Inside the e-Sports Ecosystem: A Business Overview

**David Hiltscher**VP Gaming Communities
Turtle Entertainment



## About the presenter

- Saw the beginning of Quake 2 & 3 and Counter-Strike, and many more games over the years
- Joined Turtle in 2006
- He and his team figure out the first rule book of a sport on a regular basis
- They ran 1,500 tournaments this year with 1.5 million participants

## eSports – The name

- Why not sport?
- Retired terms: Cyberathleticism, professional video gaming
- Sports professionals are split over accepting **eSports**
- Definition more an issue for sports professional than us

## A different sport

- Can be experienced by everyone
- Global player liquidity helps develop a sport
- No physicality
- Digitally exact
- Inclusive

## What is eSports?

- Synchronous Multiplayer games that are played competitively (team games mainly)
- From ranked matchmaking to the Staples Center
- For us there is only eSports, but we treat each game individually as a sport









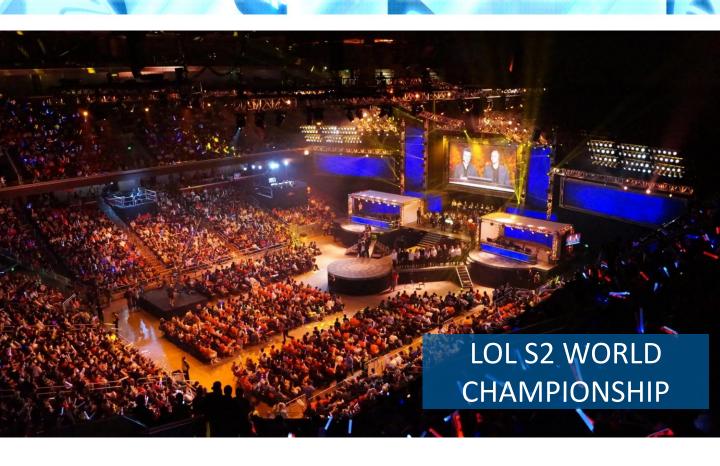


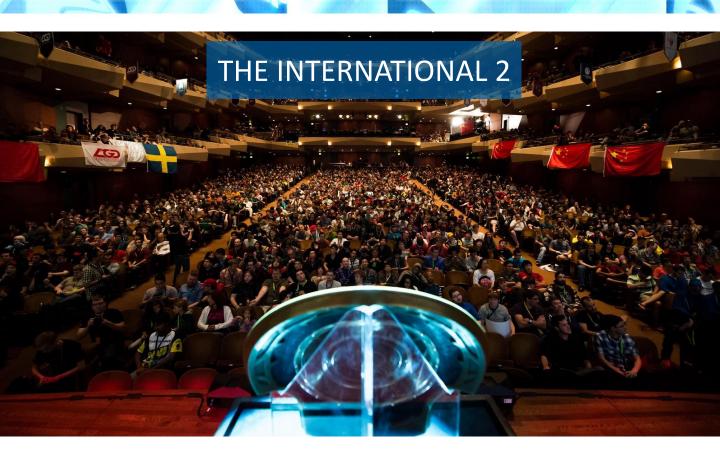


## THE GAMES









## Why enter this business?

What the public thinks:

- Reach
- Trend
- Direct profit

## Actual good reasons to consider eSports

- Engagement
  - Viral acquisition
  - Brand loyalty
- Across genres, once learned becomes part of your marketing
- Competitive advantage
- Gain control
- A sound business choice overall

## **Options**

• Organic / anorganic

## Is there an eSports industry?

"Your best bet finding an eSports position is to look at every company that sponsors eSports."

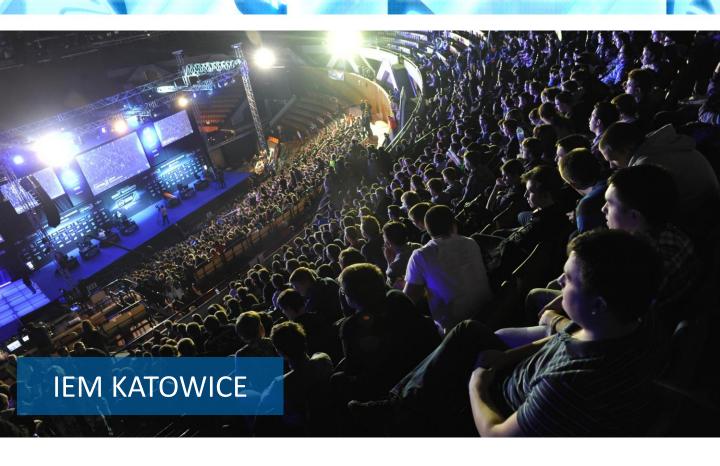
This view is common and wrong. eSports is its own business between sports, games and internet industries, with its own set of actors.

