

## CUSTOMER STORY

# Firesprite Games

where team members build incredible games from home,  
on any device—with Teradici Cloud Access Software



Liverpool-based Firesprite Games was founded in 2012 with five people committed to creating incredible games on cutting-edge hardware. Today the team includes more than 130 people developing games for PCs and consoles. Among Firesprite's top sellers for PCs and PlayStation are The Persistence, Airforce Special Ops: Nightfall, and The Playroom. In 2020, Firesprite was named one of the [top 10 fastest-growing businesses](#) in the North of England.

*“ Even with just a 40Mbps home Internet connection, artists using Teradici Cloud Access Software have an amazing experience with Maya, ZBrush, and Unreal Engine running on their office workstation—and can use Wacom devices. When we tested Remote Desktop, in contrast, artists needed a 100Mbps connection to use ZBrush. And even at that speed Unreal and Wacom devices were unusable.*

**CHRIS MCCANN**  
SENIOR SUPPORT ENGINEER, FIRESPRITE GAMES

### Challenges

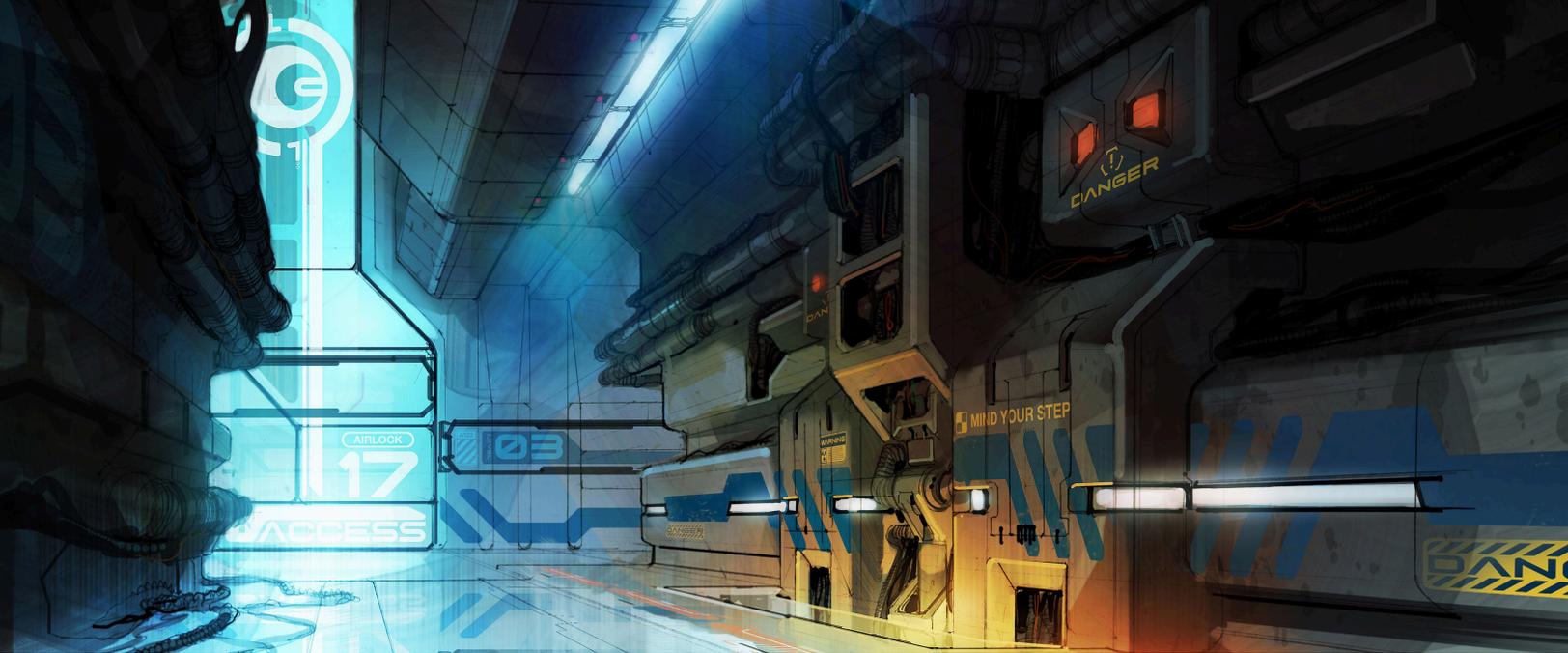
- Enable game coders, designers, artists, and testers to work from home with a great experience
- Protect intellectual property
- Avoid the costs, delays, and security risks of shipping workstations to remote freelancers

