



# **YOUR ULTIMATE WEAPON**

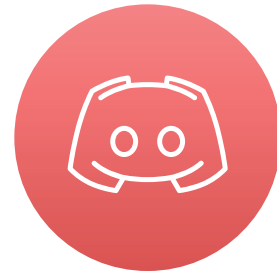
**WE ARE A TEAM OF GAMING ENTHUSIASTS  
PASSIONATE ABOUT FAN ENGAGEMENT AND  
SUPPORT**



# ***ABOUT US:***

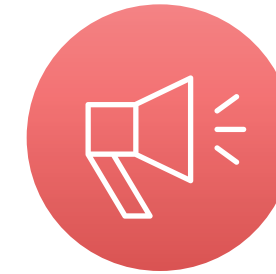
Our company has been serving the Esports & traditional sporting industry for over 3 years. Our customers include the world's largest Esports organization AND the most recognized and respected Racing Sports brands with 500 million fansworld-wide. We support fans in over 100 countries and in 10+ languages. Our management team is experienced and comes from well-known consumer brand companies from where they brought their “best practices” and a “fan first” culture to everything we do. We can provide your company with excellent references and direct contact with existing customers as required.

# SOCIAL MEDIA & COMMUNITY MANAGEMENT



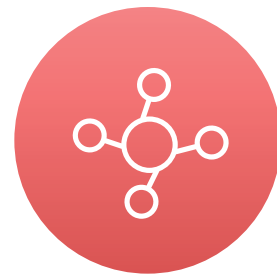
## **DISCORD MANAGEMENT**

Discord is what many call the next big thing, already established and undisputed in the gaming sector. We bring in the resources needed to make your discord experience brand safe, engaging and most importantly a big win for user engagement. We know exactly how to set up and operate your Discord servers with multiple rooms and channels. We keep your servers active and in a positive sentiment and transport your brand message clearly. Our lead comms managers alongside with tried-and-true bots provide your fans and customers with the best possible communication experience.



## **SOCIAL MEDIA MARKETING**

The vast majority of your target audience use at least one kind of social media on a daily basis. Let us help with shaping your strategy, stay brand safe and under control without killing the conversation of your most loyal followers; and delivering your content and messages in a proper way to establish the desired communication with your audience.



## **CROSS-PLATFORM ENGAGEMENT**

Whatever suits your needs is our hometurf. We cover it all. Whether its TikTok, Instagram, Snapchat or others, industry best practices and experience with leading clients in the gaming sector bring us at the forefront of a quickly evolving market.



## **COMMUNITY MANAGEMENT**

To be successful in the digital world, bringing the content to the user is key. A jungle of social media and community platforms make it hard to focus on the right thing. We are here to help increase your reach, engagement and take away the load from your internal team, so they can focus on the big decisions.

# CONTENT PRODUCTION



## **VIDEO**

Our creative team is able to cover all your needs, whether you are looking for an end to end solution for various kinds of video production, or any part of the workflow. Longform, shortform, Social Media Stories or fast paced highlight clips, we have you covered.

## **LIVE BROADCASTS**

Need a cost-efficient solution? Live broadcasts can be quite expensive and eat into your budget. We offer customized solutions for your broadcast, scalable from bedroom to linear, without overspending.

## **TEXT**

Our creative team is ready to provide you with any content you might need, starting from featured articles or industry leaders interviews, unique content about specific topics, advertorials and SEO articles for your blog, and ending with a full video production of any scale.

# OUTSOURCING COMMUNICATION



A product's success often depends on the ability to successfully communicate and resolve the fan's issues. We are experts in multi-channel communication. We create a comprehensive communication solution via FAQs, customer tracking, dashboards and data analytics. We give your customers the answers they want and resolve their issues, while providing our clients with valuable insights, data analytics and fan satisfaction.

