# GDC + S STEAM® + VALVE



# What makes a good platform?

### Our vision for Steam

### Create value for players and developers

• We want players to experience the best possible version of a game, surrounded by the richest set of features and services.

• We want developers to have low-friction access to powerful tools and the freedom to manage their game.

### Our vision for Steam

- 2 Constantly re-invest to grow the addressable market.
- Make existing markets bigger and more efficient.
- Introduce new markets developers might not reach on their own.

### Our vision for Steam

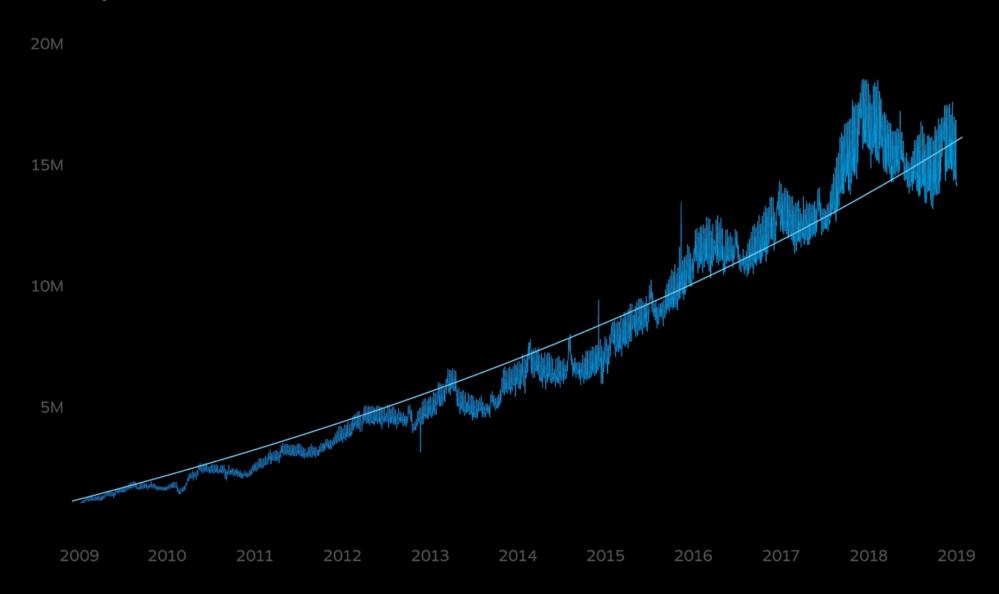
- 3 Invent new ways for developers to make their customers happy.
- Streamline services that already exist.
- Create new events and tools from scratch.

### What makes a good platform?

- 1 Create value for players and developers
- 2 Make the addressable market bigger for devs
- 3 Invent new ways for developers to make their customers happy.

# Long Term Growth

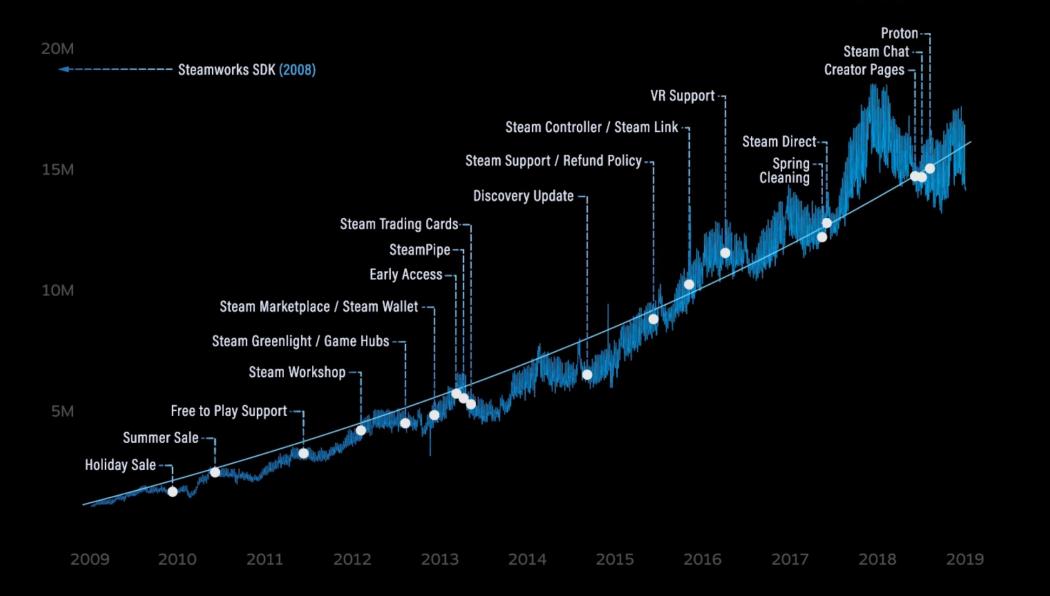
**Concurrent Players on Steam** 



## Long Term Growth

**Steam Features** 





### Steam Link Anywhere — Now Available in Beta!



### **Available Free of Charge**

The Steam Link app is available free of charge, streaming your Steam games to phones, tablets, and TV. No download or service fees apply.



### **Supported Controllers**

The Steam Link app supports the Steam Controller over Bluetooth, as well as other popular Bluetooth controllers, mice, and keyboards.

### And there's even more on the way...



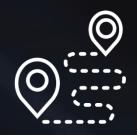
Alden is designing new tools to help you build closer relationships with your players.



Kassidy is building infrastructure to make sure Steam users all over the globe have best-in-class network access to your games



Ricky is focused on growing our emerging markets to make the opportunity on Steam even bigger.



# What's Next

# Part 1 Steam Events



STORE COMMUNITY ALDEN CHAT SUPPORT







#### Fortuna: The Profit-Taker Available Now!

AVAILABLE NOW ON PC. COMING SOON TO CONSOLES

Return to the Vallis, Tenno: We're taking down our first Orb Mother. Wield your Archweapons to destroy the Profit-Taker -- then walk the path of least resistance as Baruuk, the pacifist Warframe.

Here's the score, Tenno: Nef has the entire Vallis on lockdown. Supply lines are cut off, and we can't get anyone in or out of Fortuna. So we're planning something big. Something dangerous.

We're going to fight a massive, mechanical spider. An Orb Mother, to be precise.

#### THE TARGET: THE PROFIT-TAKER

The Profit-Taker is perched atop the Enrichment Labs on the outskirts of Fortuna. It's protected by Sentient overshield technology, making it invulnerable to weapons fire.



