



Thanks to
IKAN ALM
this fitness group's
development
process is fit 24/7



<http://www.24hourfitness.com>

CUSTOMER STORY **24 HOUR FITNESS**

24 Hour Fitness Worldwide is the largest and most successful fitness club owner/operators with almost 400 Super Clubs throughout the United States and Asia. Among its distinctions 24 Hour Fitness is a sponsor of the highly successful reality television program “The Biggest Loser” in which celebrity and other competitors work towards a fitness and weight-loss goal. The company has successfully partnered with some of the biggest names in North American sports in pursuit of its goal to making fitness a way of life for everyone.

IKAN



Company profile

Approaching 25 years in existence as a privately held corporation the company entered a \$1.6 Bn private equity partnership in 2005 to help fund and drive its mission worldwide. Part of 24 Hour Fitness' success comes from its unique ability to track and support members' highly personalized daily fitness regimens regardless of where they may be on any given day. Each of the 400+ SuperClubs has anywhere from 100 to over 1,000 pieces of specialized equipment, trainers, and both individual and group classes. Right down to machine-specific workouts for each individual member the company, schedules with individual trainers and goal-specific training programs 24 Hour Fitness has leveraged technology to make its success possible.

The Challenge

The company runs a corporate data center in Southern California, and on-site networked servers in its Super Clubs in the US and Asia. Software development is done in California and India with production operations based in California. In addition to an expanding range of member service products 24 Hour Fitness develops and manages software for a range of business applications from club operations, facility management, equipment maintenance and management and staff scheduling. The technology platform comprises an Oracle database and Application servers on Unix and Linux, with Java based development on Linux and Windows. At the time of initial inquiry the company used CVS as a code versioning repository but were planning to move to Subversion. In addition to Ant scripting the team had also made a commitment to leverage Maven 2 to further reduce complexity of their environment. Continuum was in use among some of the development groups. The Change Management and QA teams were given the task of identifying and implementing an automation layer that would not only enable a larger number of application changes to be implemented more quickly but that would at the same time deliver more than an order of magnitude in quality improvement. Predictable and persistent release delivery that would incorporate the full life cycle, and not just code delivery, was seen as a mission critical requirement. Components such as database scripts, application and database server cycling, real-time notification and approvals were seen as essential to the company's ability to roll-out new products completely and consistently. The high-visibility of the company and its image, attached as it is to household name brands such as Andre Agassi, "Magic" Johnson and Shaquille O'Neal meant that there was no room for error. With more than 200 developers spread across several continents and scores of project teams there was certainly room for problems to occur.



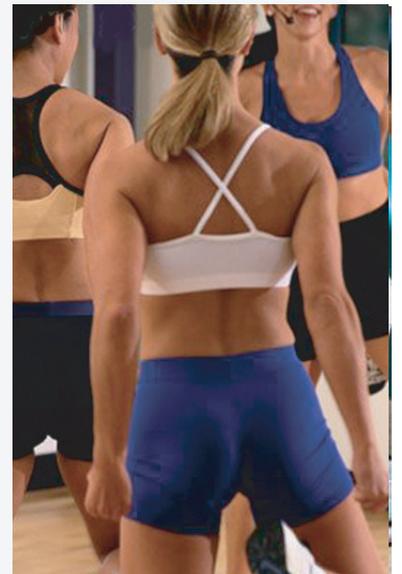
The Solution

After seeking a comprehensive, and scalable yet affordable change management solution, 24 Hour Fitness picked IKAN ALM, which is IKAN's solution for software lifecycle management, build and deployment. 24 Hour Fitness made the decision to cease use of Continuum recognising that IKAN ALM provides comprehensive cost savings and quality improvement across the entire development-to-production pipeline, allowing the company to centralize and improve change management visibility and control over all development activities while maintaining the desired high-degree of developer autonomy across the global enterprise. Two major requirements outlined by 24 Hour Fitness were the ability to track metrics across the development through deployment cycle and to have comprehensive control over dependencies in the build and deploy process. Another driving force behind the choice of SCM4LL is the ability to integrate future automation and implement best practices as they pertain to the growing needs of 24 Hour Fitness and its growing base of technology based member products and services.



The Results

While still being quantified and full roll-out being still in the planning stages, having been decided in late 2007, several key production applications have been deployed to IKAN ALM. Key fitness product enhancements and member services have been made possible for the most critical year-end market window when new membership applications are at their peak. The new product enhancements are expected to make the differences in enabling 24 Hour Fitness to both attract and retain new business this year-end season. Significant build and deployment performance improvements have been made possible such that productivity has enjoyed a ten-fold increase and potential problem areas can be spotted while there is still time to take remedial action. As an example one previously used build/deploy script has been reduced from more than 1,000 lines of error prone code to less than 100. Chronic problems introduced by developers' scripting expediences previously meant that many application deployments were seriously delayed or that completely missed the market window have been eliminated with the result that expected business objectives can now be met predictably.



Visit our website www.ikanalm.com or contact us to learn more about our software lifecycle management solution.



IKAN Development NV
Schaliënhoevedreef 20a
B-2800 Mechelen, Belgium
Tel : + 32 15 44 50 40
Fax: + 32 15 44 50 41
info@ikan.be
www.ikan.be