



ENSURING **GREAT** IDEAS
BECOME **GREAT** PRODUCTS



[CUSTOMER CARE](#)

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VMC MAKES GREAT COMPANIES BETTER

Discover How Your Company Can Do More with VMC

VMC provides proven QA, customer care, and development for innovative companies in a range of industries. We have a simple approach to our business: focus on what we do best, and do it better than any of our competitors. This focus has made us a trusted resource for many of the world's leading technology, media, entertainment, consumer electronics, healthcare, and financial services companies – and it's the reason you should investigate how VMC can make a positive impact for your business.

We partner with companies of all sizes to get better products to market faster and deliver exceptional support for every stage of the product lifecycle. Our scalable, strategic outsourcing services are customized to the way you work, enabling you to concentrate on your core business while VMC enhances and improves your operational agility, efficiency, and productivity.

Quality is our Company Culture

VMC is committed to excellence – our performance, our partnerships, and our employees are driven by it. Our core values include:

Provide phenomenal customer experience

The real measure of our success is the success of our clients, so we strive to deliver solutions that make a difference for the companies we serve. That's one of the reasons more than 90% of VMC's business is repeat business.

Deliver high quality performance

Great results are the responsibility of every employee. We empower our team members to identify every opportunity for improvement, and incorporate quality methodologies such as Six Sigma, ITIL, and COPC to ensure unsurpassed service in everything we do.

Drive innovation

Innovation is a mindset. We encourage communication, education, and creativity at every level of our company because the way we've always done something may not be the best way to do it today. We are always looking for better approaches in our pursuit of better results.



THE MOST IMPORTANT WORK YOU WILL NEVER SEE

Customers may not know your products are stringently tested – but they'll know if they aren't

It doesn't matter how many great features your product has – if your customer encounters a problem, the entire product becomes suspect. Customer loyalty starts with product reliability, and VMC's fully-managed, end-to-end QA services ensure your product performs as designed in any scenario.



Games >>

From AAA titles to self-published games, VMC is the industry leader in comprehensive QA services, including in-house testing, global beta testing, Localization, and Live Game Operations.



Hardware >>

Extensive multi-platform QA expertise using the broadest range of devices and configurations to make sure every customer has an excellent user experience, wherever they are.



Software >>

You can't control the target environment for your software, so VMC confirms your product will work for any user, on any device, with any operating system.



Consumer Products >>

The real world can be rough on your products. Count on VMC to verify your devices are ready to stand up to whatever



Mobile >>

What's the potential cost of a few bugs or crashes? If you're a mobile developer, it can mean a string of bad reviews and



EFFECTIVE QA CREATES SATISFIED CUSTOMERS

Software QA is More Than a Production Task – It's a Business Imperative

In the software development process, a lot can happen between invention and execution. The complexity of your code and the broad range of target environments make software and application QA an essential element of your development process, but production schedules and budgets can make comprehensive QA a challenge. VMC's scalable testing and localization services enable you to get the essential QA your product requires, efficiently delivered to meet your timeline.

Testing Services

By combining the extensive experience of our scalable QA teams with an unmatched library of devices, platforms, and operating systems, VMC helps you accelerate your production schedule without compromising product quality or IP security. We offer a full range of standard, custom, and automated software testing services for mobile apps, desktop software, and enterprise applications:

- Functionality
- Compatibility
- Certification
- Stress / Load
- Test Strategy / Design
- Regression
- Integration
- Compliance
- User Acceptance
- Performance
- Usability
- Security

Translation and Localization

You want every customer, wherever they are, to have an excellent experience with your product, and that won't happen without end-to-end translation and localization. Our in-country team of more than 450 native-speaking translators performs in-depth, on-device testing to make sure all UI elements are accurately translated and contextually appropriate in all key languages. VMC makes sure your software, apps, documentation, and marketing materials connect with your customers worldwide.



VMC MAKES SURE YOUR PRODUCTS MAKE A GREAT FIRST IMPRESSION

Comprehensive QA services to confirm your product will consistently deliver

Customer satisfaction is the key to brand loyalty – and customer satisfaction is driven by effective QA. VMC Test Labs offers a full array of effective, efficient hardware testing that provides peace of mind that your product is prepared for every real-world situation. Our test-on-demand services deliver the customized QA you need without the investment required for building an in-house test team and facility, and scalable solutions mean you can get your product to market faster.

VMC's QA specialists have extensive, multi-platform expertise on a broad range of hardware, operating systems, peripherals, and networking configurations. This experience enables us to quickly identify issues and improve your product. We generate and execute comprehensive test scenarios for an array of products and deliver deep-dive, actionable reporting of test results. Our services include:

Third-Party Testing for Clients

Scalable, secure testing of overall product performance, verification of compliance with client product specifications, and comprehensive integration testing in the broadest range of possible scenarios.

General Device Testing

Full-range testing services – integration, functional, qualification, configuration, stress, and benchmarking – performed across a full array of hardware, including hard drives, RAID cards, graphics cards, memory, sound cards, motherboards, CPUs, firmware, BIOS, workstation components, peripherals, and more.



Case Studies

VMC's Exhaustive Integration Testing Assured the Client their Hardware was Ready for Market

[Read the Case Study >>](#)



WE TURN PANIC INTO PROBLEM SOLVED

Flexible, Effective Contact Center Solutions

When your product hits the market, a new phase of its life begins: consumer support. Because the quality of your customer care can be just as critical to future purchases as product performance, it's essential that your support team provides the same level of precision and expertise that you put into making it. That's what you get from VMC.

We specialize in serving as a seamless extension of your company, collaborating with you to define the voice of your business and deliver the swift, accurate, first-contact resolution you and your customers expect. From help desk inquiries to advanced technical support, VMC maintains and extends the consumer relationships you've worked to build.

- Scalable solutions for businesses of all size, from growing start-ups to industry leaders
- Multi-channel support via phone, web, live chat, and social media
- Rapid ramp-up and downsizing to quickly adapt to your support volume at release and ongoing
- **Certified by COPC®**, the most rigorous test of customer care standards, with the goal of improving service and reducing costs through operational efficiency
- Multilingual specialists enable expanded coverage while controlling headcount
- Relevant, real-time metrics to track service performance and customer satisfaction
- Support provided on-site at your business or at one of our dedicated facilities in Texas, Washington, New Mexico, and Montreal.

Providing Measurable Value for Your Customers – and for Your Business

Great service can change a transactional event into a long-term opportunity. People develop relationships with their favorite companies, and their loyalty to those brands goes much deeper than appreciation of the product. VMC's rigorous training process helps you capitalize on this opportunity by assembling a team of specialists who will clearly communicate how your customers will get



Case Studies

Developing a Quality Performance Monitoring Tool Delivers 100% Compliance with COPC Service Standards

[Read the Case Study >>](#)

VMC Developed a Help Desk Triage Tool that Accelerated and Improved this Client's Technical Support Process

[Read the Case Study >>](#)

VMC's Expertise Improves Technical Support Performance and Visibility

[Read the Case Study >>](#)

VMC Development of a Technical Support Tool Improves Contact Center Performance

[Read the Case Study >>](#)