#### THE PLAN: TAKE DOWN THE ORB MOTHER

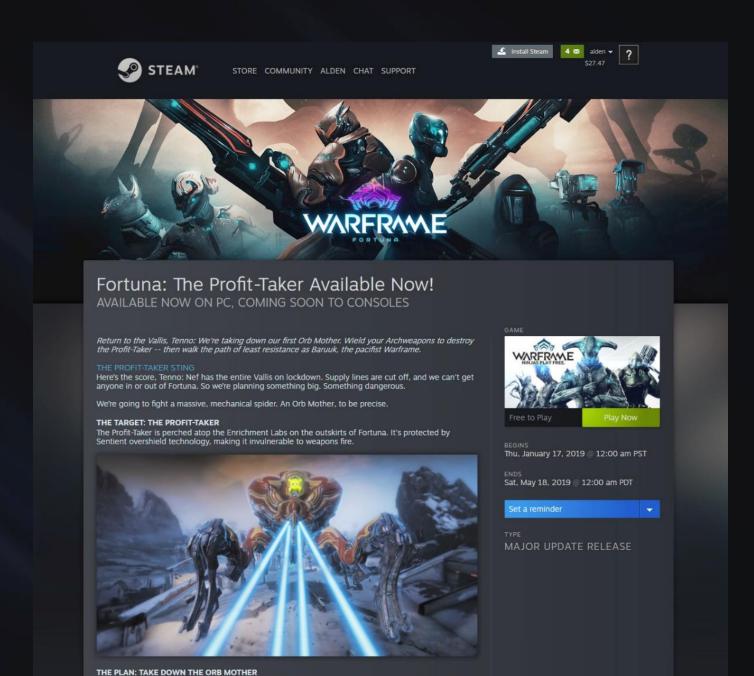
Before we can take on the Profit-Taker, we need to discover a weakness in its defenses. Work with



Sat, May 18, 2019 @ 12:00 am PDT

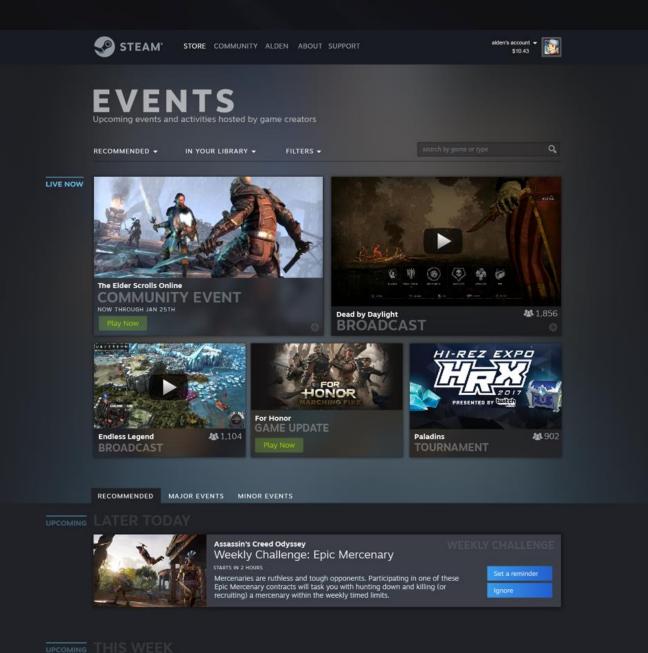
MAJOR UPDATE RELEASE

- All your event details
- Clear call to action
- Reminders



Before we can take on the Profit-Taker, we need to discover a weakness in its defenses. Work with

- Shown throughout Steam
- Current events you can join now
- Future events you can set reminders for



- Provides context for "Why now?"
- An excuse to play now
- Are your friends participating?



#### Hi Alden,

The following items on your wishlist are on sale:



-66%

\$39.99 \$13.59

Learn more

#### BONUS WEEKEND HAPPENING NOW



#### Get Double XP for Anniversary Week

This week get Double XP across all skill trees - including Legend - as we celebrate the 4th anniversary of Dying Light's release.

- See what's coming up
- Occasional or recurring emails
- For games you own and play



#### Hi Greg,

Upcoming events for games in your library

#### **FOR THE WEEK OF OCT 14**

#### **GAMES YOU FOLLOW**





#### **Endless Legend**

#### Inferno - Free Update Changes & Kapaku Faction

STARTS IN 2 DAYS

Endless Legend Inferno is coming to Steam this Thursday, August 2nd! We're very proud to be collaborating with NGD Studios to bring a new life to a game that is so loved by our community.

Set a reminder

Ignore



#### Warframe

#### TennoGen Round 11

STARTS IN 4 DAYS

It's so big, in fact, that Davro couldn't fit it all in one smuggling freighter without raising suspicion! As a result, TennoGen 11 will be delivered in three batches. TennoGen Round 11 Batch One will be available on October 20, including...

. . . . . .

Ignore



#### Assassin's Creed Odyssey

#### Weekly Challenge: Epic Mercenary

STARTS IN 6 DAYS

Mercenaries are ruthless and tough opponents. Participating in one of these Epic Mercenary contracts will task you with hunting down and killing (or recruiting) a mercenary within the weekly timed limits.

Set a reminder

Ignore

#### **GAMES IN YOUR LIBRARY**

#### See



#### Heroes & Generals

#### Driving made fun – Play Update 1.12 now!

TARTS IN 3 DAYS

and every vahials in the game ranging from the large beauty table to the

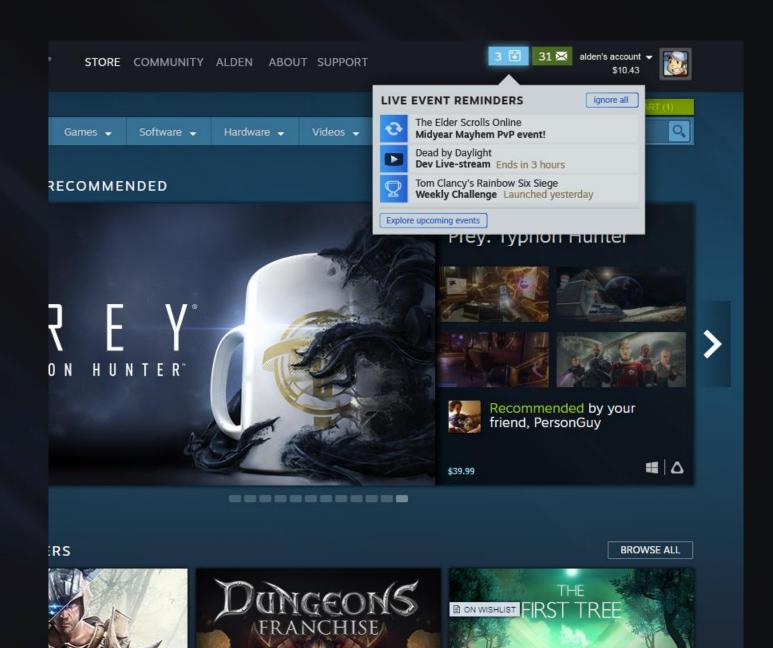
MAJOR UPDATE

Set a reminder

### Notifications

### Players can choose reminders:

- Via personal calendar apps (iCal, Google Calendar, etc.)
- Via Steam Client
- Via e-mail
- Via mobile app notifications
- Via text message

