

Your Players Already Work With Us

Level Up To Top-tier Player Moderation

ModSquad groks gaming like nobody else. We provide pitch-perfect, brand-specific content moderation, troll moderation, player engagement and support, and onboarding assistance to the world's coolest video game brands. We don't think of it as outsourcing, however. Instead, we call it ModSourcing: Outsourcing, *Modernized*. That's because ModSquad delivers a modern solution that sets us apart from dated, legacy providers. ModSquad is the premier managed services provider for the gaming industry. With an on-demand network of 10,000+ Mods in 70+ countries and the ability to offer native moderation in 50+ languages, we can provide a flexible, tailor-made solution to meet your ever-changing needs

Moderation For Players, By Players

Do you really want someone in an offshore call center who has to read from a manual to sound like they have even a rudimentary understanding of your game? No, you want an enthusiast who's as passionate about your game as your players are – and best of all, comes with professional experience providing the moderation and support your players need. That's what sets ModSquad apart. Our Mods are already your players!

ModSquad staffs not only professional Mods highly skilled in today's top software support tools and knowledgeable in robust processes and procedures, but also those who have a natural interest in your games. Each and every Mod is staffed on a project in part because he or she has a passion for a client's products or services. In fact, the Mods will compete to be staffed on your project. Their interest in the business and industry, along with providing a superior digital experience, is the cornerstone of our offering.

In-game And Streaming Moderation

ModSquad's success stems from our unique approach to managing each client's in-game moderation and monitoring needs. Recent streaming moderation engagements have included:

- Moderation of Twitch feeds with simple support or silent moderation
- Official Twitch page moderation with light support
- Live-stream silent moderation
- Community events, including internal and external streams
- Collegiate events, including multiple concurrent chat moderation, monitoring for cheating, checking team coms via audio, and answering user questions
- Monitoring proprietary software status
- Newbie and FAQ player support

We've moderated and supported numerous events in multiple languages, from trade shows to tournaments, daily live shows to 24/7 promo channels.

Top-tier Managed Services

Our managed moderation services include scan-team moderation, triage moderation, content moderation, and engagement moderation, among many other related services. All Mods on an engagement are overseen by a ModSquad Account Manager and Project Manager, who work with clients to orient agents and provide constant quality monitoring and fully transparent reporting.

Fully Dedicated Moderation: Dedicated Mods work for clients for a dedicated amount of time.

Shared Moderation: For when Fully Dedicated Moderation is not necessary, but your game needs some moderation.

Blended Moderation: A mix of Dedicated and Shared moderation for appropriate engagements.

We're Not Clingy: Short-term Gigs Are Cool

ModSquad couples the Mods' passion for the brand with our ability to staff in a flexible manner, allowing scheduling by the hour instead of mandating four- or eight-hour shifts. As a result, coverage is exactly what you need, when you need it, and our moderation efforts are on point, engaging and cost-effective. This approach means that ModSquad can provide coverage in exactly the way your players need.

Ready Player One

With our flexible pricing model, ModSquad offers a unique, cost-effective, and scalable moderation solution that ensures a safe, engaged player community at a predictable price. What are you waiting for? Level up to ModSquad.

ModSquad

ModSquad is a global provider of managed digital engagement services. Our experienced professionals engage your customers and communities on a personal level across online, mobile, ecommerce, in-game, application, and social media channels. ModSquad offers expert-level service in moderation, social, community, and customer support. We've strategized, designed, and delivered digital initiatives for clients in more than 70 countries, with the capacity to respond in 50+ languages and dialects.

**For more information, please contact the ModSquad sales team:
028 2003 2123 / Sales@ModSquad.com**

The Best In The Biz

ModSquad has more than a decade of experience with some of the biggest names in gaming.

