US

WE ARE UNIVERSALLY SPEAKING ARE YOU?

QA SERVICES

April 2016

ABOUT UNIVERSALLY SPEAKING

We provide localisation and QA solutions to the digital entertainment industry.

We help to realise the commercial potential of our client's products.

WE ARE OBSESSED WITH QUALITY

Our business is built upon our reputation for quality. Over the last 10 years we have developed standardised processes to ensure quality in everything we do. We have received industry recognition, have long-term relationships with our clients and continuously receive new business from client referrals.

WE ARE EXPERTS

Our staff are leading experts in the localisation and QA fields. We have completed thousands of projects within the digital entertainment industry including some of the biggest selling games of all time. Our project teams are custom built to match specific project needs.

WE ARE FRIENDLY

Our teams are enthusiastic and passionate about our services and client products. We will always go the extra mile to meet our client's needs, as their success is ours.

QA SERVICES OVERVIEW

Our team is vastly experienced in running tailored QA programs across multiple levels. Our specialised and highly trained testers are able to support you with custom made test plans for localisation, functionality, compatibility and compliance Quality Assurance.

Our teams work with the industry's leading testing tools and co-operate closely with your teams in real time to ensure the highest quality value return from the test experience. Our testing workflow is pragmatic but structured, creative but focused, and guarantees strong and accurate results.

1. Services

Our test lab can provide the following QA services:

- Functionality QA: Universally Speaking can provide customised teams for your projects to ensure complete and efficient QA support. The last thing a user would want is to be unable to use the application correctly. By running functionality QA, we can have a team play the title many times over. By following structured test plans, reporting all issues and emulating a user, we can ensure all bugs are found prior to release.

- Compliance QA: Console manufacturers require each title to word system messages in a specific way. Our test teams can ensure that you are compliant with:

  - ✓ Sony TRC
  - ✓ Microsoft TCR
  - ✓ Nintendo – LOT/CTR
  - ✓ Apple guidelines

- Compatibility QA: With so many different platforms/configurations for titles, it is important to ensure it will run on all configurations. We provide this service across:

  - ✓ Platforms
  - ✓ Browsers
  - ✓ OS versions
  - ✓ Hardware
  - ✓ Software

- Localisation QA: Our native testers will ensure your title's localisation is correct. This will include checks on:

  - ✓ Spelling
  - ✓ Grammar
  - ✓ Context
  - ✓ Implementation
  - ✓ Culturalisation

We offer:

- ✓ Structured testing (following set test plans)
- ✓ Ad-hoc testing (targeting specific areas that need particular attention)
- ✓ Creative testing (where the testers evaluate the usability and response simulating a standard user).

2. Security

Our highly established and secure test lab contains multiple layers of physical and digital barriers including:

Physical security

- ✓ Electronic Security Door
- ✓ Key Pad Door
- ✓ Security Cage
- ✓ Mastering lab
- ✓ Manned security
- ✓ Safe

Digital security and policies

- ✓ Restricted access
- ✓ Instant messaging ban
- ✓ Firewalls, antiviruses and anti-spy-ware
- ✓ NDAs and employee security policy

3. Platforms

The Universally Speaking testing lab is equipped with hardware for all platforms:

SONY	MICROSOFT	NINTENDO	APPLE
PS2	Xbox 360	Wii	Mac
PS3	Xbox One	DS	iPhone (all)
PSP	PC (Windows)	DSi	iPad (all)
PS VITA	Surface	3DS	iPod Touch
PS4	Windows Phone	Wii U	Apple TV

We are also equipped to test various operating systems and browsers:

PC	Mac	Browsers	Other
Linux	Mountain Lion	Chrome	Facebook
Windows XP	Mavericks	Internet Explorer	Oculus VR
Windows Vista	Yosemite	Firefox	HTC Vive VR
Windows 7	El Capitan	Opera	Samsung Gear VR
Windows 8/8.1/10		Safari	
Surface		Android Native	

In addition to the traditional platforms, we provide testing on iOS, Android and Windows devices.