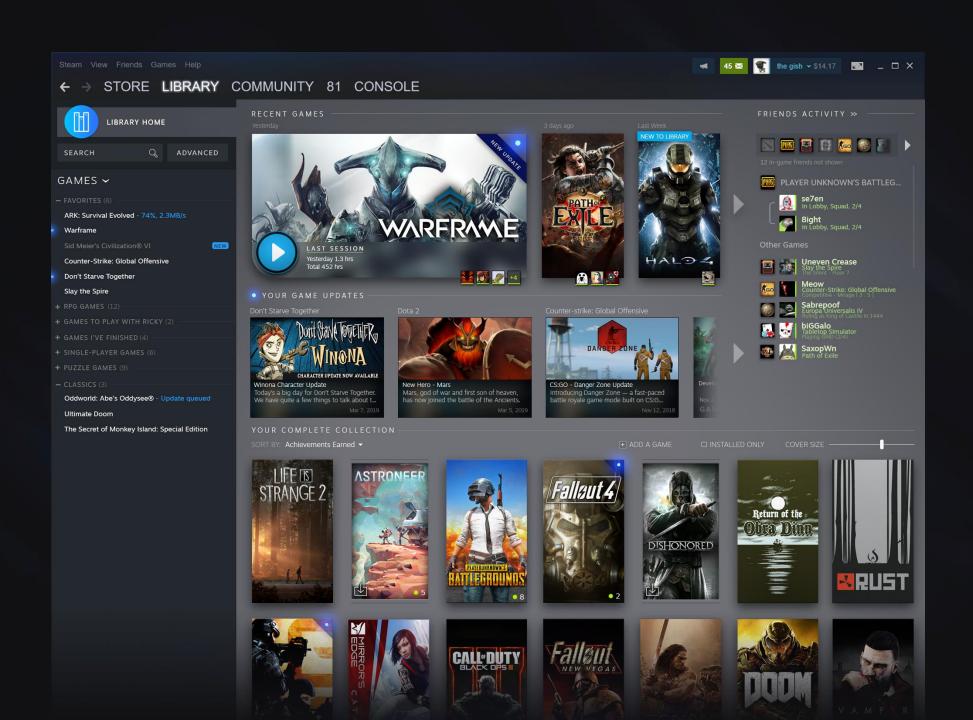




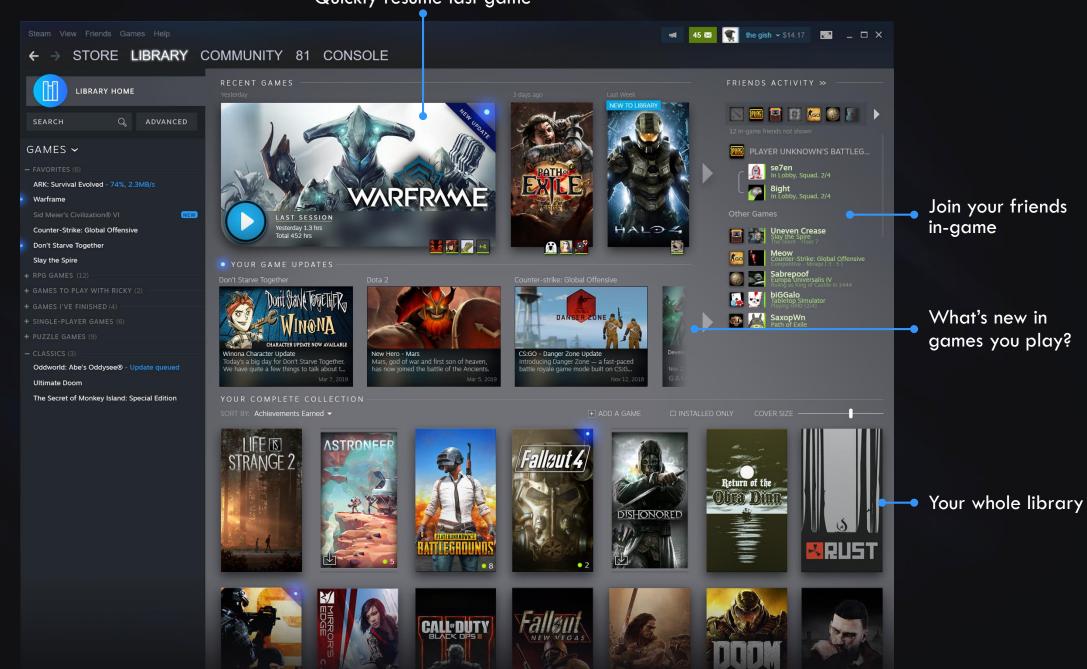
### **Events: When?**

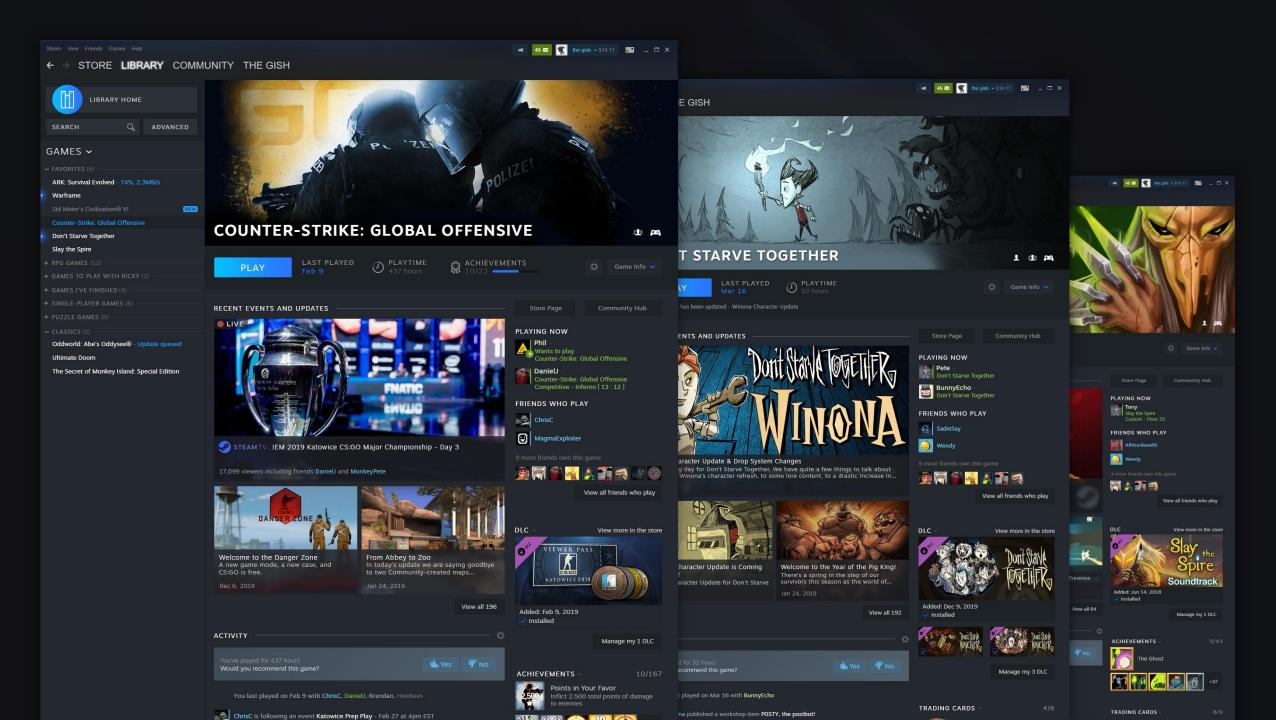
Open beta within the next couple months

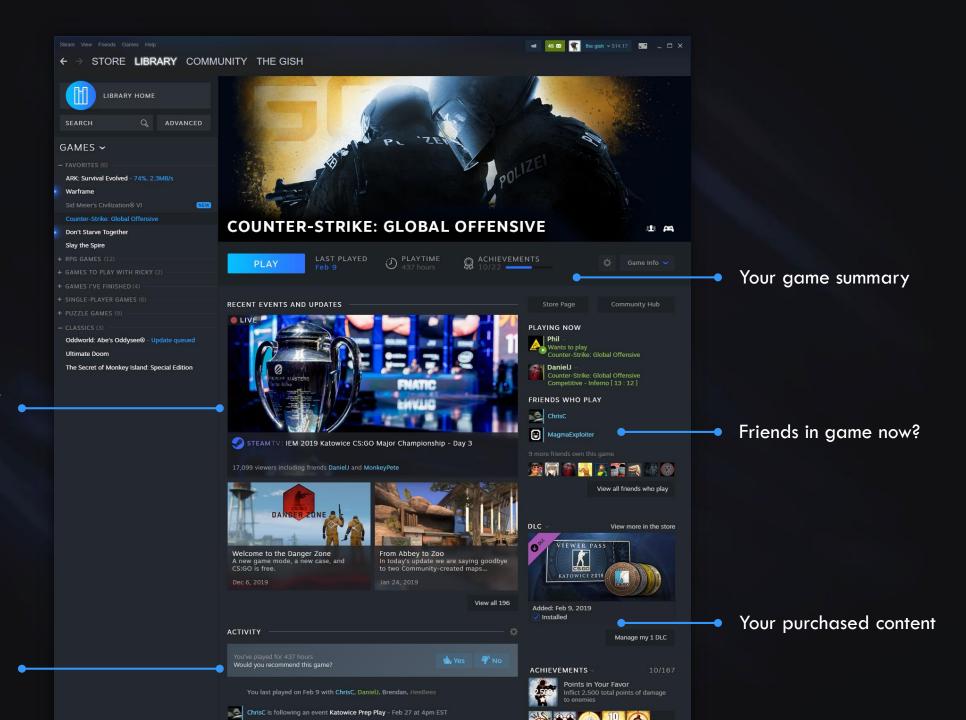
# Part 2 Steam Library



#### Quickly resume last game

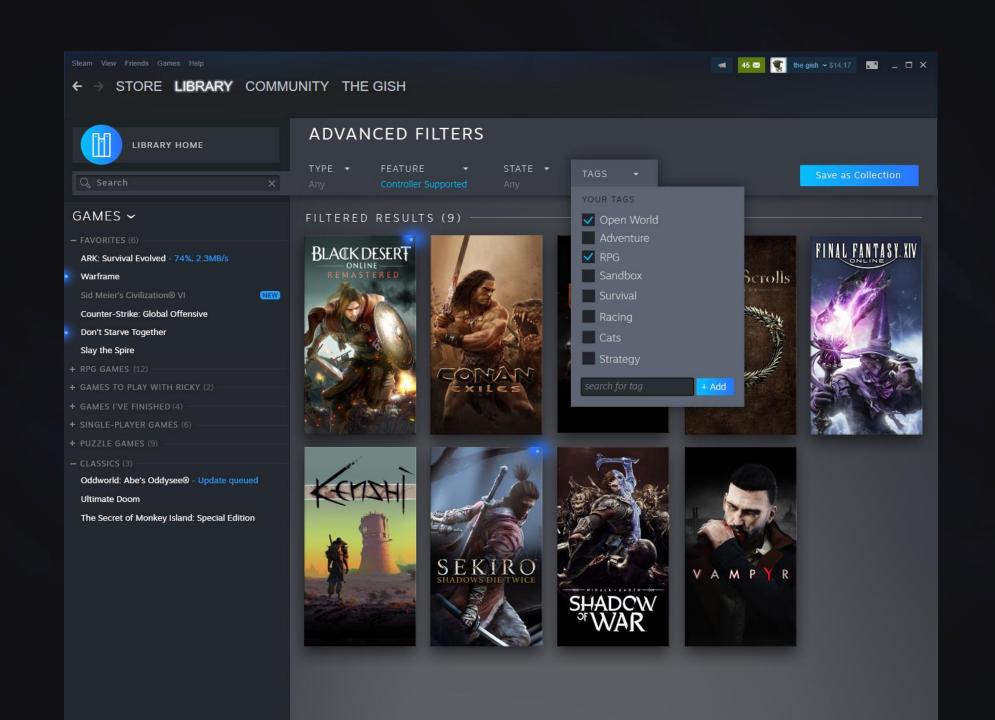






What's new since the last time you played?

Don't forget to leave a review





# Library: When?

Open beta this summer

Recent Updates



## Developer request:

I'd like more control over how and when my game shows up to potential customers in Steam.

#### Marketing: Super Fun Game



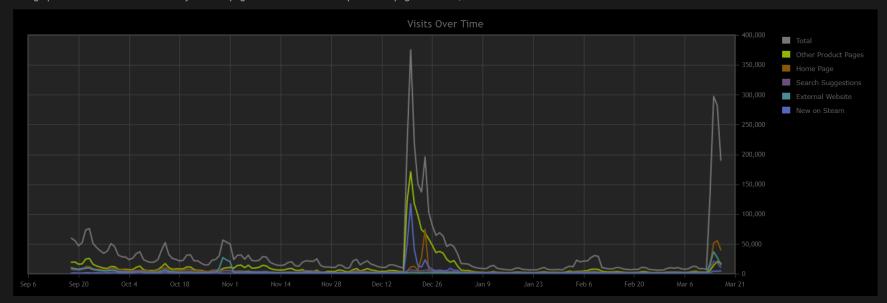
