



Galmont Consulting's Rural Onshore Testing Facility in Action

Insights into the Work We Do & Results We Deliver

In 2010, Galmont Consulting opened its first onshore testing center in Lexington, Kentucky to give businesses a strategic, cost-effective and onshore alternative to offshore testing. Since day one, the rural testing center has been bustling with activity and growing quickly as Galmont provides a wide range of software quality testing solutions to businesses across the U.S. Below are a few examples of the work we do out of Lexington and the variety of clients we serve.

Galmont's rural onshore testing center in Lexington provides a wide range of software quality testing solutions to businesses across the U.S.

Bally Total Fitness

From Body Imaging Ingenuity to iPad Innovation

Testing Emerging Technologies for Bally Total Fitness

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- Guy Thier
CIO
Bally Total Fitness

The Client

Serving 2.1 million customers around the world, Bally Total Fitness is one of the most recognized and respected health club brands in the U.S. In the competitive fitness market, Bally is known for being far ahead of the innovation curve and first in customer service.

The Need

In an ongoing effort to provide clients a state-of-the-art, stress-free and streamlined gym experience, Bally launched four pioneering gym technologies at its newest locations in Maryland and New York. The company was introducing technologies that would enhance the member experience by:

- Providing electronic access to class schedules
- Leveraging mobile applications to support member interaction and enrollment
- Utilizing ground-breaking body imaging and interactive technology


To launch all four technologies in time for the first location, Bally needed rigorous testing within a very short window of time.

The Technologies

Bally enlisted the onshore testing experts at Galmont's Lexington location. Building a test team of four experienced quality assurance specialists, Galmont conducted the software quality assurance and testing for each of the following four emerging technologies (see next page):

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- Guy Thier
CIO
Bally Total Fitness



Galmont’s job was to ensure that each system would operate flawlessly by the time of the launch through comprehensive testing.

The Results Center: To help members visualize the future benefits of sticking to their workout goals, Bally implemented an interactive body imaging system. The technology works by taking a picture of the member and capturing it digitally to create images at various stages of weight loss. These images are displayed on a large screen and can be adjusted in both small and big ways. For example, by subtracting weight from the onscreen image, Bally’s team is able to show members how working out will positively affect their physical forms. The tool includes a 3-D muscular model to show the muscular system of a person and demonstrate exercises focused on various muscle groups.

Interactive Schedule Boards: To give members greater insight into gym schedules, instructors and class descriptions, Bally introduced interactive schedule boards. These handy smart boards allow members to scan gym schedules, read trainer and instructor bios and view class videos. Future functionality will allow a member to reserve places in classes and schedule time with his/her trainer.

Digitized Juice Bar: Bally innovations expanded beyond the gym floors to its juice bar, where thirsty members order fresh and nourishing drinks to fit their taste and health requirements. Future juice bar upgrades may include the ability to use a smartphone for the entire juice bar purchasing process, allowing members to place orders quickly and conveniently throughout the gym and have the order ready at a time of their choosing.

iPad-based Registration & Orientation: To increase the efficiency of Bally’s sales and membership management processes, the company developed a number of iPad-based functions. Now, club personnel can provide a prospective member with club information and pricing and finalize a sale from anywhere in the club. The mobility and simplicity of the iPad solution will improve the member’s purchase experience and streamline processes for club employees.

Galmont’s Testing Solution

All four new systems launched simultaneously at the opening of the new Maryland location. Galmont’s job was to ensure that each system would operate flawlessly by the time of the launch through comprehensive testing.

With just eight weeks to conduct all testing, the Galmont team—made up of four senior testing specialists from the onshore rural testing center—began test planning and design in Lexington. Specialized performance, stress and user interface (UI) tests were carefully designed for each technology. Once the design process was complete, the Galmont team moved onsite to Bally’s Chicago location in order to conduct end-to-end testing in Bally’s test gym environment.

“I was very impressed with the processes they brought to bear and that they moved their team from Kentucky to Chicago to work onsite with our staff,” said Guy Thier, CIO of Bally Total Fitness. “Collaboration was very important to me in choosing a testing partner and it was clear from the start that Galmont was going to be an enthusiastic and collaborative partner.”

