clients' software for maximizing the effects of activity about the quality.

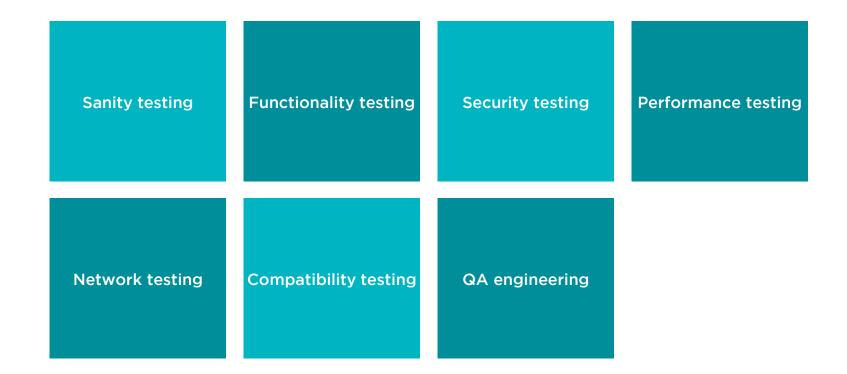
# Support for market management

We guide the Know-how about the policy response on each kinds of markets such as Apple App Store, Google Play, One Store, Steam, Oculus, etc. and the featured strategy.

#### **OUR BUSINESS**

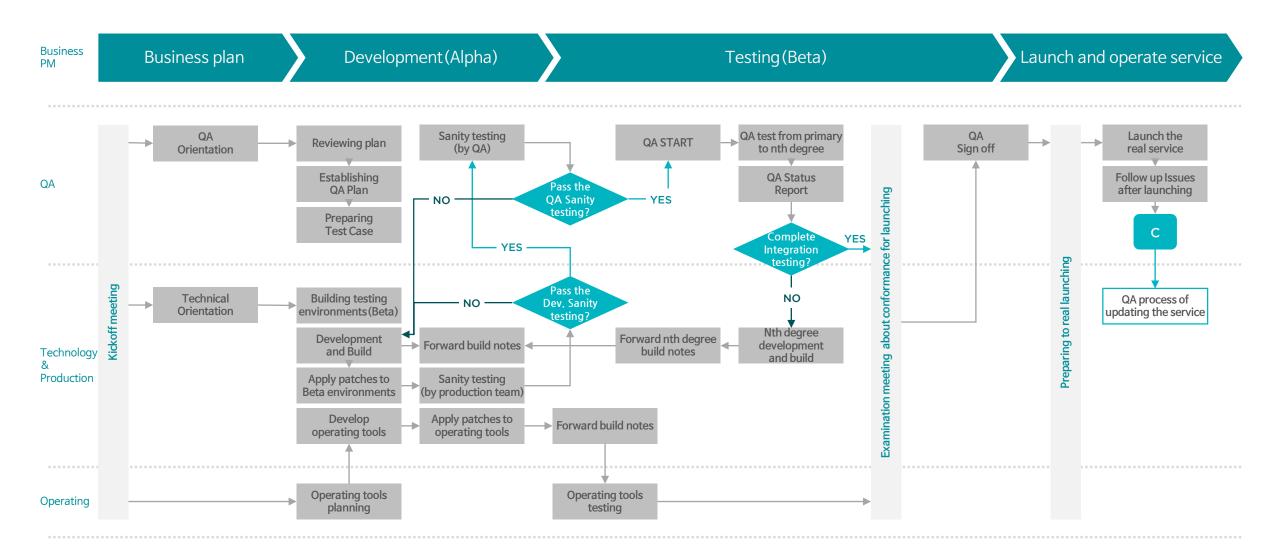
# 1. Software testing

We conduct the most effective testing for improvement in quality and performance verification making the best use of various testing tools.



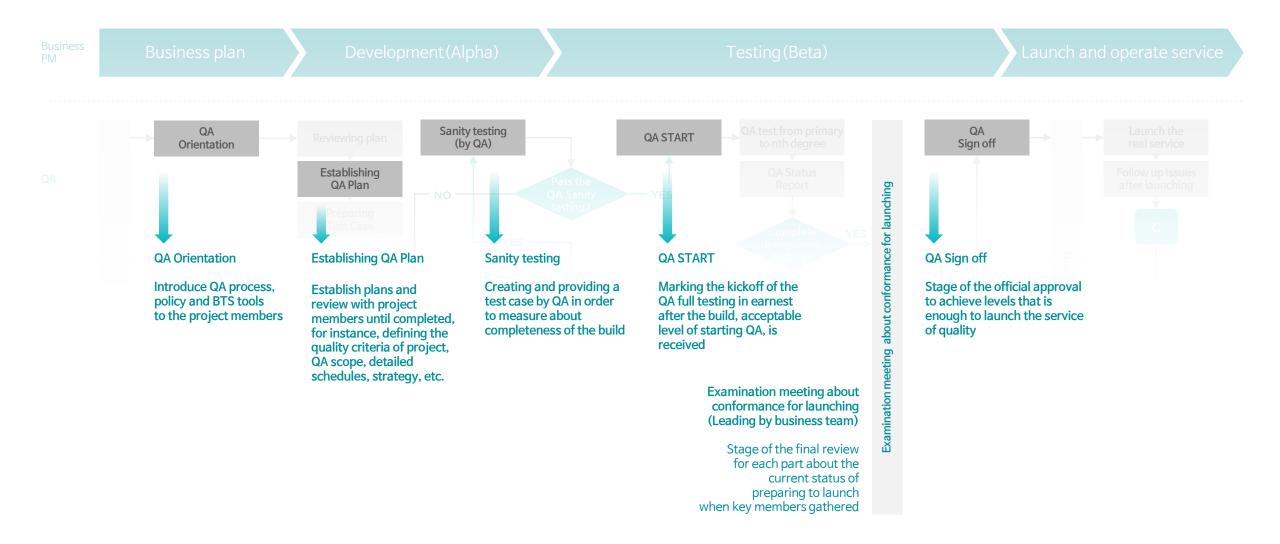
#### **QA PROCESS & MILESTONE**

Provide the best process & milestone according to the business line, characteristics of organizations and the policy of clients