As there are many different Android devices on the market we have tailored our device list to contain not only the most recent phones and tablets, but also a wide range of screen resolutions and densities.

Android screen resolutions market distribution (correct as of April 2016):

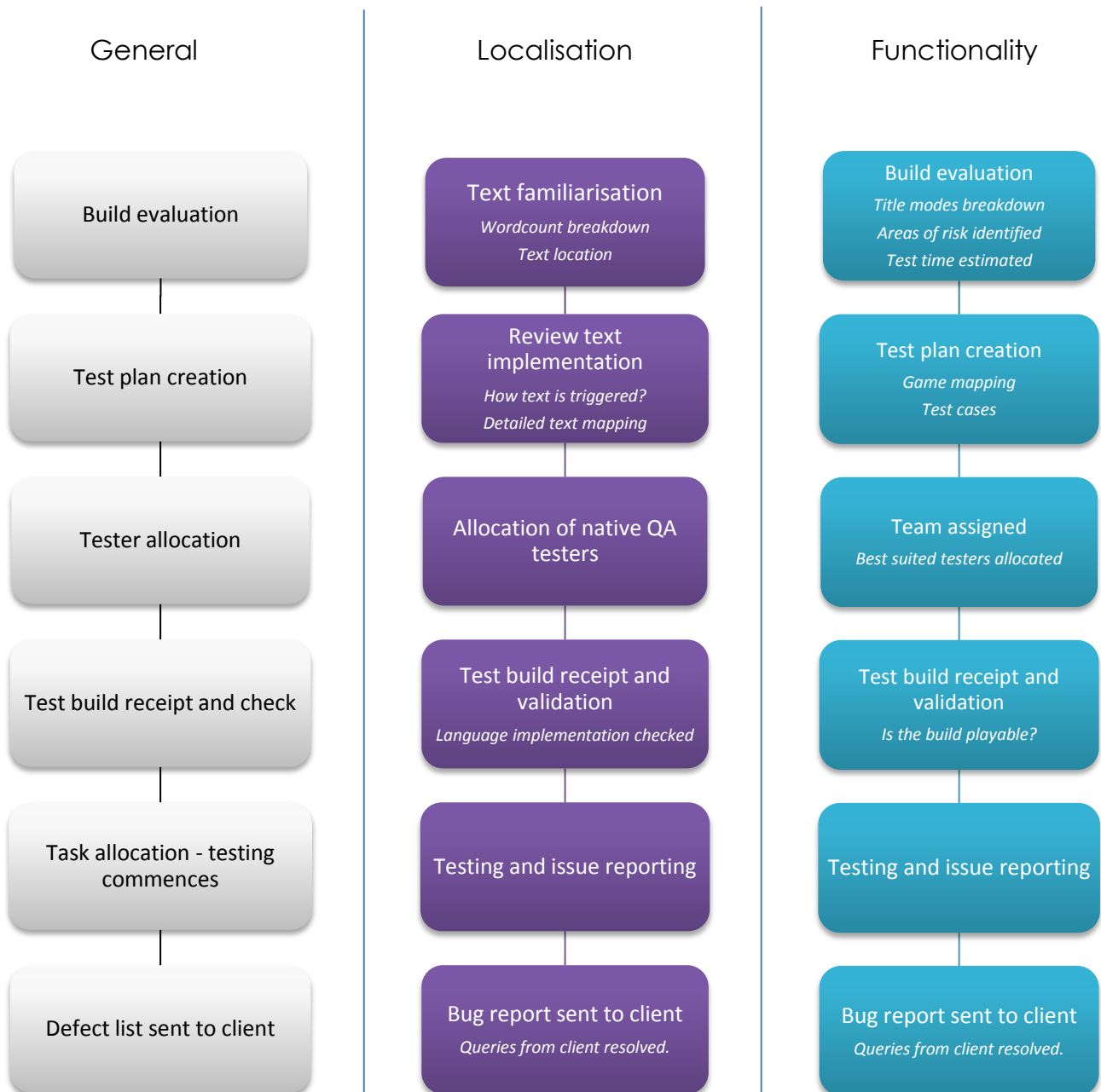|	ldpi	mdpi	tvdpi	hdpi	xhdpi	Xxhdpi
small	2.4%					
normal		4.9%	0.1%	41.5%	23.9%	14.9%
large	0.3%	4.6%	2.2%	0.5%	0.5%	
xlarge		3.2%		0.3%	0.7%	

Using this information we can create a test matrix to ensure your title is tested across the global Android market.