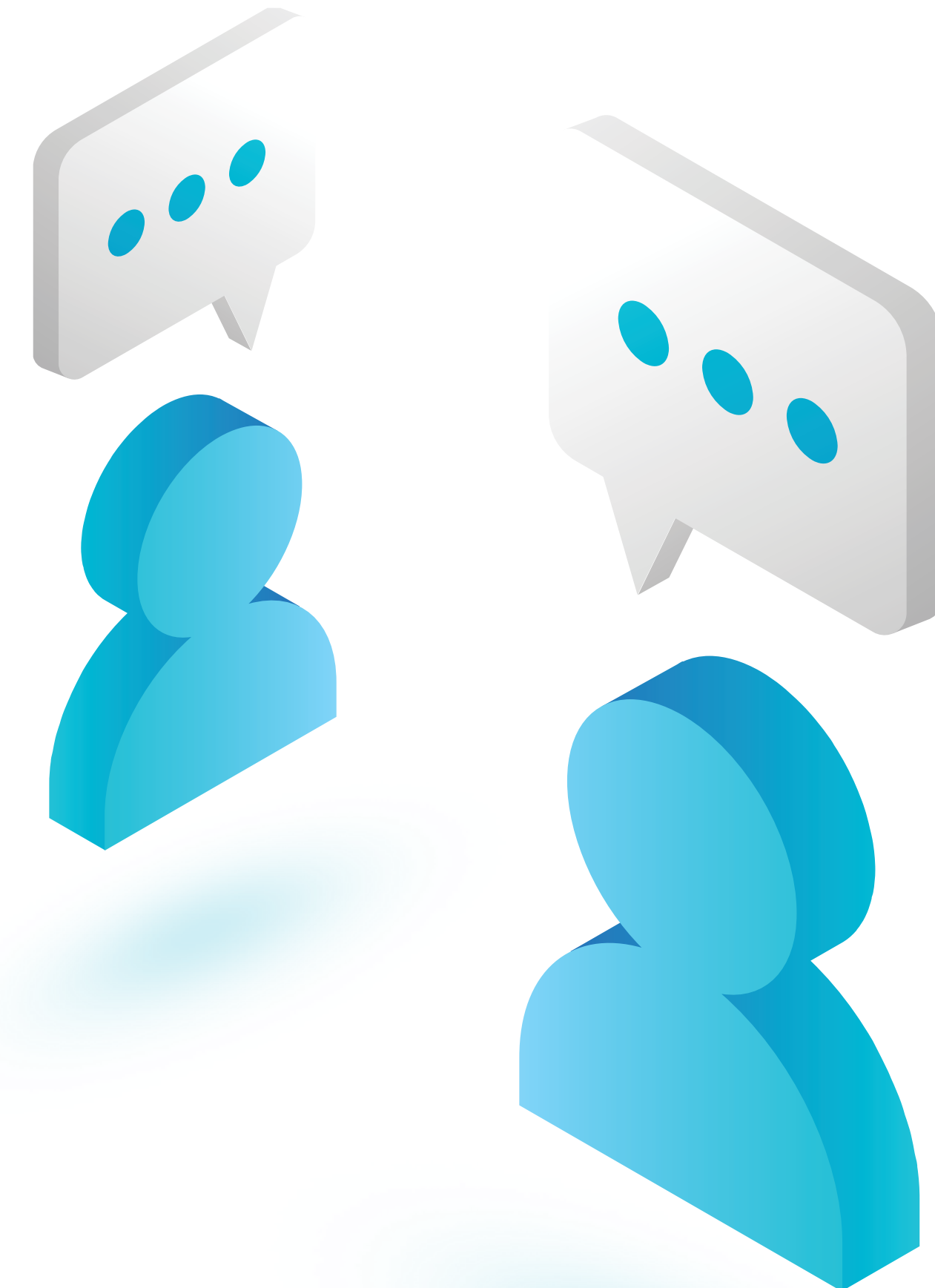
We support you with one of your communication's essential requirements – a consolidated virtual “switchboard”. Our team handles all types of incoming contacts professionally, i.e. voice, chats, and email. You will never miss an opportunity or connection with your customer. We make it easy for you to improve responsiveness with high quality and scalable communication solutions.