Source

## League brands

- Dreamhack (Sweden)
- ESL (Germany)
- MLG (US)
- All of them have their own brands, but also operate as agencies

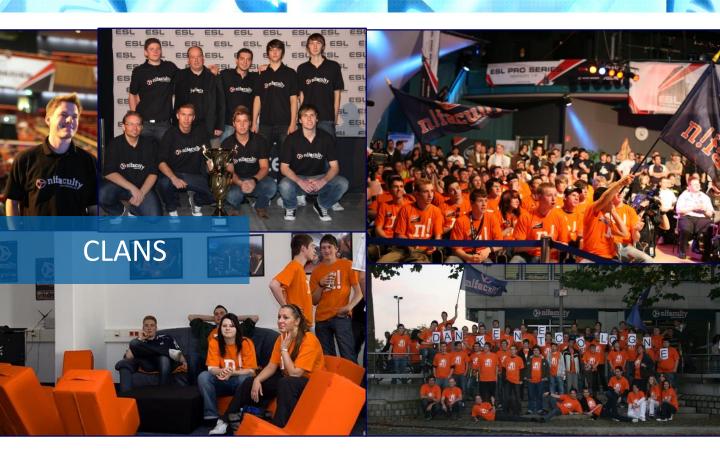




## Our model of eSports



- Not just segments, also a timeline, almost every esports entity went through these 3 phases
- Every eSports competition is part of one of the three segments
- Most actors and eSports aspects/factors can be mapped to this model



### Clans

## » Parties » Guilds » In-game clans » Loose organization, but strong social bond

## GRASSROOTS » Emerging organizations » Own website and communication » Expands to more games » Clan leader usually stops playing » Organization is fragile, as interests change

## PRO » Strong brands and hopefully strong businesses » Massive communication channels » Business interest in new games » Player management » Physicality

- Drivers of engagement, image carriers, catalyst for player development
- Leagues intertwined with top clans, working together on goals, and sometimes picking titles together
- Role of clans still in flux
- You will see grassroots organizations take part in pro communities



### **Casters**

# » Streaming players » Home casters are developed here

## » Leagues evolve standards » Pairing with game experts for mutual learning



- Faces of the brand/game until much later
- Leagues have commentator stables
- Support this with Twitch integration





## Players

- Professionalize over time, know them, treat them well
- Riot says "Players first", better believe them
- Player agents will become a topic

## Community websites

- Make sure you can conveniently put content in front of all your players
- Reddit & Twitter very important for anglo-centric communities
- Support game-specific portals with good content
- Important to have independent coverage/community pages

## Other sports aspects

- Sound decisions needed
- Game design plays into this as well



#### 1. Match Media

All match media (screenshots, etc) must be kept for at least 14 days. In general, you should upload the match media from a match to the match page as soon as possible. Faking or manipulating match media is of course forbidden and will result in severe penalties. Match media should be named clearly based on what it is. It is not possible to file a protest or write a support ticket to complain about bad match media naming. However, if an admin is hindered in their work because of bad match media names then it can be punished for.

#### 1.1. Screenshots

#### 1.1.1. Score screenshot

- . Only needed in matches played without the Tournament Code. . A screenshot of the scoreboard at the end of each match must be
- taken and uploaded to the match page.
- . Manipulating of a screenshot can lead into penalty points. (a) Warning,(b) hiding champions, items or statistics 1-2 penalty points, (c) faking the result of a match 4-6 penalty points.

#### 1.2. Missing Screenshots

- · Matches played with the mandatory Tournament Code do not need any
- . If a match has been played without the Tournament Code, A screenshot of the match result must be uploaded after a match.
- · A missing screenshot can lead to a penalty points for each team/player and the match may be deleted. (a) Warning, (b) 1 penalty point for each team / player
- · An incomplete screenshot can lead to 1 penalty point or a warning for each team/player.

#### 2. Settings

#### 2.1. The Tournament Code

The Tournament Code has been created by the ESL in cooperation with Riot Games. It automates ESL tournaments by creating a match lobby with the the right settings for a tournament match and reports the match statistics to the ESL servers. The Tournament Code is mandatory in all European Cups, Leagues and Tournaments, if it's provided. If there are unexpected problems, the Tournament Code is allowed to not be used. A match that has begun without the use of a Tournament Code counts as an agreement and later complains are not accepted.

Client and Server All ESL Europe matches have to be played on Europe West, Europe Nordic & East or the Tournament Realm, if needed.