#### Visits and impressions for your app

Select a date range to see details on which specific areas or lists in Steam customers saw your game and where they clicked. Data for the current day is not available.



#### **VISITS OVER TIME**

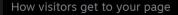
This graph shows the number of visits to your store page over time. Each line represents a page on Steam, or external traffic.



#### BREAKDOWN OF PAGES

Select a page below to see details of specific features within that page





↓ csv

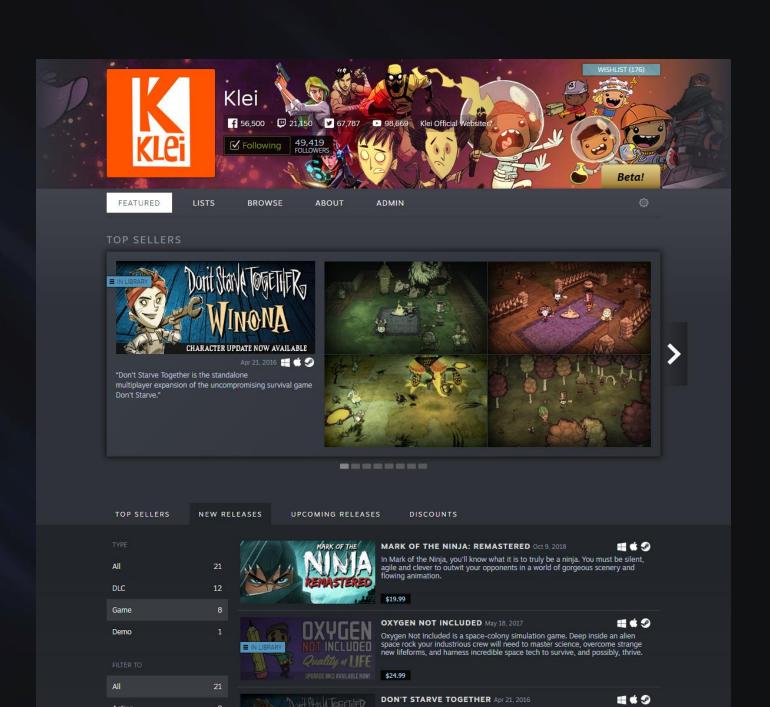
Visitors to your store page can come from a number of different sources throughout Steam, as well as from external websites.