## **USER SUPPORT**

We support your success for your, “one-off” or recurring missions, by creating an action plan and providing the tools and technologies, and the human resources to support your strategy.

## **MULTICHANNEL COMMUNICATION**

We offer a multi-channel communication management system developed to help you deliver a better customer experience.



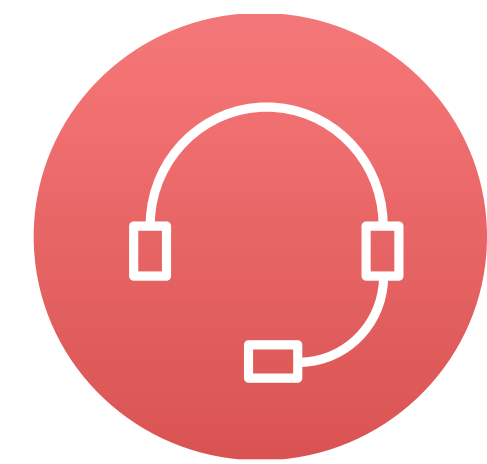
# FAN ENGAGEMENT AND SUPPORT SOLUTIONS



We are ready to help you by creating bespoke solutions, tailor-made to communicate your project and fan engagement campaign.



We understand our industry's unique culture and global reach and have you covered 24 hours a day and 7 days a week.



By facilitating various communications solutions, we perfectly adapt to your audience and are always available to support your loyal customers.

# ECOMMERCE & MERCHANDISE

TRACKING, FINDING, HANDLING, FULL BACKEND



We provide eCommerce operations tailored towards your needs from turnkey solutions to customized outsourcing for your specific needs. We manage your eCommerce business and scale up and down as required for critical events and seasons. We are able to provide prompt service and high customer/partner satisfaction.

## **FOR NEW AND EXISTING OPERATIONS:**

We help optimize our customers' existing eCommerce & merchandise solutions and create new solutions for customers. Monetizing our clients existing operations, help increase profit margins and reduce the need to overburden internal resources. With the focus of our team, we help generate added income while lowering costs and overhead.

