



Connecting Worlds

custom hosting solutions for the most demanding online games

Chances are you, your company or your family have already utilised services powered by dx only you just didn't know it. Our clients are some of the World's leading game developers, publishers and service companies within the gaming industry.

Play the dx advantage

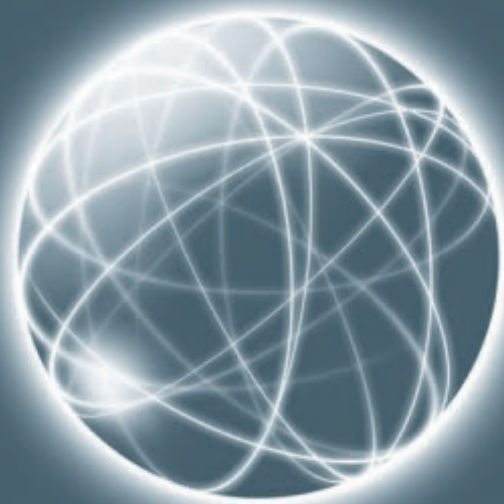
Just like no two games are the same, no two solutions are the same. dx provides servers and hosting for the MMO, MMORPG and online games industry offering design, implementation and customer service operations.

As the leading custom hosting solutions provider dedicated to the games industry, dx understands the special needs of games companies.

dx does not use off the shelf solutions to meet complicated and often dynamic requirements – each of the deployments we provide is tailor made to suit the individual needs of our customers.

Our knowledgeable and experienced staff have delivered projects from as simple as a small First Person Shooter cluster through to complex multi-continent MMORPG server farms servicing millions of players.

Using a multi-homed Tier-1 network infrastructure and Tier 4 data centres dx delivers the performance, reliability and crucially the economy, needed to ensure stunning gameplay and a faultless end user experience.



Our focus on this single but diverse market sector means that we are able to offer solutions tailored to each requirement whilst leveraging our common network and hosting capacity to ensure a cost effective outcome.

We see our client relationship as more of a partnership; we are part of the overall solution not just the hosting provider. Regularly a prospect will approach us with a vague concept of taking a new project online. We will help them realise an outcome that meets their goals which could be anything from raising awareness of their product to it being the major profit centre for the activity.

Gaming is a serious business

dx offers design, implementation and customer service operations specific to the online gaming industry.

MMO Hosting

dx has a wealth of experience in designing and implementing complicated MMORPG servers - from the initial planning and consultation phases, through full hardware specification and testing, to physical deployment on multiple continents.

The dx staff have deployed MMO servers based on both Linux and Windows platforms from as simple as a single cluster to a multi-shard twin continent installation based upon hundreds of physical servers. Our experience encompasses MMOs and MMORPGs that range from Persistent Browser Games through to fully fledged fantasy, historically authentic and science fiction MMORPGs.

Fully managed solutions

dx provides the hardware and connectivity to launch your service. We work with you to identify the most efficient solution to your needs - often providing test-bed/sandbox architecture to ensure the final deployment meets your current and anticipated requirements.

Managed Co-location and IP transit (bandwidth)

Some of our clients already possess a wealth of expertise and knowledge in-house and are able to maintain and run their own environments. However, by using dx to provide co-location and bandwidth they are released from the burden of onerous obligations of hosting facilities and yet still enjoy the economies of scale and performance of a network designed to meet the needs of demanding gamers.



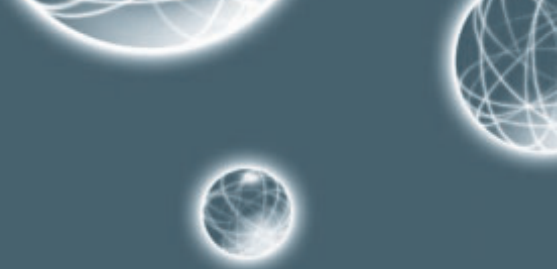
Game & Community Management

With a team of professionals who have run multi-lingual customer service and event teams for MMORPGs such as Asherons Call, Asherons Call 2 and The Saga of Ryzom, dx has the ability to undertake and deliver World class in-game customer service. Our teams have been deployed at all levels of customer service, including;

- Community Management
- Event creation & management
- Technical Support
- Forum Moderation
- In-game technical support
- Gamemastering

We are able to craft each such deployment to provide a total solution specific to a clients needs or to mesh seamlessly with an existing support structure to provide additional resources.





World class clients need a world class solution to deliver their online service or gaming platform. dx works with some of the finest companies in the gaming industry providing hosting, infrastructure and connectivity.

World class clients, demand a world class service

dx works with some of the finest companies in the gaming industry providing hosting, infrastructure and connectivity.



Installations range from complex managed MMORPG server farms through co-location, IP transit, low latency First Person Shooter dedicated servers to robust and scalable web and dB hosting.

When establishing a gaming platform it is sensible to work with people who have done it many times before. dx works with clients who's needs range from a single web server right through to massive server farms.