Sample list of devices:

Manufacturer	Phone name	Version	Type	Screen size
Amazon	Kindle Fire	6.1	Tablet	1024x600 169ppi
Samsung	Galaxy Nexus	4.0.2	Phone	720*1280 316ppi
Google	Nexus 7	6.0	Tablet	1280 * 800 216ppi
Sony	Xperia	4.0.3	Tablet	1280 * 800 161ppi
Lenovo	IdeaTab	4.1.1	Tablet	1280 * 800 167ppi
LG	4X HD	4.0.3	Phone	720 * 1280 312ppi
Samsung	Galaxy S4	4.2.2	Phone	1080*1920 441ppi
Samsung	Galaxy Tab 3	4.1.2	Tablet	600*1024 170ppi
Samsung	Galaxy S5	4.4.4	Phone	1080*1920 432ppi
Google	Nexus 10	4.3	Tablet	2560*1600 299ppi
Samsung	Galaxy Tab 4	4.1.2	Tablet	800*1280 216ppi
Samsung	Galaxy Note 4	4.4.4	Phone	1440*2560 515ppi
HTC	One M9	5.0	Phone	1080*1920 441ppi
Sony	Xperia Z3 Compact	4.4.4	Phone	720*1280 319ppi
LG	G4	5.1	Phone	1440*2560 538ppi
LG	G3	4.4.2	Phone	1440*2560 538ppi
HTC	Nexus 9	5.0	Tablet	1536*2048 281ppi
Samsung	Galaxy S6 Edge	5.0.2	Phone	1440*2560 577ppi

WORKFLOW AND PROCESSES

Our solid workflow process allows us the flexibility to adapt to our client's needs. We start with a meeting with our client to establish the requirements for testing, as well as the bug reporting method and frequency. A schedule is outlined, which is later confirmed after an evaluation build has been analysed:

General	Localisation	Functionality
Build evaluation	**Text familiarisation** *Wordcount breakdown* *Text location*	**Build evaluation** *Title modes breakdown* *Areas of risk identified* *Test time estimated*
Test plan creation	**Review text implementation** *How text is triggered?* *Detailed text mapping*	**Test plan creation** *Game mapping* *Test cases*
Tester allocation	Allocation of native QA testers	**Team assigned** *Best suited testers allocated*
Test build receipt and check	**Test build receipt and validation** *Language implementation checked*	**Test build receipt and validation** *Is the build playable?*
Task allocation - testing commences	Testing and issue reporting	Testing and issue reporting
Defect list sent to client	**Bug report sent to client** *Queries from client resolved.*	**Bug report sent to client** *Queries from client resolved.*

QA TRAINING PROCESSES

New employees receive our internal training manuals and documentation and are assigned a senior tester as a "buddy".

All testers are then trained on standard bug reporting procedures to ensure consistency in all reports, no matter the tester. They are also introduced to and trained on the use of the most common bug databases, especially (but not limited to) Jira and Mantis.

As part of their training, functional testers are placed on a dummy project and are expected to follow all instructions provided, as well as test cases given.

They are also trained in the preparation of test plans and test cases. Once the QA manager and QA lead are satisfied with their performance, they will shadow a live project before they are allowed to test their first live project on their own.

The first live project assigned to a new tester will be one that is considered to be suitable for their level, and their "buddy" should also be assigned to this project. The first few projects are closely evaluated to ensure the initial training the new recruits have received has been sufficient. In the rare occasion when this is not the case, retraining will take place.

All testers are kept up to date with new regulations and guidelines. As soon as new documents are available, time is booked to ensure the testers refresh their knowledge and update it. Depending on the type of update, the training can take place in the office or at one of our dedicated training sessions.

