



Redefining Gaming Support

Gamers love action. They also love it when they are empowered to do more. Movate helps gamers continue the action and experience by seamlessly handling behind-the-scenes support through cutting-edge digital solutions. Being an industry magnet for its award-winning solutions, we bring our decade-long experience of driving digital customer experience through innovation and leadership throughout the gaming lifecycle; transforming gamers into advocates across every move!

Win at Player Support with Movate



Exclusive Gamer Workforce

Our gamer workforce is as passionate about gaming as your players are. They understand their pain and urgency to return to the game



Harness Cognitive Technologies

Automate and 'shift-left' player support, and leverage intelligent gaming analytics for faster resolutions and happier player experiences



Gaming Ecosystem

Gaming experience centers, competitive gaming and ties to local gaming communities for talent sourcing and training on games



Dedicated Gaming CoE

24/7 support from Movate's Global Delivery Centers with access to multilingual talent



Exceptional Experiences

We measure, manage and deliver exceptional performance on key metrics such as player satisfaction, NPS, resolution speed and rate

25+ Years

Mature Practice

12,000+

Employees

25%

YoY Growth

19

Global Delivery Centers

40+

Awards & Recognitions

20+

Proprietary IP & Tools



Player Support Services Overview

Drive Growth and Outshine the Competition

Gaming Support

Game Information Desk

Game Setup

Gaming Content

Self-service Solutions

Device Technical Support

Game Download/ Installation

Device Connectivity

Hardware Troubleshooting

Graphics/ Audio Issues

Accounts & Microtransactions

Player Account Management

In-game Rewards and Codes

In-game Stores and Wallets

Payments & Purchases

Content Moderation

AI/ML Moderation Technology

Video, Image, and Text Moderation

Community Moderation/ Management

Trust & Safety Quality Assurance

Support Channels



Voice



BOT



In-game



Chat



Social



Mobile



Phone



Email

Platforms Supported



PC/ Mac



Console



Web Browser



Mobile Games



Assistants



AR/ VR

Differentiators

In-game support and monetization

Analytics-driven agent 360° dashboard

Multi-lingual, multi-channel digitized support with virtual and mobile assistants

Social and community-based support

Support agents are players themselves

Combination of Gig Experts and Traditional Agents to create bespoke and flexible support solutions

About Movate

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and relentless focus on driving client outcomes. It helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its diverse talent of over 12,000 full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages. Movate has emerged as one of the most awarded and analyst-accredited companies in its revenue range.