### Solutions

- Installed Teradici Cloud Access Software on office workstations before pandemic lockdown
- Directed new hires to install Teradici client software on their personal Windows or Mac devices to remotely access their office workstation
- Will provide PCoIP-enabled thin clients to administrative employees when they return to the office

### Results

- Delivered outstanding remote workstation experience to employees hired during pandemic lockdown
- Strengthened security: content can't be read or copied from a lost or stolen device
- Shortened development time: the initial sync for a 500GB game completes five hours faster over a 100Mbps connection
- Gained an edge in attracting and retaining top talent by supporting work from home



*“ One artist hired during the lockdown warned us her PC was ‘a lemon,’ and another had an 8-year-old PC. In both cases, they had a great experience working on their office workstation with Teradici Cloud Access Software.*

**CHRIS MCCANN**  
SENIOR SUPPORT ENGINEER  
FIRESPRITE GAMES

When it came to remote working, Firesprite turned to long-time partners [Escape Technology](#) to carry out a proof of concept. The goal was for the studio to recruit artists anywhere in the world and have them work from centralized resources. Escape Technology – a UK-based games and engineering services specialist – worked with the Firesprite team to introduce remote working tools into their pipeline. The result is a fully integrated setup that enables artists to securely access centralized compute, workstations and storage via easy to use hardware or software portals.

Producing video games requires a superb experience with graphics-intensive applications like Autodesk Maya, ZBrush, Adobe Substance, and Unreal Engine. Designers, developers, artists, and testers need 4K resolution on dual monitors, fluid playback (60 frames per second), precision mouse handling, and support for Wacom devices, including pressure sensitivity and tilt.

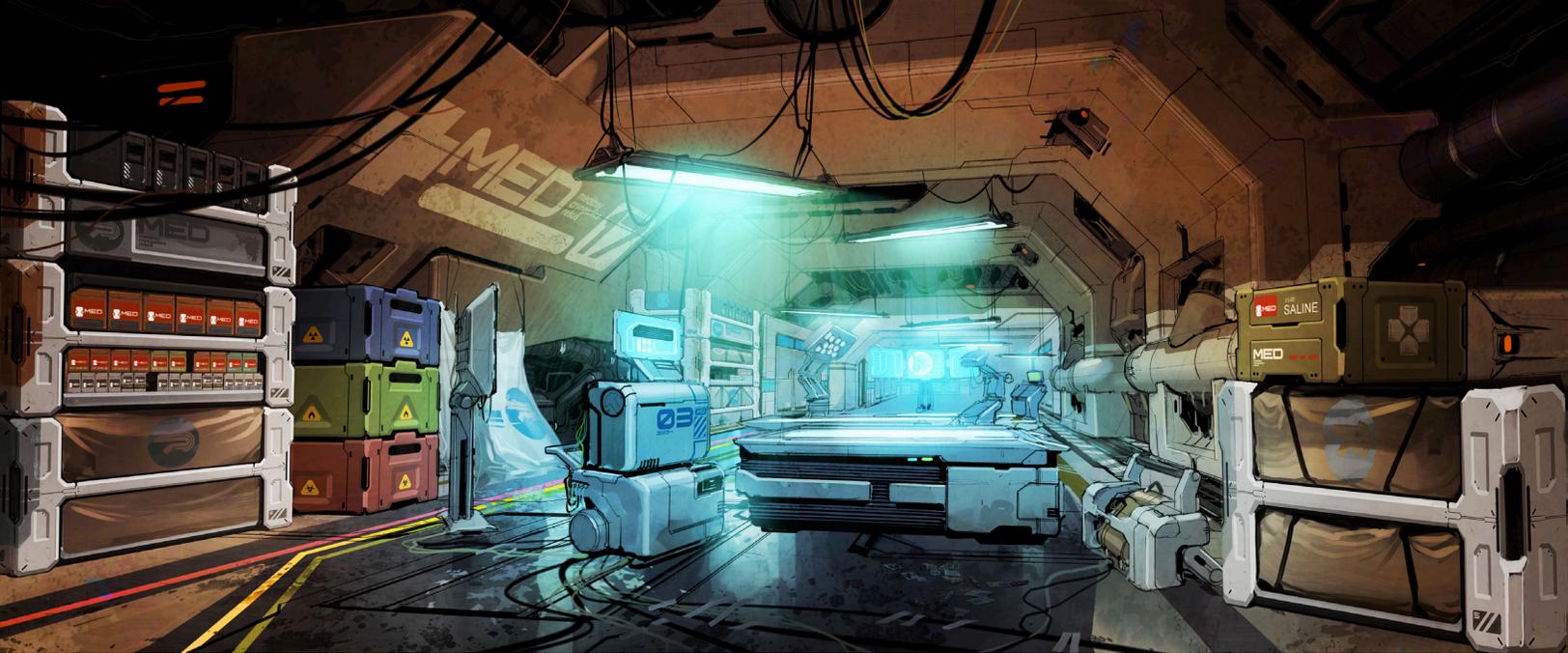
At Firesprite Games, employees build eye-popping worlds on powerful workstations with NVIDIA GeForce RTX 2080 SUPER graphics processing units. “We take pride in delivering quality content, meeting our clients’ deadlines, and protecting intellectual property,” says Chris McCann, senior support engineer. “For security reasons, we prefer to keep all creative content on premises.” To work with a freelancer outside the Liverpool area, Firesprite previously had to ship out an encrypted workstation.