#### **QA PROCESS & MILESTONE**

Provide the best process & milestone according to the business line, characteristics of organizations and the policy of clients



#### **OUR BUSINESS**

# 2. Consulting for quality

We propose the customized QA Framework by discovering the features of clients' software for maximizing the effects of activity about the quality.

Evaluating and improving of quality process in the organization

Consulting about the quality control solutions

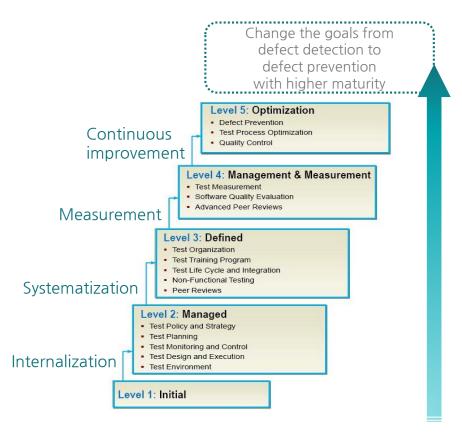
Support to set up the quality control organization

Building and internalization for the test methodology

Consulting for the software testing

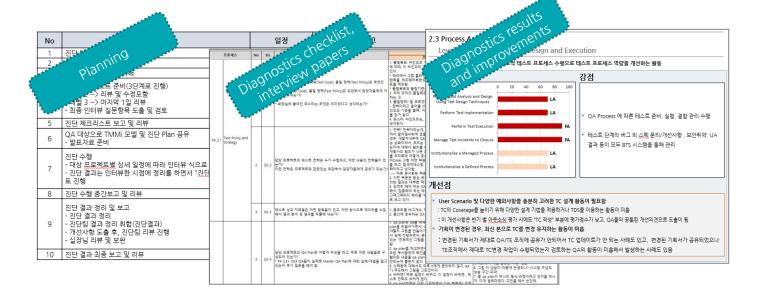
#### **Assessment Model & Method**

Proposal of direction for the quality improvements on the evaluating regarding clients' services and systems and support for the step-by-step improvement activity with business characteristics of clients



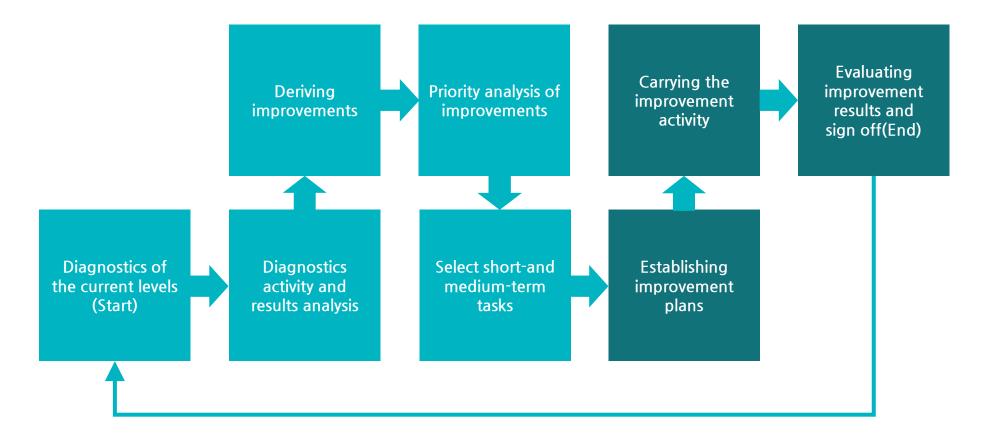


#### TMMi® Assessment Method Application Requirements (TAMAR)



#### **Assessment Model & Method**

Proposal of direction for the quality improvements on the evaluating regarding clients' services and systems and support for the step-by-step improvement activity with business characteristics of clients



#### **OUR BUSINESS**

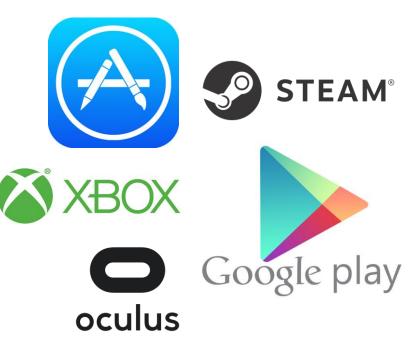
# 3. Support for market management

We guide the Know-how about the policy response for various markets and the featured strategy.