# Developer request:

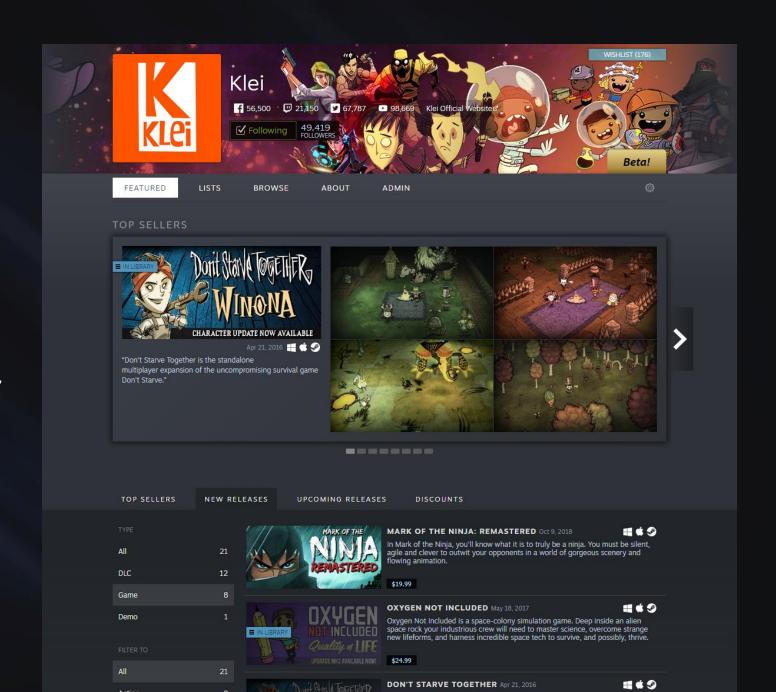
When I release my next game, I'd like to make sure that my existing fans know about it.

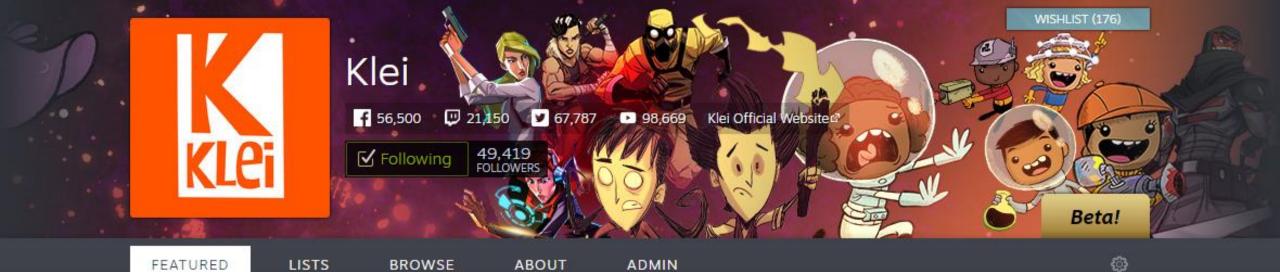
# Developer Homepages



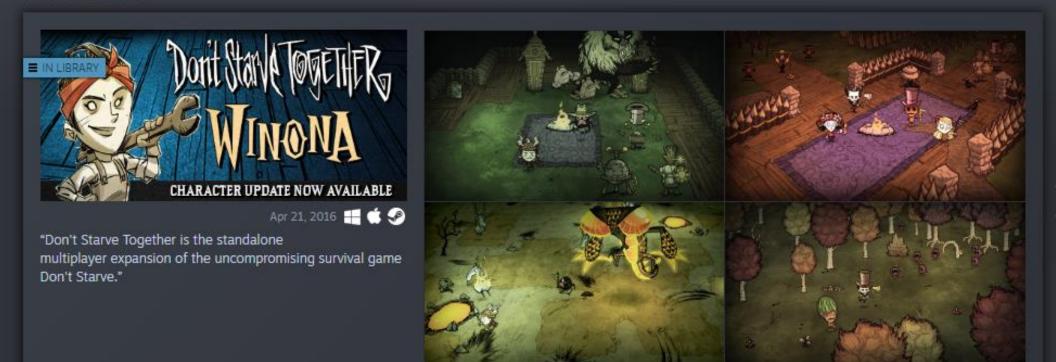
# Developer Homepages

- Build your audience over time
- Show off all your games
- Steam will automatically email followers when you release your next game





#### TOP SELLERS

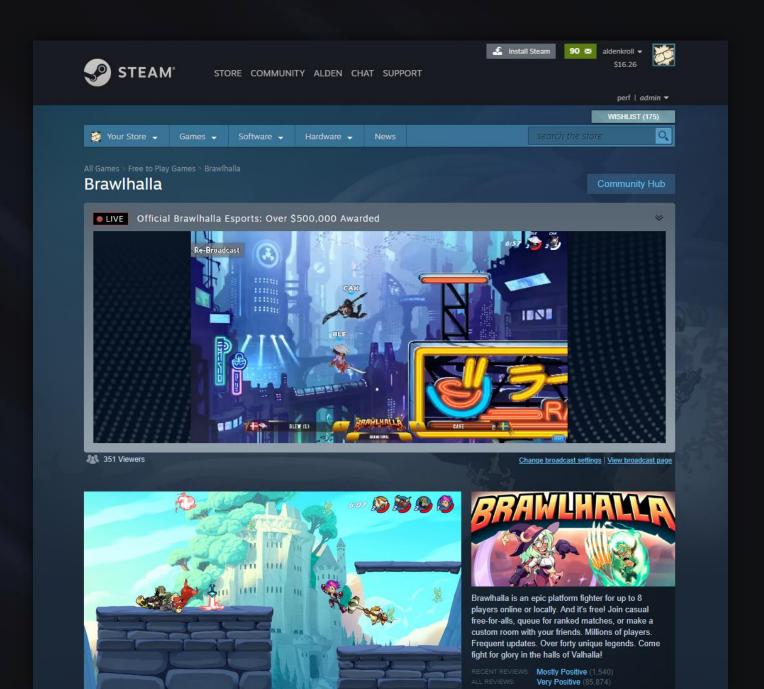




# Developer request:

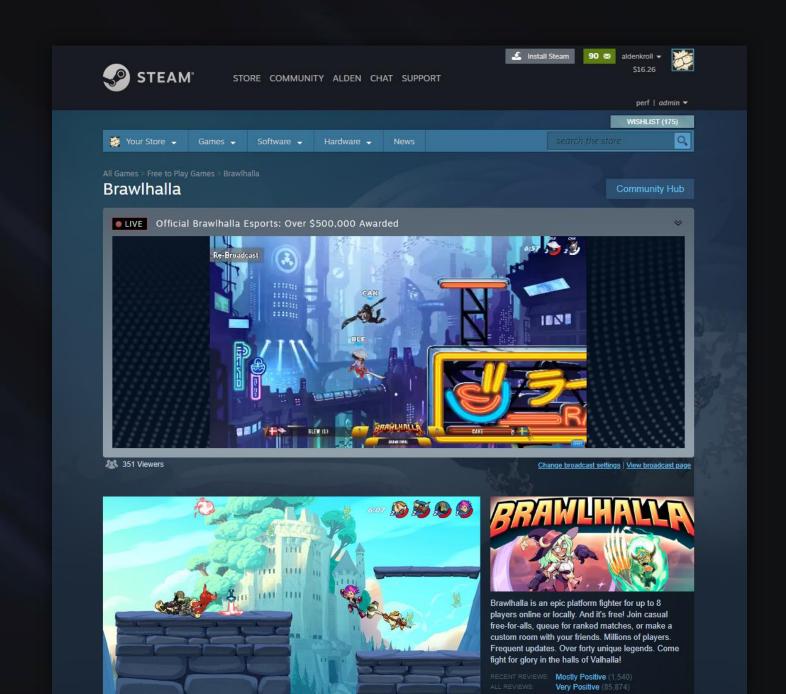
I'd like to show potential players what it's like to play my game.