Each dx installation is a careful blend of the latest hardware and infrastructure based on comprehensive discussions with our clients. By clearly identifying and understanding a clients needs, wants and expectations dx is able to ensure that the result is a best in class service.

Unlike traditional hosting companies dx is solely focused on the gaming industry. With over two decades of expertise in building solutions that consistently deliver performance to meet and exceed our client's requirements dx has both the knowledge and the track record for delivering.

Our people, our networks

The dx team have managed client solutions across two continents for online games that have millions of players. Our knowledge of the gaming market makes dx the first choice for a company in the gaming industry deploying online.



The dx team have managed client solutions across two continents for online games that have millions of players. Our unique understanding and insight of the gaming market makes dx the first choice for any gaming company deploying online.

dx understands the needs of gamers and consequently how these needs shape each custom solution. With some of the least forgiving internet consumers as your customers it's reassuring to know that dx is acutely aware of the need to plan capacity sensibly and is able to react instantly to wildly shifting demands.

Creating the perfect solution

The dx team have been at the heart of online gaming and managed services for over two decades.



dx's unique combination of skills and experience ensures that all our solutions are cognisant of the interoperability of the application and the underlying systems required to meet the specific needs of the Online Gaming Industry.

Our services are used by a wide variety of companies in the gaming industry. Deployments range from latency sensitive First Person Shooter clusters, complex MMORPG server farms, robust web and dB driven applications through to business continuity cover.

The dx team have been at the heart of online gaming and managed services for over two decades. Our clients have included some of the biggest names in the entertainment industry as well as some of the most respected Global companies and brands.

We source products and services from the premier companies in each field of focus, from hardware suppliers like DELL and CISCO to Tier 4 Data Centres like Telehouse. This combination of top draw providers, our global presence and unique knowledge gives dx that bit extra to support tailored solutions for each and every one of our partners.

Contact us now to discuss your needs in confidence, we will help you realise the full potential of your online world.

Case Study

Introduction

Over a period of time the client had evolved a multi-location and multi-server solution to delivering a complex system of websites centred on a number of databases. The client has two trade shows a year and during these the traffic to the systems could increase by up x10 normal traffic.

The dx Solution was accepted by the client 4 weeks before one of the trade shows meaning that the service needed be operational, migrated and fully test well before the start of the show.

Customer Requirements

The previous platform employed servers located in New York and London, the websites and databases had evolved over a long period of time. The previous provider had given notice to the client of withdrawal of service and there was no moving the date which was one week before the next trade show. The client was looking for a single solution to consolidate the existing environments and to provide a platform to grow in the future. The inherent capacity of the solution should be able to handle x10 increase in traffic without the need for system change. As with all requirements the solution needed to offer the client operational and cost improvements.

dx Solution

dx proposed and implemented a single site solution based upon its Atlanta (US) Data Centre.

The solution involved a high availability database hosting large volumes of images and articles with multiples front end webservers traffic shared by a Load Balancer offering security and resilience.

The Systems were delivered to the client 3 weeks after receipt of signed order and well in time for data migration, testing and service go live before the up and coming trade show. dx's involvement did not stop with the systems handover. As with all migrations from historic disparate systems there are always issues that need to be resolved, dx fully supported the client throughout this activity ensuring that all systems were operational.



Our Clients

2K

Asylum Entertainment

Bastion

BH

Capcom

CDV

EA

Emote

Fantastic Contraption

Games Press

Groove

Impact

Lionhead Studios

Jagex - Runescape

Microsoft

Novalogic

Oxygen Games

PC Gamer

PC Zone

Red Bedlam

Rising Star Games

Sony Online Entertainment

Slitherine Software

Splash Damage

S2 Games

Take Two Interactive

dx's unique combination of skills and experience ensures that all our solutions are cognisant of the interoperability of the application and the underlying systems required to meet the specific needs of the Online Gaming Industry.

Our services are used by a wide variety of companies in the gaming industry. Deployments range from latency sensitive First Person Shooter clusters, complex MMORPG server farms, robust web and dB driven applications through to business continuity cover.

The dx team have been at the heart of online gaming and managed services for over two decades. Our clients have included some of the biggest names in the entertainment industry as well as some of the most respected Global companies and brands.

We source products and services from the premier companies in each field of focus, from hardware suppliers like DELL and CISCO to Tier 4 Data Centres like Telehouse. This combination of top draw providers, our global presence and unique knowledge gives dx that bit extra to support tailored solutions for each and every one of our partners.



Dx Networks
91 Ellesborough Road,
Wendover,
Bucks,
HP22 6ES
United Kingdom

Tel: 0800 612 8 216
Intl. tel: +44(0)1296 62 33 18

Fax: +44(0)1296 622829

To discuss your requirements
in confidence:
dxsales@dx.net

Managed services: managed@dx.net
Co-location colo@dx.net
Customerservices cs@dx.net

www.dx.net