But shipping takes precious time, and so does checking game files in and out over a VPN. “The initial sync for a 500GB game takes about an hour in the office—but more than 12 hours with a 100Mbps home internet connection,” McCann says.

**Firesprite’s business is growing—and to expand the workforce, the company needed a better way to hire talent outside of the immediate area.** McCann compared Teradici Cloud Access Software to Microsoft Remote Desktop over 20Mbps, 40Mbps, 80Mbps, and 100Mbps home internet connections. In the trial, artists accessed their office workstation from a home device after installing Teradici software on both. “Even with just a 40Mbps home internet connection, artists using the Teradici solution have an amazing experience with Maya, ZBrush, and Unreal Engine running on an office workstation—and can use Wacom devices,” he says. “When we tested Remote Desktop, in contrast, artists needed a 100Mbps connection to use ZBrush. And even at that speed Unreal and Wacom devices were unusable.”

When the studio closed for the pandemic, the IT team encrypted employees’ workstations so they could take them home. But what about new employees and freelancers? “We realized that Teradici gave us a way to securely onboard new people while our office was closed,” McCann says. New hires simply install Teradici Cloud Access Software on their home PC or Mac to securely access a workstation in the studio. “One artist hired during the lockdown told us her PC was ‘a lemon,’ and another had an 8-year-old PC,” McCann says. “In both cases, they had a great experience working on their office workstation with Teradici Cloud Access Software.”

**teradici**



“The key benefit of Teradici Cloud Access Software is that we can offer remote working without giving up control of data. Our clients entrust our studio with their prized intellectual property, and Teradici Cloud Access Software helps us maintain that trust. Wherever artists work, content never appears on the endpoint or on the network because only encrypted pixels travel from our in-house workstations to the display.

**CHRIS MCCANN**  
SENIOR SUPPORT ENGINEER  
FIRESPRITE GAMES

**Designers, coders, artists, and testers hired during the pandemic are producing amazing games from home.** Teradici Cloud Access Software delivers color-accurate, distortion-free images. Playback is just how gamers will experience it on their consoles—up to 60 frames per second even at 4K resolution. And developers can view the effect of code changes in real time. “Say a developer changes the number of smoke particles in a fire,” McCann says. “With Teradici Cloud Access Software, the developer can go to Unreal Engine to quickly see whether a value is too low, too high, or just right.” PlayStation 4 game designers use the PlayStation development and test kits on their Windows workstation.

**When the studio re-opens, employees who continue to work from home will access their office workstation from a personal device running Teradici Cloud Access Software.** The company’s planned 10Gbps network will make an already excellent application experience even better. Administrative employees, who don’t need terabytes of storage, will use thin clients to work on virtual machines in the public cloud. (Thin clients are easier to maintain than PCs and have a longer life.) McCann plans to use Teradici Cloud Access Manager to assign users to workstations, for multi-factor authentication, and to prevent copying of content onto USB devices.

**Firesprite views Teradici Cloud Access Software as a competitive advantage:**

- **Expanded talent pool.** Hiring employees and freelancers in other cities and countries is easier now. If the best object builder for Maya lives in Asia, Firesprite can hire that person without the costs and hassle of shipping out a workstation and without the worry of data leakage.
- **Recruitment and retention advantage.** A large percentage of Firesprite employees say they want the option to continue working from home after pandemic restrictions ease. “With Teradici Cloud Access Software, our people can build games from anywhere, any time of day they want to work,” McCann says. “We’re shouting from the rooftops that we support remote work, and resumes are pouring in.”
- **No lost time for file check-ins and check-outs over the network.** Files never leave the office workstation.

**teradici**