Guide to registration for the application on each kinds of markets

Analysis and countermeasures for deliberating reject cases

Analysis of featured guidance about the markets'



#### Market management support program

Provide guides and technical support services and also establish a management process based on the Know-how about the policy response for various markets

# Writing and providing detailed business manual for main markets

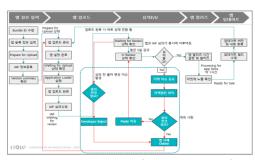
- App Store
- Google Play Store
- N Store/One Store
- Facebook

- 🛍 1.앱스토어\_가이드\_관리자사이트소개\_V1.1.pptx
- 활 2.앱스토어\_가이드\_계정관리\_V1.0.pptx
- № 3.앱스토어\_가이드\_iOS앱테스트\_V1.0.pptx
- ₡ 4.앱스토어\_가이드\_인증서및프로비저닝발급\_V1.1.pptx
- 활 5.앱스토어\_가이드\_앱등록\_V2.2.pptx
- 한 애플앱스토어\_업무매뉴얼\_V1.0.pptx
- ₫ 앱스토어\_테스트기기\_발급대장\_20140822.xlsx
- 앱스토어심의\_QA\_CheckList\_v2.3.xlsx

(The examples of App Store guide listings)

# Establishing market management plan and process

- Define market manager R&R and leading practices
- Establishing market account management policy
- Guide the ways to registration for application and the procedure for registering



(The examples of procedure for issuing certificates and provisioning)

Response for featured technical support on market and deliberate in advance

- Demonstrate the featured guide and its application instances
- Technical support in the featured development phase
- Providing the featured checklist
- Providing the deliberated checklist
- Proposal of the ways to manage reject history
- Deliberate on the featured inspection in advance



(The examples of the featured checklist)

# **CLIENTS**



























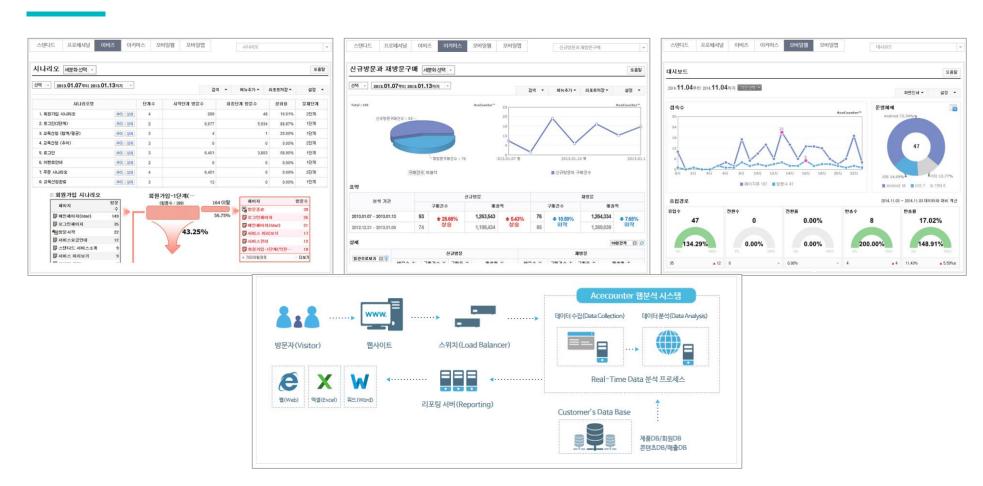






# Analysis system

'Analytics for system/Test-design/Verifying application and data' about the new version of "AceCounter", which is Data Analysis Platform of NHN D&T Corp., holding clients the most in Korea.



# Mobile Service (Web, App)

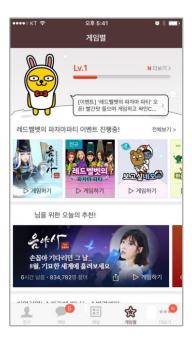
Progress projects regarding various forms of Mobile Web or App Services such as Store, Community, Game Tab, Web Game besides enterprise in-company messenger and so on



Kakaogame Cafe Talk



Mobile Web Store of League of Legends for Riotgames



Gamestar for Kakao



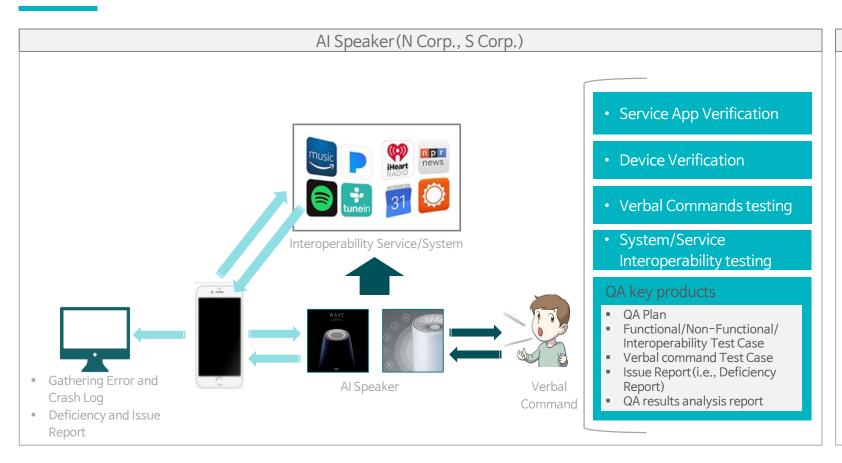
Snackgame for Kakao



Game Tab for Kakao

### AI, IoT Solution & Service

Al Speaker & Anti-theft system for the bicycle & Analysis, Design and Testing of Service App





### Dev. & Service Platform

Develop Testing Application for various forms of common platform that has no UI and owning Know-how about verification for thje API level function Carry out the efficient testing through Regression Test Automation

