



CCP Games Success Story

Organization

CCP Games

Industry

Massively Multiplayer
Online Gaming (MMO)

Business Need

A solution that provides reliable connectivity and consistent service levels with minimal packet loss

Internap Solution

Flow Control Platform™

Results

- Boosted customer satisfaction by creating a more consistent gaming experience for subscribers.
- Provided a solution to assess network availability and performance across numerous network and carrier providers.
- Optimized traffic for performance and most importantly, higher availability.

“There is a stark difference between having the Flow Control Platform and not having one. Before, our platform and subscribers were susceptible to any network slowdown and outage. With FCP, we can identify and bypass network issues and attain much higher availability of our EVE Online offering.”

Benedikt Sveinsson
CCP Games
Network Administrator

Customer Overview

CCP Games creates revolutionary gaming experiences with a unique combination of stunning artistry and advanced technology. Best known as the independent developer and publisher of EVE Online, the critically-acclaimed, space-based massively multiplayer online (MMO) game. CCP currently is in pre-production on two additional titles: World of Darkness, a dark, immersive MMO based on the legendary role-playing franchise of the same name; and DUST 514, the groundbreaking MMO first-person shooter (MMOFPS) game set in and linked to the EVE Online universe. Founded in Iceland in 1997, CCP Games is privately held with additional operations in Europe, North America and Asia.

Business Challenge

CCP Games' flagship game, EVE Online, has more than 360,000 subscribers supported by CCP Games' environment in London. Because of the nature of the company's game play on the Internet with integrated voice and chat capabilities, it is extremely important to have highly reliable connectivity for a consistent gaming experience.

However, many of CCP Games' customers were logging petitions about inconsistent performance and outages when playing. Unfortunately, these petitions were the only mechanisms by which CCP Games could effectively identify network issues. As a result, CCP Games sought a more efficient way to identify and resolve network problems to proactively address those petitions.

Solution Requirements

CCP Games chose Internap's Flow Control Platform for its ability to assess and report on network conditions, and automatically route traffic to avoid outages and congested network paths. CCP Games needed a solution to create a more stable network framework for delivering its EVE Online gaming application. Any solution required the capability to analyze IP network-bound traffic in real-time, identify which networks to send traffic by measuring round-trip times and bandwidth usage, and optimize all traffic for performance and most importantly, higher availability. Key requirements included management and reporting features that could alleviate the time and effort required for manually troubleshooting.

“Internap's Flow Control Platform's self-healing and optimization functions are valuable additions to our system and contribute to our ability to deliver a consistent gaming experience.”

Benedikt Sveinsson
CCP Games, Network Administrator

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

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Success Story: CCP Games

Solution Benefits

FCP provides two key functions for CCP Games. First, FCP provides visibility into network availability and performance across numerous network and carrier providers. Second, FCP analyzes the data it collects to automatically route traffic across the most optimal network paths.

Since the company implemented the FCP solution in its environment, it has realized substantial benefits, including:

Network Measurement	FCP delivers meaningful metrics and a broad array of reporting tools that CCP Games uses to understand the condition of its providers' networks at any time. FCP's network assessment and reporting functions help CCP Games quickly and automatically troubleshoot any network issues.
Customer Service	Now that CCP Games can see its various providers' network performance and automatically route traffic accordingly, the company has boosted customer satisfaction by creating a more consistent gaming experience to subscribers.
Quick Troubleshooting	Prior to implementing Internap's FCP, it took anywhere from a few hours to several days from the time CCP Games received user petitions regarding poor performance until network engineers could identify and completely resolve the problem. Now, CCP Games can detect network problems before they ever reach the customer.
Automatic Routing of Traffic	FCP uses its extensive traffic analysis of CCP Games' networks to automatically route traffic across the most optimal path, avoiding outages, brownouts and slowdowns. The result is higher availability of CCP Games' platform and increased customer satisfaction through reduced customer petitions.

Bottom Line

For a MMOG provider such as CCP Games, highly reliable connectivity is extremely important to delivering a consistent gaming experience. Before CCP Games deployed Internap's FCP, the company experienced periodic outages and degraded network performance that adversely affected the operation of its EVE Online gaming environment.

In addition, troubleshooting problems was a time-consuming process that could take hours or even days. With FCP, CCP Games can now analyze conditions across its providers' networks in real time and make traffic routing decisions automatically to avoid outages, brownouts and slowdowns. This ability to measure, analyze and optimize traffic routing allows CCP Games to take its network availability and gaming experience to a whole new level.

Why Internap?

Transform your IT Infrastructure into a competitive advantage with IT IQ from Internap, intelligent IT Infrastructure solutions that deliver unparalleled performance, availability and support. Since 1996, thousands of enterprises have entrusted Internap to deliver their online applications across our platform of connectivity, colocation, managed hosting and cloud services.

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