# Store page Broadcasting



# Store page Broadcasting

- Help potential players make informed purchase decisions
- Stream yourself or host someone else





## Developer request:

I want to limit the impact of off-topic review bombs

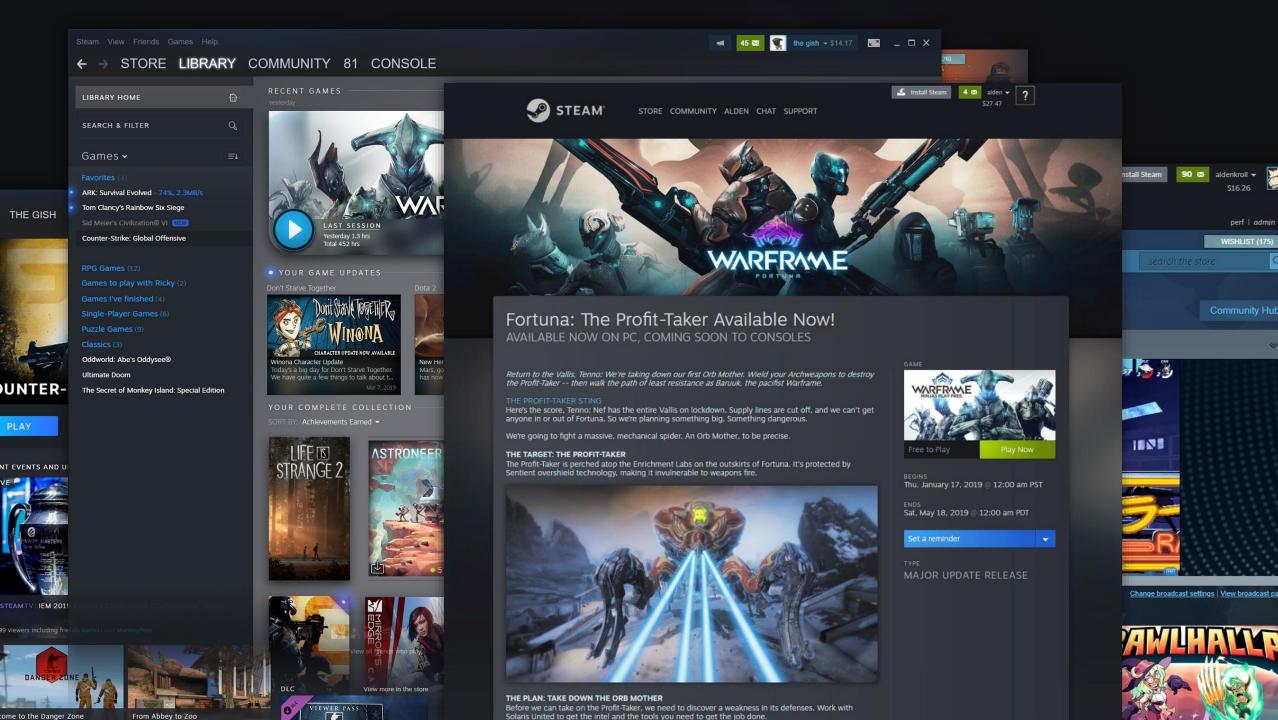
# User Reviews Update



# User Reviews Update

- Limiting the impact of off-topic review bombs
- New: "Call For Help" Button
- Of course, devs can ask us for help at any time





perf | admin

WISHLIST (175)

Community Hub



# Build your next game using Valve's Infrastructure

# Valve Invests in Player Experience

Valve's Network is connected to over 2500 distinct networks around the globe

Consistent delivery – regardless of what's happening on the rest of the internet

Check out average download speeds for your ISP – it's critical for gamers

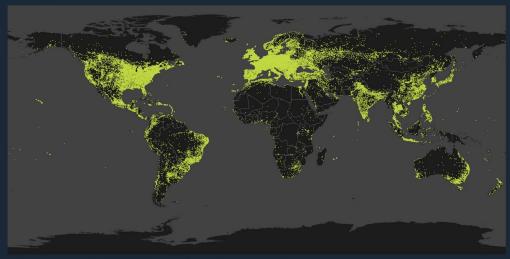
https://store.steampowered.com/stats/content/

#### Steam Stats > Steam Download Stats

### STEAM DOWNLOAD STATS

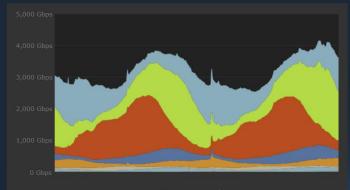
### Steam Global Traffic Map (most recent 7 days)

Interactive Map | Satellite View



Each point represents Steam download activity from at least one Steam user during a recent 24-hour period

#### Steam Download Bandwidth Used (most recent 48 hours)



current <b>3.6 Tbps</b>	peak 4.2 Tbps
1.6 Tbps	2 Tbps
42 Gbps	122 Gbps
12 Gbps	15 Gbps

#### Steam Hardware & Software Survey

Steam Hardware & Software Survey

Steam Stats

Steam Support Sta

## 2018 Steam Content Delivery

In the last year....

- 13 Exabyte content delivered (Or 13,000,000,000,000,000,000) bytes ©)
- Steam developers pushed 11
   Billion game updates to players





## Operating an Online Game

## Provide Sufficient Quality of Experience

You've built a fun game that players want to invest in...

- Connection needs to be maintained for duration of match (45 minutes or longer)
- Players need ping time to dedicated servers
  - DOTA 60-100 milliseconds
  - CS:GO 30-60 milliseconds

## **Quality of Matchmaking**

Competing Goals: Solving for Quality of Experience can lead to fragmented player base

You've got an audience of 1000 players who want to play your game. What would you rather have?

- 10 pools of 100 players
- 1 pool of 1000 players

Cover the globe with the smallest number of game server clusters without degradation of quality

## Protect Against DDoS

- Players & Game servers vulnerable to attacks
- Common Scenarios
  - Bad Actor is losing a match deploys attack against dedicated server to avoid impact to ranking
  - Vandals target high-profile targets (streamers, tournaments)

## Valve's Network: Built for Online Gaming

Valve made its own private gaming network

- 30 Points of Presence
- 125 Relays
- Global Backbone Connection

Players move from their ISP to the closest relay.



### Valve's Network

This is the same network that delivers Steam content

- Latency sensitive game traffic always prioritized
- Player & Server IPs protected

This network is truly built for gamers & game developers – vastly better than the open internet.

Service Consultation of the consultation of th

Why should you care?