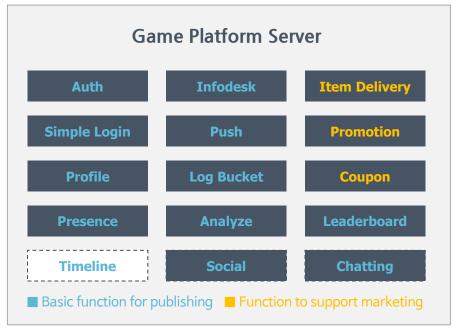
Client

SDK (iOS)

SDK (Android)

SDK (Unity)





User Service
In App View Platform App

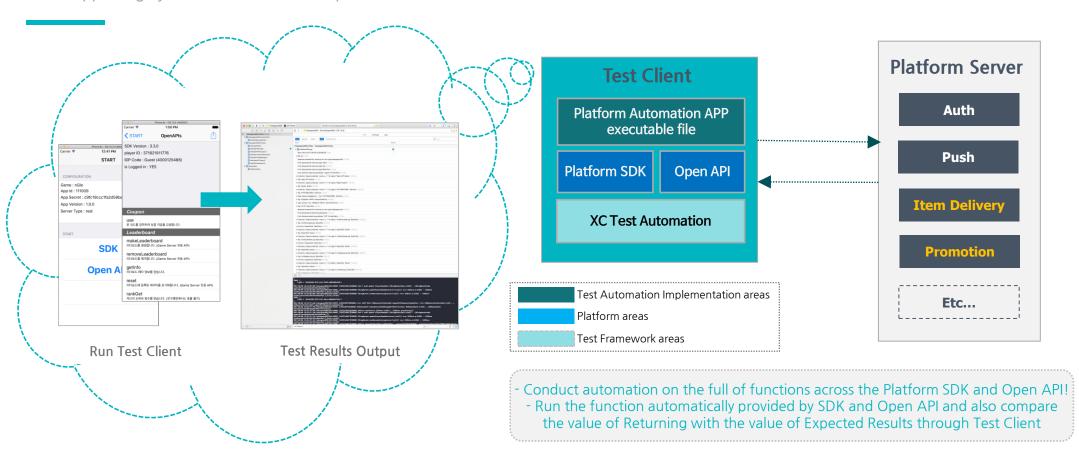


Perform QA on game publishing platforms provided by K Corp. and N Corp.

- Automation and inspection of APIs provided by SDK and Server Open APIs
- SDK Interoperability testing by creating Test Application
- Inspection of guides for SDK developers (e.g., sample codes)
- Server Platform Performance testing
- Inspection of Management Tool and integration functional testing for across the platform

### Automation

Create Test Client for the Platform SDK verification and implement automation using Test Automation Framework from supporting by xCode, which is development tool for iOS



### Performance test (Server Side)

Verify Application Logic and estimate H/W capacity through Server Side Performance testing, reduce the costs of Infra and support stable service operation through system optimization and so on

#### Main verification entries and purposes

Infra check and optimization

Performance verification for Application Logic

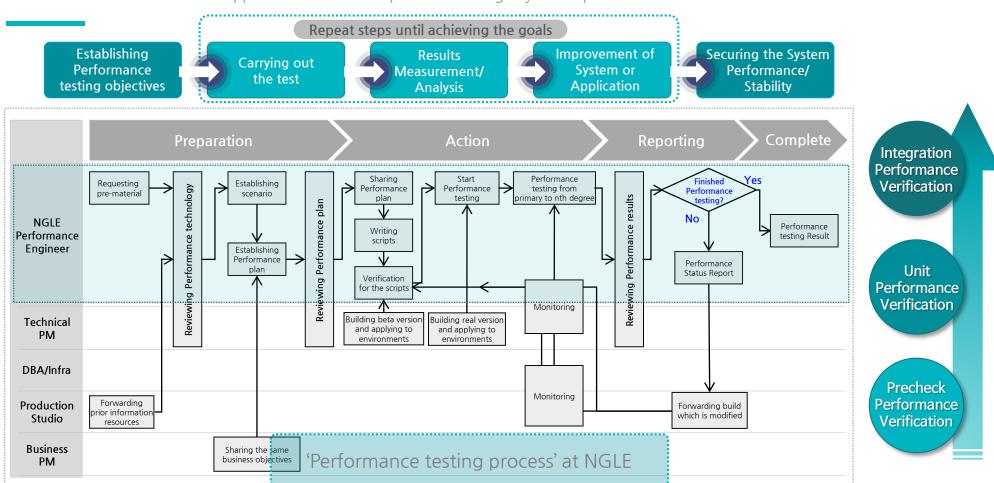
System Performance check and optimization

Operating system H/W capacity verification

Discovering and eliminating bottlenecks if overloaded

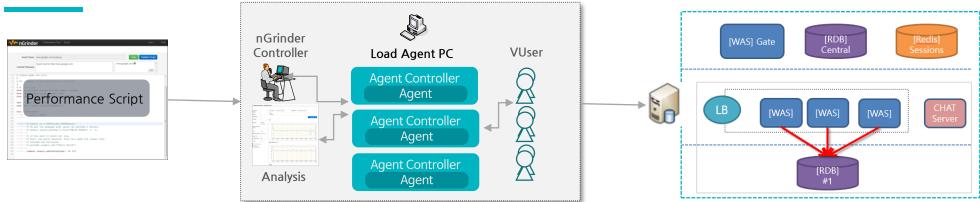
### Performance test (Server Side)