#### 3. Match rules

#### 3.1. Failure to appear / No Show

### Rules

# NGAME » Automated as much as possible » Need to combat toxicity

## » Stricter rules » Clans are forced to organize better

# » Very elaborate rulesets, covering lots of meta apsects of competition » Pro teams forced to become businesses

- XonX / game mode critical decision, involve leagues
- Rules / game design feedback loop



## Streaming & Events





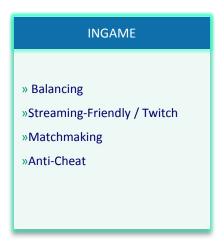


- Events start at \$10,000 in studio environment
- Venue cost and production quality scale
- Never run an event with no eSports company involved



## **GAME FEATURES**

### **Game Features**

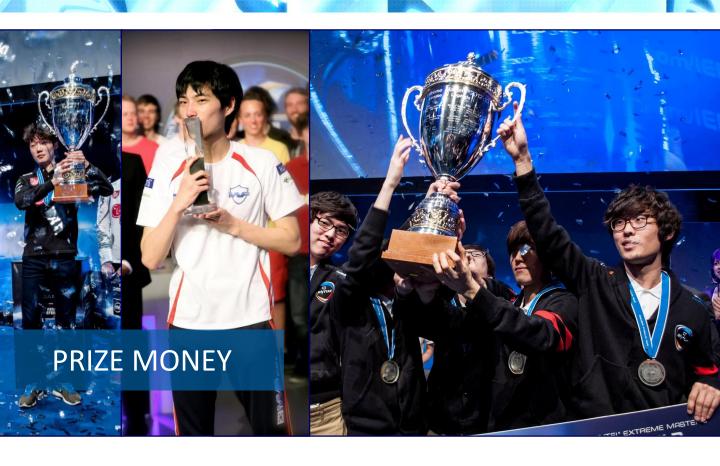






- Plan ahead, but focus on game as much as possible
- You will also need to add more staff to manage eSports
- Streaming/interface: See Sean Plott's GDC Next presentation on "The Observer Friendly Game"





## Prize Money

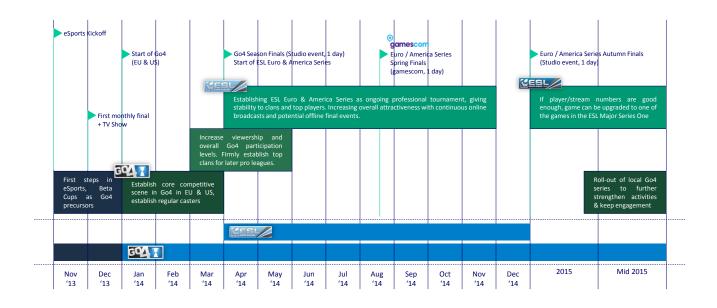






- Prize money for pro tournaments dependent on overall market
- Grassroots needs to be positioned in-between
- Scaling depending on current needs

## **Example eSports Strategy**





CS:GO 5on5  Prize Money / month: 1,500€  EU, France	WARGAME: AB 2on2  Prize Money / month: 2,500€  EU, US	SHOOTMANIA: STORM 3on3  Prize Money / month: 1,800€  EU, US	FIREFALL 50n5  Prize Money / month: 16,500€  EU, US
STARCRAFT 2 1on1  Prize Money / month: 1,500€  EU	WORLD OF TANKS 70n7  Prize Money / month: 11,000€  EU, CIS	CROSSFIRE 5on5  Prize Money / month: 2,000€  EU	CALL OF DUTY 4on4/5on5  Prize Money / month: 2,000€  EU
FIFA 1on1  Prize Money / month: 2,000€  EU, Germany	LEAGUE OF LEGENDS 50n5  Prize Money / month: 12,000€  US, EU, Romania, Turkey, CIS, Poland, France, Brazil	COMBAT ARMS 5on5  Prize Money / month: 2,000€  EU	BATTLEFIELD 4 5on5  Prize Money / month: 1,000€  EU

## **ASSETS GENERATED BY GO4**

- » Weekly winner name, photo
- » Tournament Brackets
- »Live tournament streams on Twitch
- » Match VoDs on Twitch and YouTube
- » Replays (if available in game)
- » Statistical analysis on cup participants (including demographical data on request)
- » Reportings on participation, social media and other tournament KPIs

- » Tweets and Facebook postings by users, participants and brand accounts
- » Monthly ranking, updated each week
- » Monthly final announcements (qualified players, cup highlights), 1-2 weeks before actual final
- » Player interviews, statements, testimonials for marketing use (on request)
- » Player surveys (on request)
- » Tournament page and game section on ESL

### **Go4 Combat Arms**

• Dedicated Microsite\* on Official Combat Arms website



\* http://event.nexoneu.com/caetournament





## Thank you!

**David Hiltscher**VP Gaming Communities
Turtle Entertainment

<u>@affentod</u> dh@turtle-entertainment.com