At the end of the eight-week testing process, Bally opened both locations with all four technologies fully operational. Each of the four systems, and most prominently the Results Center, has been received with high praise from the market and members. Several of the tools have been featured at industry events as showcased innovations.

"We had a high comfort level during our entire testing collaboration with Galmont. Our Maryland team was meeting with Galmont's group every day, and we saw that the right questions were being asked and the right work was being done," said Thier. "We also appreciate the role Galmont's senior leaders played in the solution. You rarely see top business leaders engaged in the minute details of the client engagement. At Galmont, the entire team from top to bottom is involved to ensure processes are being followed and needs are being met."

Chicago Mercantile Exchange

Supporting Technology Upgrades for a Financial Institution

Client: Chicago Mercantile Exchange

Testing: Regression, UI

Technical Specs: SQL & UNIX based systems

Technology is the lifeblood of today's financial exchanges, which depend on the speed and accuracy of their trading systems. The Chicago Mercantile Exchange (CME) depends on Galmont testing and quality assurance as it makes updates to its Over-the-Counter (OTC) applications. The Galmont consultants who conduct rigorous regression and UI testing on the CME's OTC systems are highly skilled technical consultants with extensive backgrounds in UNIX platform and Oracle database testing.

Galmont is also overseeing testing for a financials and currency upgrade to CME's current Clearing Delivery application. The testing is primarily focused on modifications to the user interface as well as the development and modification of SQL queries. Galmont is evaluating test gaps, providing analysis on the current state-of-test coverage to requirements and conducting a full suite of regression tests to ensure end-to-end system quality.

U.S. Cellular

Telco Billing System Maintenance & Testing

Client: U.S. Cellular

Testing: Regression and system maintenance

U.S. Cellular, the award-winning Chicago-based carrier is in the middle of transforming its entire e-commerce platform in order to allow customers greater payment flexibility and bill viewing options. As the new system is developed and integrated, the existing billing system continues to operate.

To ensure the ongoing operational excellence of the legacy system as the new system is built and implemented, U.S. Cellular hired Galmont to oversee ongoing regression testing and provide system maintenance. This managed services engagement is scheduled to last for two years until the new system has been online for several months without issue or incident.

The Galmont consultants who conduct rigorous regression and UI testing on the CME's OTC systems are highly skilled technical consultants with extensive backgrounds in UNIX platform and Oracle database testing.

"We are proud that the award-winning U.S. Cellular entrusted us with testing and maintenance during the transformation of their mission-critical e-commerce platform."

- Jeri Smith
President & Founder
Galmont Consulting

Galmont has assigned a senior technical consultant to the engagement who has extensive e-commerce experience. Galmont oversees testing and maintenance for more than 22 subsystems of the e-commerce platform, ensuring that the existing billing system performs at its very best until the day it is shut down.



NYSE Euronext

Supporting Technology Upgrades for a Large Financial Exchange

Client: NYSE Euronext

Testing: Functional, Regression, Maintenance

NYSE Euronext was the very first client for Galmont's testing facility in Lexington and has been using Galmont for testing and quality assurance solutions for nearly a decade. Currently, Galmont's Lexington team supports the NYSE Euronext in-house testing team on options trading platform applications that manage the flow of orders and codes.

One senior Galmont technical consultant was dedicated to the engagement and prepared for the role by training with the NYSE Euronext IT team for three months in San Francisco. Today Galmont serves as an extension of the NYSE IT team, collaborating to optimize the performance of the options trading platform. Meeting weekly with NYSE Euronext's quality team, the Galmont consultant runs performance, load and regression testing from Lexington while working back and forth with the NYSE Euronext team to address new releases and updates as they arise.

“Our Galmont relationship has proven to be a great partnership. Our in-house testing team appreciates Galmont's open communication, their give-and-take and their flexibility to multi-task when needed.”

- Paul Cassell
COO, Technology
NYSE Euronext



Galmont

CONSULTING

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