Verify Application Logic and estimate H/W capacity through Server Side Performance testing, reduce the costs of Infra and support stable service operation through system optimization and so on



### Performance test (Server Side)

Verify Application Logic and estimate H/W capacity through Server Side Performance testing, reduce the costs of Infra and support stable service operation through system optimization and so on

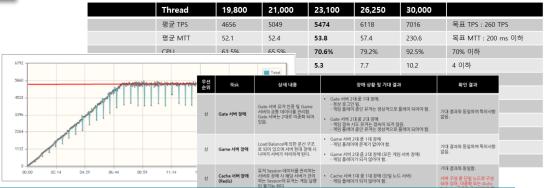


#### Performance objectives(Based on the number of acceptable users)

- Based on the number of occupations for 5 minutes: 20,000 Users(DAU 100,000)
- Based on 1 Server: 1,000 Users

#### Performance testing targets

- Destination Server(WEB) (8 Servers)
  - Conduct Performance testing up to 8 Servers which are destination servers
  - Estimate server quantities that are aimed at accepting 20,000 Users, one kind of business objective, based on the Performance testing results
- Game DB(Mysql): 2 Game DB Servers(Master-Slave design structure)
- Gate Server: 2 Gate Servers
- Gate DB (Mysgl): 2 Gate DB Servers(Master-Slave design structure)
- Cache Server(Redis): 1 Cache Server
- Chat Server: 4 Chat Servers(1 Chat Controller, 3 Chat Gates)



- Decline the number of users that are entering the game server because of server load and occur problems that are returning the Gate Server errors
- Improving performance by changing the options for the Nginx and also making structure of the L4 which is load sharing structure in the front section of Gate Server
- As the Cache Server that controls user session data consists of one, it affects the whole of service in the event of a server failure
- Fixing the failure by keeping the H/W specifications down and also designing redundancy of Cache Server because the load, put
  onto the Cache Server, are not that high

### Mobile Game

We have experienced not only domestic projects but a multitude of global projects.

We prepare game publishing or leading across the quality assurance by taking responsibility for the title, 'open' at Kakao & Kakaogames. In addition to that, we conduct the Functional testing and Interoperability testing for PC & Mobile game projects which are worked by N Corp. and I Corp.



Come to my home



Monster Super League CBT



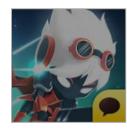
Hero Stone



Superstar Tennis



Kung Fu Panda 3



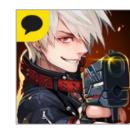
Star Knights



Friends Sichuan Province



Friends Popcorn

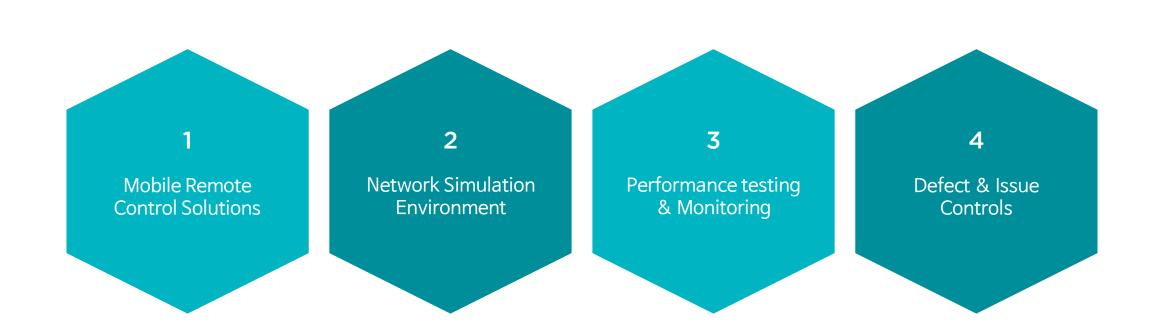


Wanted Killer



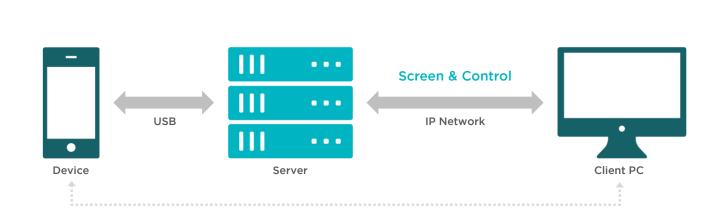
Eumyangsa

We conduct the most effective testing for improvement in quality and performance verification making the best use of various testing tools.



### 1. Mobile Remote Control Solutions

Developers locating in the remote area directly plugged into the devices that NGLE has around 150 so they can <u>debug & identify the issues</u>



### Support an effective debugging by utilizing the Mobile Remote Control Solutions

- Help control on your PC by viewing the device screen in the remote area
- Developers can debug directly from this device following interoperate with Eclipse and so on which is development tool
- Provide devices both Android and iOS
   (Henceforward we can phase in the category of tablets or iPads depending on the clients' needs)

### 2. Network Simulation Environment

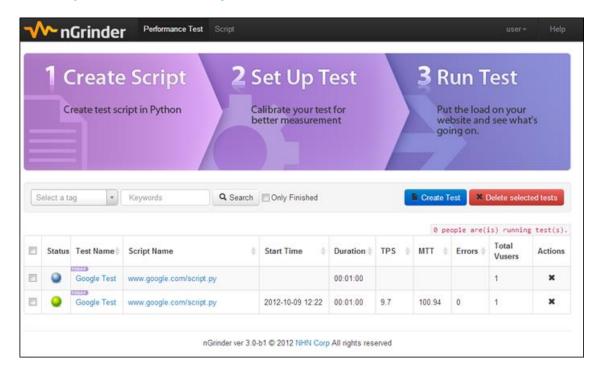
### Simulating on network environment with using network shaping tools