BUG REPORTING STRUCTURE

We are experienced in using various defect tracking systems, such as Hansoft, BugZilla, DevTrack, TTP, Jira and Mantis. We are also happy to track issues in standard or customised tracking documents. We can also provide Mantis bug tracking system hosted by us.

Below you can find an outline of the life of a bug:
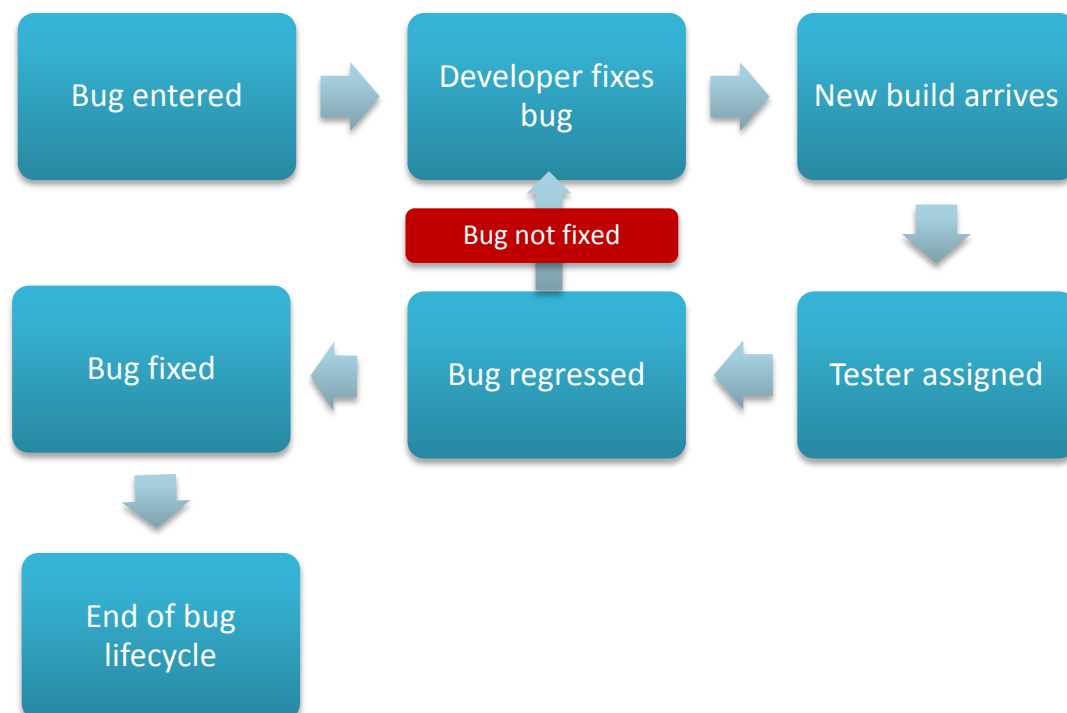
Our experience

The key members of our team have been with the company for a long time and have many years of experience in the games industry. This includes our QA Manager (10 years) and our Lead Testers (all over 5 years of Experience). All our senior testers are expected to have at least 3 years of experience when joining the company.

All our language testers are fully trained, and native to their respective languages. As part of our selection procedure they are tested to ensure they have the necessary linguistic skills.

Our team is experienced in testing across the following platforms: PS Vita, PS3, PS4, PSN, Xbox 360, Xbox One, Kinect, DS/I, 3DS, Wii, Wii U, PC, Mac, Linux, web (Facebook/browsers) and a variety of iOS and Android devices.

Some of our long term clients include Amazon, Capcom, Supercell, Unity, Square Enix, Natural Motion, Konami and WarnerBrothers.

PRICING

We provide a flexible pricing structure based on your requirements and budget.

We offer discounted rates on higher volume projects.

CONTACT

Universally Speaking Ltd
Knowledge Centre,
Great North Road,
Wyboston, MK44 3BY, UK

Tel: +44 (0) 1480 210 621

Email: info@usspeaking.com