## Integrate Steamworks Network API

Available now and free to use

Works for Steam & non-Steam versions of your game

Integration in game code – no need to operate a network

# What does Steamworks Network API actually do?

Quality of Experience & Quality of Matchmaking

- Improves latency between game clients (p2p) or between clients & servers
- Traffic routed over Valve's network instead of open internet
- Effectively it shrinks the world for your player base





# What does Steamworks Network API actually do?

Protection against DDoS attacks

- IP addresses are hidden
- Ability to re-route traffic in event of attack



## How can I get it?

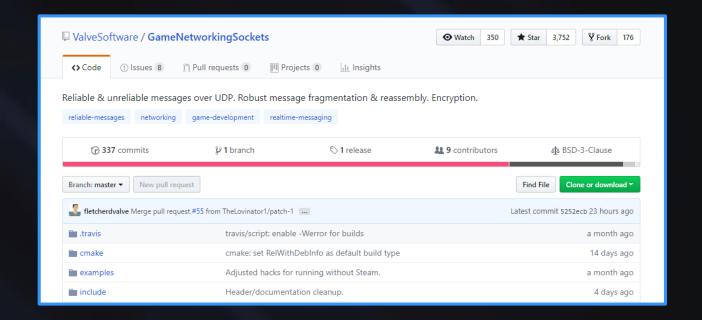
Available for Steam & Non Steam versions of your game

Steam:

Steamworks SDK

Non-Steam:

https://github.com/ValveSoftware/ /GameNetworkingSockets



## My Game is Small – why should I care?

- It's hard to predict what happens after launch
- Deploying a private network for efficient, DDoS protected game traffic is expensive and takes a team
- Rely on Steam Network APIs and you won't need to care

## But I'm not a multiplayer game? Why do I care?

- You might not now for your game traffic – but keep them in mind for the future!
- Count on us to keep you connected to your players no matter what else is happening on the rest of web



Free Steamworks Feature – available for use with both Steam & non-Steam versions of your games.

Special thanks to Stunlock, Klei & Ronimo

To Learn more check out the announcement here tinyurl.com/SteamNetworkAPI



What Valve considers an emerging market

### What Valve considers an emerging market

Emerging market in the traditional sense with a growing economy

### What Valve considers an emerging market

- Emerging market in the traditional sense with a growing economy
- A market for Steam that we think has potential to be a lot bigger

It's our job to make it easy for all gamers to reach your games.

## Challenges in Emerging Markets

- Less traffic volume for networks
- Revenue to operating cost
- Local customer support
- Expensive payment methods, especially cash

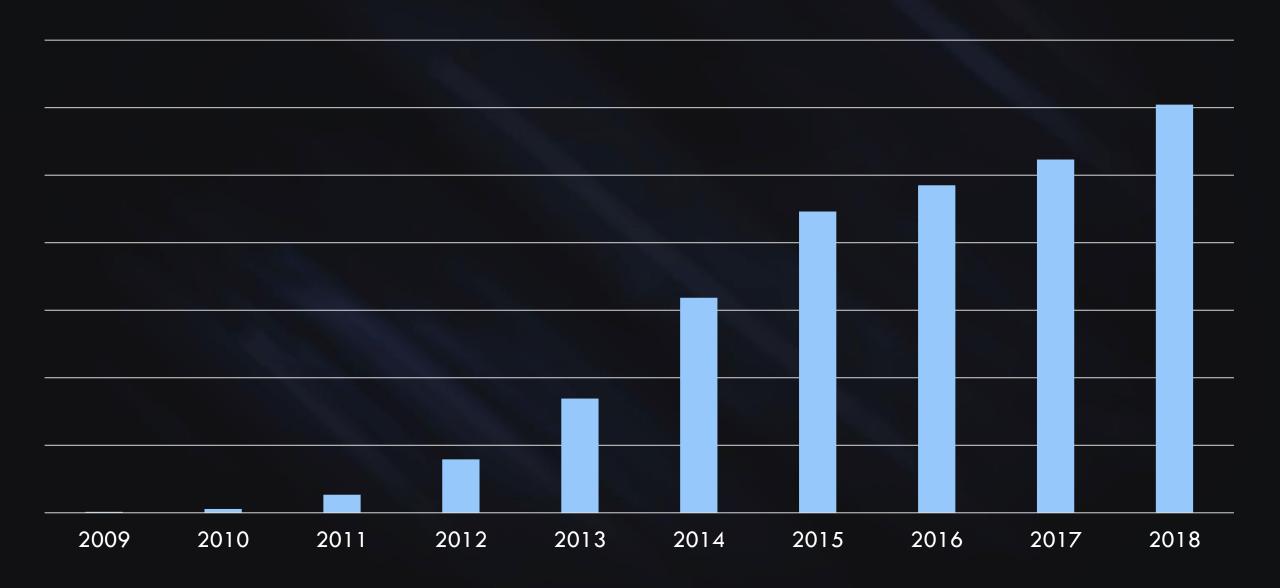
## **Investing Early**

• Example: PC gaming in Russia 10 years ago

## Investing Early

- Example: PC gaming in Russia 10 years ago
- Things that matter:
  - Price
  - Convenience
  - Languages
  - Day and date launches
  - Support for local developers
  - Fast network
  - Feature parity
  - Community

## Purchasers in Russia



## **Experience Shatters Perceptions**

Payment methods we thought people preferred:

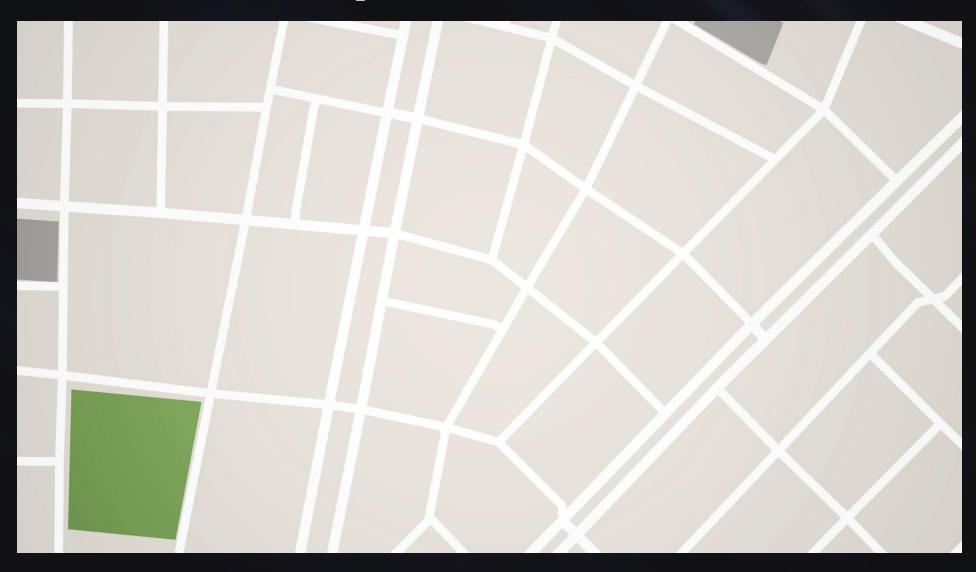








## Observation: Japan





Effective at attracting new customers



- Effective at attracting new customers
- Now available in over 50 countries



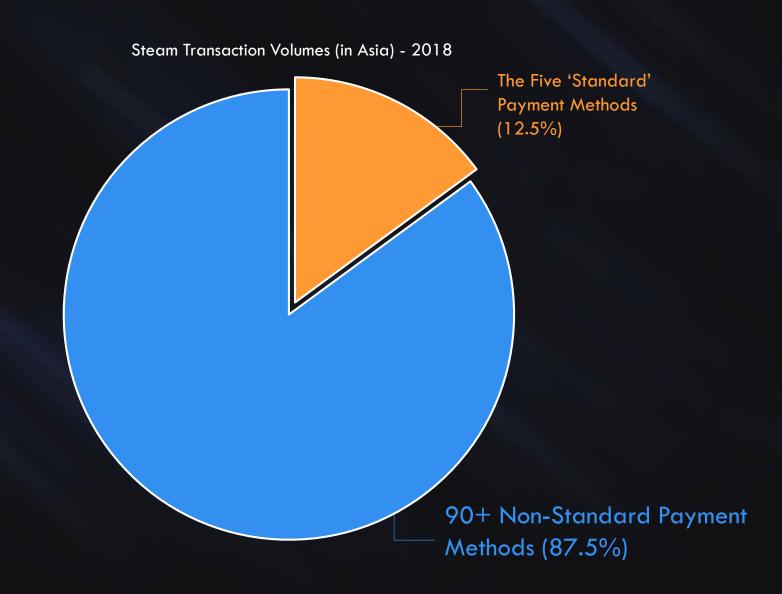
- Effective at attracting new customers
- Now available in over 50 countries
- Average cost between 10%-15%



- Effective at attracting new customers
- Now available in over 50 countries
- Average cost between 10%-15%
- 100% covered by Valve

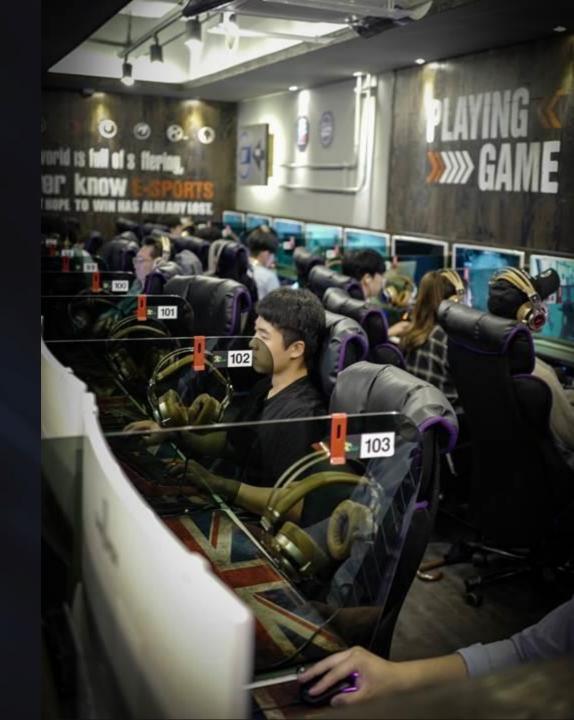


## Over 100 Payment Methods





No additional integration work needed



No additional integration work needed

### Store Presence



Edit Store Page
Edit the description, add screenshots, trailers, art assets, etc.



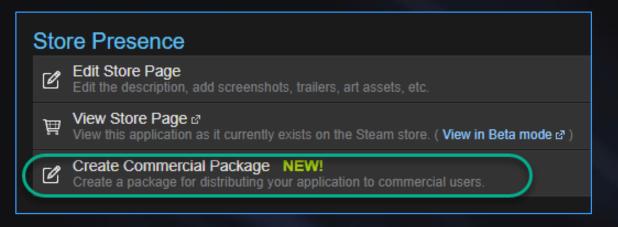
View Store Page ਟ View this application as it currently exists on the Steam store. ( View in Beta mode ਟ )



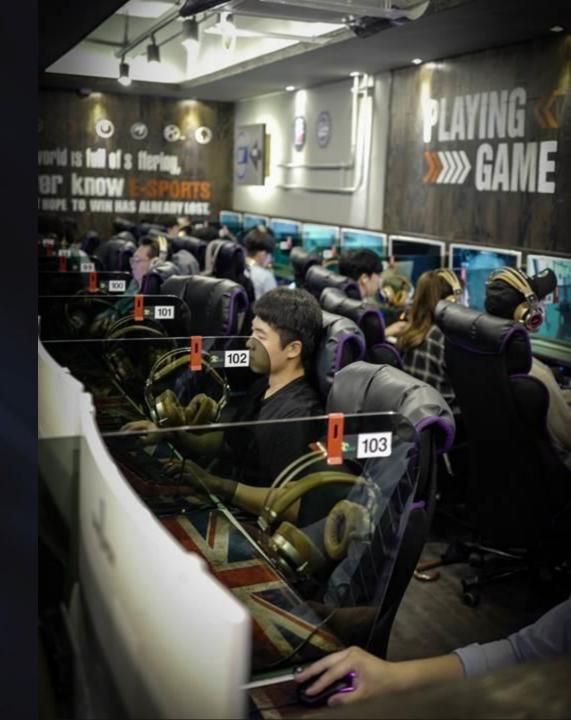
Create Commercial Package NEW!
Create a package for distributing your application to commercial users.



No additional integration work needed







## Worldwide Support



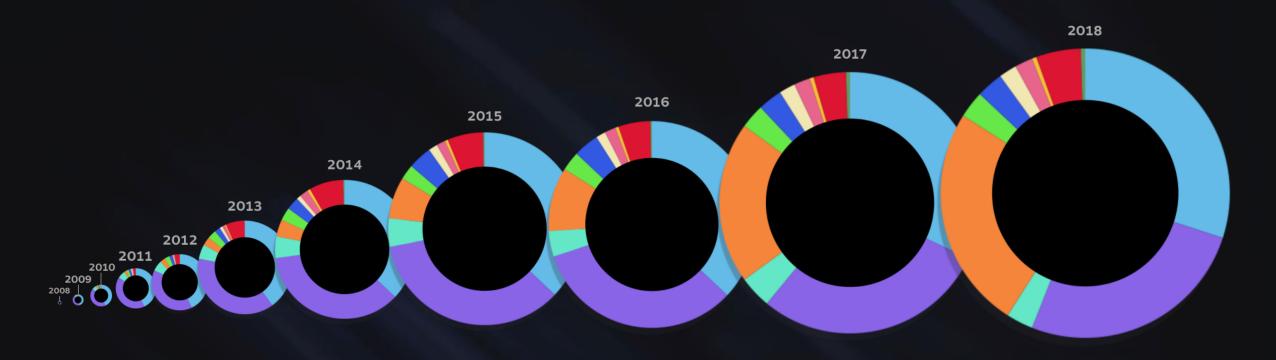
- Support in 21 languages
- 1,000+ Support Agents
- Most issues resolved within a few hours

## Happy Gamers Wherever They Are

- Make Steam easy and convenient
- Same quality experience globally

## Reaching New Customers

**Steam Regional Revenue** 





## Thanks for coming!

We're hoping that this update was helpful as you think about your current or future games.

We love Steam, and we want it to be a force multiplier on all the hard work you're doing for your game and community.

Questions or feedback? Find us after the talk!



- Want to help us build more of these tools?
- Got a great idea for how to make
   Steam better for devs and players?
- Come work with us!
- www.valvesoftware.com/jobs



- Want marketing feedback about your upcoming release?
- Need help with technical integration?
- Contact our team directly:
- partner.steamgames.com/contact

### **Contact Developer Support**

Browse for solutions to your issue, or easily contact the Steam Team for help