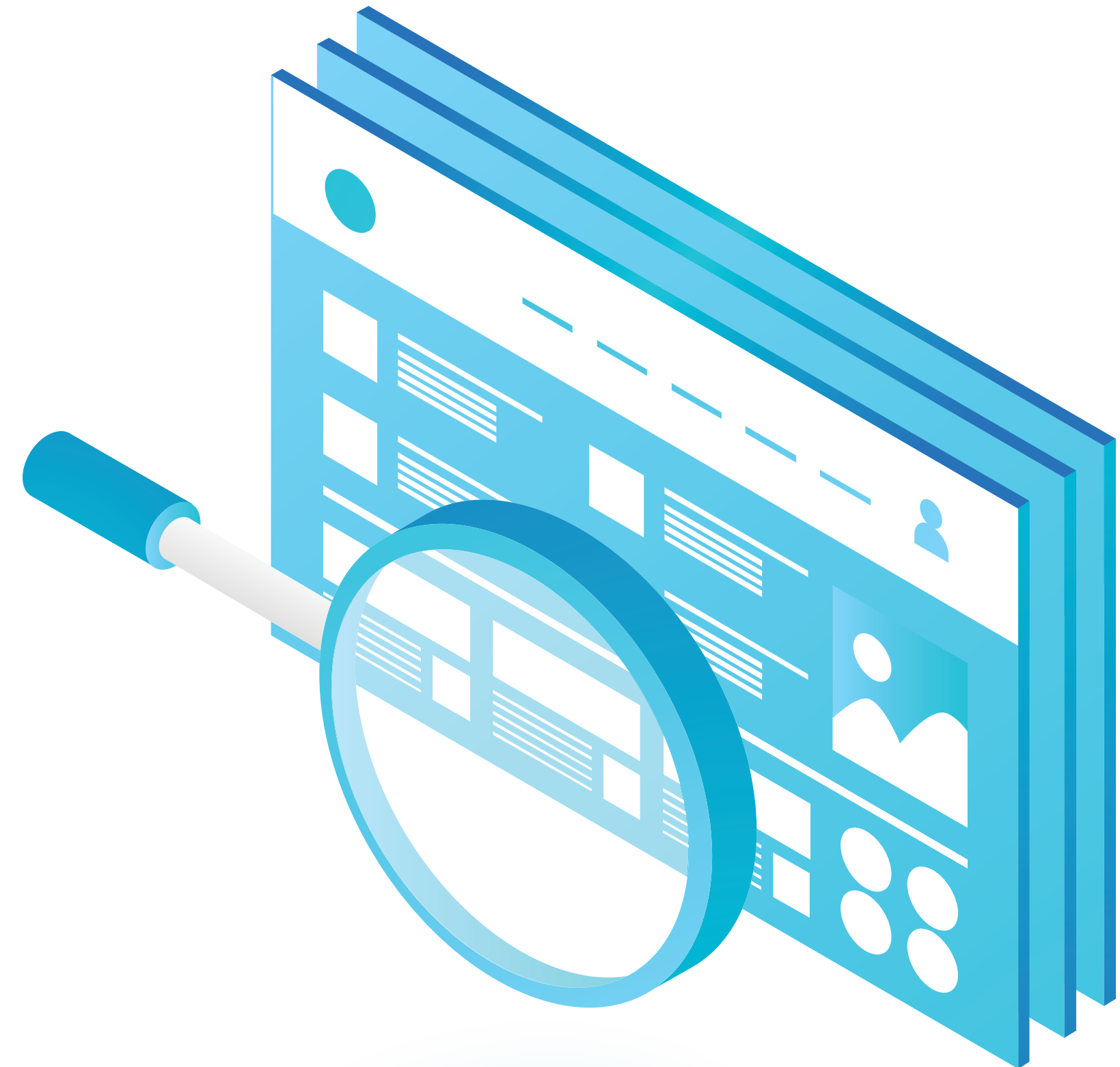
## **BACK OFFICE:**

Professional back office experience is one of our eCommerce key differentiators. Starting from efficient warranty and stock operations and ending with daily documentation, reporting, delivery tracing and direct savings via better chargeback and refund management.

# MARKET RESEARCH



The more insights you have on the market the better you communicate with your customers. Being gaming experts, we provide a thorough marketing research with a detailed understanding of the audience, processes and trends of the sports and gaming industries.





# TOURNAMENTS & INFLUENCER MANAGEMENT



## **EVENTS**

With decades of experience in tournament organization, we are able to cover all your needs, whether its administration in your ecosystem or setting up tournaments and leagues from the ground up. Our referees and administrators offer reliable, fast paced and create the environment players and you can strive in.

## **INFLUENCER MANAGEMENT AND ACTIVATIONS**

With years of experience in the market, and strategic partnerships with juggernauts such as Facebook and YouTube, we know how to handle influencers of all kinds so they are able to perform at their peak.

# **BESPOKE PROJECTS & PERSONNEL SERVICES**



## **BESPOKE**

Your Challenge is our love project! We use all our resources to find a solution to whatever problem you run into and jointly work with you and your team to bring the best possible solution to live.

## **PERSONNEL**

Become more efficient spending less time on non-essential tasks. Stay focused on the processes you do best while we outsource any of your personnel tasks, whether it's recruiting, staffing, training or payroll.



## OUR CLIENTS



We can confidently recommend Supporter.gg. They will deliver great service and quick turnaround times.

ESL Gaming GmbH - David Hiltcher,  
VP Shop, Merchandise, Licensing



Supporter GG is a trusted resource for accustomed content and community services within the gaming and esports industry.

Jan-Hendrik Heuschkel Vice President MarCom

## OUR PARTNERS



We build video game and esports related love brands for the digital natives



Multichannel and Multilanguage solutions for eCommerce, Fan Engagement and Support



# TALK TO A HUMAN



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