- Various tools for simulating on network environment with using Network State controls
  - Provide 3G, LTE and the average Download/Upload Bandwidth in each city of countries (the average Network Speed of the major 20 countries)
  - Set network pattern with elevator, subway and idiots Wifi
  - Set network environments to change over time (e.g., Bandwidth, Delay and Loss rate)
- Provide Pcap and har so that it enables you to packet capture and Web service Front-end Performance testing

Under the circumstances like PVP match in real time, testing on network states that are set differently Network environment changes are tested by simulating in accordance with movement of using public transportation After getting through to the global market, doing tests on the local network speeds of the major target nations

# 3. Performance testing & Monitoring

# Performance testing & Monitoring by utilizing the Open Source Project, "nGrinder"



- Intuitive Web Interface
- Test Process Adjustment
- Users can write and modify scripts
- Load occurs by placing threads and process
   on Performance testing targets system through virtual users
- Measure network usage, response times and TPS and collect the results from Performance testing

# 3. Performance testing & Monitoring

Performance testing procedures

1. Planning

Establishing Performance testing plan

Performance testing & Monitoring

2. Analysis

Performance Scenario Analysis
On target services

Packet Analysis

Server API Analysis

Server Structure Analysis

Server Structure Analysis

Compose nGrinder Performance
testing environment

Verification for the script
Beta environment

Verification for the script
For Live

Verification for the
Live server environment

4. Performance testing and Results analysis

Failures testing

Performance testing results

analysis and Results report

### 4. Defect & Issue Controls

### BTS system based on Jira (retain internally)

- Utilize the BTS system to control internal projects and issues by building internal to NGLE Corp.
- Support building if developers or publishers want to phase our BTS system
- Generate separate and independent projects if using our BTS system (In this case, costs are discounted also)

# Retain abilities to make the best use of various BTS systems that are used in developers or publishers

- JIRA
- Mantis
- RED Mine
- Bugzilla
- Etc.



# Current retention status of test devices

NGLE has around **150 Mobile devices** that includes both Android and los as well as utilize these devices

ANDROID				iOS	
1	Galaxy S2	19	Vega Racer	1	iPhone 4
2	Galaxy S2 HD LTE	20	Vega Racer 2	2	iPhone 4s
3	Galaxy S3 (LTE)	21	Vega LTE		iPhone 5
4	Galaxy S3 (3g)	22	Vega R3		
5	Galaxy S4	23	Vega S5	4	iPhone 5S
6	Galaxy S4 LTE A	24	Vega No.6	5	iPhone 5C
7	Galaxy S5	25	Vega iron	6	iPhone 6
8	Galaxy S5 LTE-A	26	Vega iron2	7	iPhone 6S
9	Galaxy S6	27	Nexus 7 (2 <sup>nd</sup> generation)	8	iPhone 6+
10	Galaxy S6 Edge	28	Nexus 7(1 <sup>st</sup> generation)		
11	Galaxy A8	29	Nexus 5	9	iPad 2
12	Galaxy 7	30	Optimus LTE HD	10	iPad 4
13	Galaxy 7 Edge	31	Optimus vu	11	iPad Mini
14	Galaxy Note	32	Optimus vu2	12	iPad Mini Retina
15	Galaxy Note 2	33	Optimus vu3	13	iPad Mini 3
16	Galaxy Note 3	34	ASUS_zenfone (for North America)		
17	Galaxy Note 4	35	OPPO_Mirror5 (for Southeast Asia)	14	iPad Air
18	Galaxy Note 5	36	HTC ONE (for North America)	15	iPad Air 2

# **OUR TEAM**

NGLE consists of QA experts from IT companies, represent domestic.

We provide the best services with business characteristics and the sphere of business of clients based on various domain testing projects experiences.



Moon So Young

ROLE CEO

#### **AREA & EXPERTISE**

Expert on consulting for process and quality

- Evaluating and setting up the quality organization
- Improving quality process
- Building QA Methodology
- Planning and Publishing quality indicators by products characteristics

#### **Major Professional Experience**

#### Wemade Corp.

- · Generalizing Publishing Technology served as General Manager in Technical Support Office
- Planning QA Infra & Leading set up (i.e., QA Zone, Performance Zone, BTS System, Process, Methodology, etc.)
- Setting up Quality Control Office (i.e., Technical PM & Game Service QA, Performance TFT)
- Establishing QA Plan and Process

#### NHN Corp.

- Setting up Platform QA Team
- Building and Applying Platform QA Methodology
- Enhancing Game Services QA Organizations and QA Business
- Following up on pushing forward the Service Stabilization Indicators tasks and applying it

#### Handy Soft Corp.

- $\bullet \quad \text{Certificating ISTQB} (International \, Software \, \text{Testing Quality Board}) \, Instructor \, \text{and Providing off-site training} (\text{more than 5 times}) \\$
- Examiner of CMMI Level 4 Certification
- Examiner of the Project Quality Controller which is being certified CMMI Level 3
- Leading QA among such as BPM Solutions



Jung Won Young
Executive Director

#### **ROLE**

QA Generalization, Expert

#### **AREA & EXPERTISE**

Expert on Non-Functional testing and Certification Judgment on market

- Performance testing on the side of App Client
- Compatibility testing
- Deliberating and Responding to Features on market(e.g., Apple, Google, One Store, Kakao, etc.)

#### **Major Professional Experience**

#### Wemade Corp.

- Game Service QA Team Leader
- Enhancing Game Service QA & QA Business (included launching domestic/global game services)
- Ref. External QA/Launching match-up game for Smart TV

#### DeNA Corp.

- Open Platform Team
- Conducting Open Platform Certification Judgement for Mobile game and Launching Game Publishing service

#### NHN Corp.

- Game Service QA Team/Game Publishing QA Team
- Carrying out QA on a multitude of projects (e.g., Tetris, Z9Star, A new game of Yut, EoS, ASTA, etc.)

#### Teleca Korea Corp.

- Test Engineer
- Conducting Obigo Browser Benchmarking Testing and Devices Certification Judgement for T-mobile
- Conducting Obigo Product Testing / QA





Kim Dong Chun
Platform QA Office General Manager

#### **ROLE**

Platform & Performance Testing Generalization, Expert

#### **AREA & EXPERTISE**

Expert on building quality infra

- Building Test Automation Environment
- Building management tools for test case (e.g., Quality Center, Test rail)
- Building Server Performance Testing Environment(e.g., Road Runner, nGrinder, Jmeter)

#### **Major Professional Experience**

#### Wemade Corp.

- Detached duty at a Wemad branch office in USA(for 1 Year) Technical PM, Performance testing engineer
- Game Server Performance testing
- Mobile game & Platform Technical PM/Building BTS System

#### Actoz Soft Corp.

- Game Service QA & Performance testing
- Enhancing PC Online Game Performance Testing Environment

#### IMC Games Corp.

- Service QA Team Leader
- Designing and Developing Granado Espada DB
- Developing Game Operating Tool and Log Analysis Tool (for Web)

#### JoyOn Corp.

- DBA: Online business magnate, JoyOn Matgo (Hwatu), Poker, etc.
- Web: Developing Online Game Operating Tool



Lee Jin Sung
Service QA Office General Manager

#### **ROLE**

Service QA Generalization, Expert

#### **AREA & EXPERTISE**

Market Certification Judgement and QA Expert

- Web Service QA / Mobile game QA
- Deliberating and Responding to Features on market(e.g., Apple, Google, One Store, Kakao, etc.)
- Planning and Publishing quality indicators by products characteristics

#### **Major Professional Experience**

#### Smilegate Megaport Corp.

- Game Service QA Team Leader
- Enhancing Game Service QA Process & QA Business (included launching domestic/global game services)
- Building and applying Mobile Platform (on STOVE) QA Methodology (cf. Responding from Dev. and QA to Launching)
- Managing Build for various markets (e.g., Google, Apple, Kakao, Facebook, One-store, N-store, etc.), Policy and internal guides

#### NHN Corp.

- Evaluating features of game and Carrying out QA for Winning Eleven and Winning Eleven 2014
- Leading the whole of QA on channeling games and a multitude of PC Online games (e.g., 'TAN', 'King of fishing', etc.)
- Leading QA on set of Hangame Portal & PC room environments
- Writing standard guidelines for Performance testing and Carrying out Performance testing
- Researching for Test Methodology and applying to QA Stages (e.g., Exploratory testing, Risk-based testing)

#### QA Team, in Auction Corp.

Web Service QA

SW Solution LAB, Digital Media Research Center in Samsung Electronics Co., Ltd.



### Ko Ma Woon

Planning the Business & PM

#### **ROLE**

Planning the Business & PM

#### **AREA & EXPERTISE**

Planning, Operating and Analysis

- PM(Business, Development)
- Planning the Business & Establishing Business Model
- Planning and Operating the service and platform
- Planning and Operating Application

#### **Major Professional Experience**

#### S Mark Corp.

- Planning the Invisible Image codes service
- Planning the Service, application and Operating Platform

#### RS Media Corp.

- Launching Online Web Story Platform (e.g., Snack Book)
- Establishing and Planning service/operating platform, Planning Application

#### Wemade Corp.

- Operating with Global Marketing and Advertising Networks for Mobile Games (e.g., Heroes of Atlan, Wind Runner)
- Data Analysis (about LTV of each nations, K-factor and so on), Performing User Acquisition based on ROI

#### Voiceloco Corp.

- Supporting development of mVoIP R&D and Mobile Application
- Planning the Business/Service/Application

#### Neowiz Games Corp.

- Business PM for Online PC Game (e.g, AVA, DIZZEL, CROSSFIRE, S4LEAGUE, DUALGATE, etc.)
- Planning Business/Marketing/Operating/Service Strategy
- Supporting Domestic/Global Business and operation
- Planning game contents and update

#### Smart Play Corp.

Managing Game Usage of PC users (like children), Planning Service/Carrying out QA





Ryu Ji Yeon
Platform QA Team Leader

#### **ROLE**

Platform & Performance, Expert

#### **AREA & EXPERTISE**

Expert on Platform/System and building test environment

• Building Server Performance testing tools and environments

#### **Major Professional Experience**

#### Nexon Corp.

- Technical PM for Mobile Game (e.g., HIT, Medal Masters, Super Fantasy War, Sangokushi Sousouden, etc.)
- Operating Mobile Game Live Service
- Supporting Platform Interoperability Technology

#### Wemade Corp.

- Technical PM for Mobile Game (Metal Skies, Dungeon Slayer, Iron Slang, Every town, pit-a-pat restaurant)
- Operating Mobile Game Live Service
- Supporting Platform Interoperability Technology

#### Neowiz Games Corp.

- Technical PM for overseas publishing games (e.g, AVA, Crossfire, S4 League, Sligger, etc.)
- Building overseas service game BI System





Baek Ji Haeng

Web Service Development Team Leader

#### **ROLE**

Web Development Expert

#### **AREA & EXPERTISE**

**Expert on Web Service Development** 

- Developing APIs for Mobile Web backend
- Developing Game Management operating tools
- Developing Game Events
- Server Management

#### **Major Professional Experience**

#### LINE PLAY Corp.

- Developing Mobile Web Services
- Developing APIs for Web Server and Managing the Server
- Development PM of events

#### NHN Entertainment Corp.

- Developing Web Service of Poker and Carrying out Development PM
- Developing membership system of Hangame

#### NHN Technology Services Corp.

- Develop Web Services (e.g., Events and Web pages of Hangame)
  Developing Game Operating Tools (to use for Board Games, Publishing Games, Mobile Games, etc.)
- Developing membership system of Hangame
- Establishing and Developing the Internal Security Management System for IIMS





Kim Jae Soo Platform QA Team Leader

**ROLE** 

QA Expert

#### **AREA & EXPERTISE**

Game QA Expert

- PC/Mobile game QA
- Global game (e.g., games in China)
- Non-Functional Testing (e.g., Exploratory testing)

#### **Major Professional Experience**

#### Wemade Corp.

- Leading QA and Launching a multitude of Mobile games (e.g., Viking Islands, Arksphere, cue up such as match game in real time, etc.)
- Launching Global Mobile games (e.g., Arksphere for Japan, Viking Islands for Global)
- Conducting QA for the masterpiece PC game(e.g., Changcheon 2, ICARUS)
- Leading deliberating QA for various markets on Mobile
- Conducting front-end Performance testing
- Researching for Mobile Security QA plans by utilizing various Hacking tools and applying to QA Stages
   Ref. External QA/Launching match-up game for Smart TV

#### NCSOFT Corp.

- Operator and Test Engineer of AION and Lineage2
- Carrying out analysis on Auto Program and Log





Jin Kwang Woo
Service QA Team 1 Leader

#### **ROLE**

QA Expert

#### **AREA & EXPERTISE**

Expert on Functional/Non-Functional testing for Application

- Applying Testing methods by products characteristics
- Establishing Network testing environments
- Mobile game QA Expert

#### **Major Professional Experience**

#### Wemade Corp.

- Game Service QA Team
- Leading Domestic/Global game QA(e.g., Viking Islands, Chunryong, Soul & Stone, etc.)
- Ref. External QA/Launching match-up game for Smart TV

#### NHN Technology Services Corp.

- Carrying out QA for Casual games (e.g., A new game of Yut, A new Sichuan Province, Tetris, etc.)
- Leading Platform testing (e.g., iDoGame, GMS)
- Leading Mobile Platform testing (e.g., HSP, Payment, CGP)
- Carrying out Test Automation of Android Webtoon app
- Developing Nspeed (i.e., Network Testing Tool)
- Conducting front-end and back-end Performance testing

#### Nexon SD Corp.

- Test Engineer of Test Unit Team
- Carrying out QA for MMORPG ZerA





Kim Seung Tae Service QA Team 2 Leader

#### **ROLE**

QA Expert

#### **AREA & EXPERTISE**

Expert on Functional/Non-Functional testing for Application

- Phasing in and evaluating management tools for testing (e.g., Quality Center, Test rail)
- Planning and Publishing quality indicators by products characteristics
- Establishing BTS and Performing Maintenance

#### **Major Professional Experience**

#### Smilegate Megaport Corp.

- Leading Mobile game QA(e.g., Gentlehero, Qurare, Puzzle Chronicle, Explorers of Time, etc.)
   Leading Mobile Platform QA(e.g., STOVE)
- Building and Managing BTS System and Improving QA Process
- · Managing Build for various markets (e.g., Google, Apple, Kakao, Facebook, One-store, N-store, etc.) and Policy

#### NCSOFT Corp.

- Carrying out QA at update stages for Lineage2, Lindvior and Epeisodion
- Task Force team for testing efficiency Pushing forward the BAT and Script Test Automation

#### NHN Technology Services Corp.

- Leading QA for the masterpiece game Terra (at CBT, OBT, Commercialize and Live stages)
- Leading QA for Magicguiz and Winning Eleven Online at 1st CBT stage



Lee Hyung Han

QA Team Leader of the China branch of NGLE

#### **ROLE**

QA Expert

### **Major Professional Experience**

#### **AREA & EXPERTISE**

Expert on Game QA

- PC/Mobile Game QA
- Carrying out FunQA and Analysis on game contents
- Funtional/Non-Functional testing

#### Smilegate Megaport Corp.

- Carrying out QA at update and maintenance stages and leading test for Digimon Masters
- Improving QA Process and form template

- NHN Technology Services Corp.

  Carrying out PC Game QA/Leading test

  QA for Terra (at OBT, Commercialize and Live stages), QA for Winning Eleven Online (at CBT, OBT, Commercialize and Live stages)
- QA for Devillian (at CBT stage), QA for Astar (at update and maintenance stages)
- Carrying out Mobile Game QA (Hopscotch SHINOVI MASTER and Jelly Monsters On The Rocks)



**THANK YOU** 

www.ngle.co.kr