



FIRST CONTACT SOFTWARE CONSULTANTS

First Contact provides expert automated software testing training and implementation services.

As an HP Software Certified Training Partner, we deliver high quality results that allow our clients to quickly and correctly automate their client/server, mainframe, and web application testing. Our services span the entire project lifecycle, from project management to production.

Our staff have broad industry experience and a diverse skill set. All are accredited computer science professionals and engineers with backgrounds in both the private and public sector. We serve such diverse industries as financial services, retail, healthcare, telecommunications and utilities, and many others.

OUR APPROACH

Drawing on extensive experience, our consultants approach testing with the same best practices found in software development. We align with your business priorities and target the major business challenges arising from application defect and performance issues. We mobilize the right people, skills and technologies to deliver outstanding results.

OUR SERVICES

Because we focus on automated software testing, we are uniquely positioned with the right knowledge to create testing solutions that meet your unique business requirements.

Our services include

- training services and custom training
- test automation planning, architecture and strategy
- installation, migration, and upgrades
- test script development and maintenance
- mentoring and knowledge transfer

Implementation accelerator packages help speed project deliverables

- implementation accelerator
- upgrade accelerator
- turnkey validation accelerator

www.firstcontactconsulting.com

business partner



ORACLE CERTIFIED
PARTNER

TRAINING SOLUTIONS

First Contact offers a variety of training solutions to help clients achieve quicker return on investment from their HP Software solutions. We operate our own training facilities which provides us with the flexibility to handle large groups or small. This also means that we have the ability to run our courses regardless of class size and avoid costly delays due to cancellations.

PUBLIC TRAINING

There is nothing that matches face-to-face instruction. Our approach to training delivery maximizes instructor-to-student interaction and ensures knowledge transfer in a comfortable, fully-equipped training environment.

We offer both HP-certified training as well as First Contact-designed courses at our public training facilities.

ON SITE TRAINING

For larger groups, clients may prefer training at their location. Our certified instructors are available to deliver any of our classes onsite with the same quality as in our public training facilities. In addition, onsite training permits course customization to include topics and examples on a sample customer application.

For more details on course customization, please contact us.

REMOTE TRAINING

We also provide remote training and mentoring services. When course schedules do not line up to project schedules, remote training and mentoring can provide that much-needed solution to accelerate training, without the expense or inconvenience of travel.

CUSTOM TRAINING COURSES

First Contact's staff have taught hundreds how to effectively implement HP Software solutions, and through their experience have also found ways to customize training to a client's specific project needs.

In addition to HP solution courses, First Contact offers training on software quality assurance best practices, drawing on lessons learned from hundreds of successful implementations.

inquiries :

tel: (416) 225-7951
email: fcinfo@firstcontactconsulting.com

CONSULTING SERVICES

We provide short, medium, or long term consulting services. Our engineers, all HP certified, have over a decade of experience working on testing projects and are accomplished experts in automated testing software best practices. With First Contact, clients have a proven test automation expert who can immediately add value.

IMPLEMENTATION PLANNING, ARCHITECTURE AND STRATEGY

Consultants are available to assist in project assessment and estimation. From project planning assistance to process guidance and environment preparation, our staff provide valuable insight from their past implementation successes and apply them to each new project. As a trusted project advisor, we help clients avoid pitfalls in test automation strategy and position them for success.

INSTALLATION, MIGRATION AND UPGRADES

Deploying enterprise solutions requires a solid technical background and an understanding of the client's objectives. Knowing the proper configuration and settings to apply, the client's security and data requirements, technical environment and workflow considerations ensures optimal deployments in minimum time.

First Contact has successfully led clients through migrations such as WinRunner to Quicktest Professional, TestDirector to Quality Center, LoadRunner to Performance Center, as well as competitive migrations.

TEST DEVELOPMENT AND MAINTENANCE

Our staff of QA professionals can help develop test plans and test automation scripts and libraries. We work with our clients to identify the right test framework and processes, and work alongside their staff to implement the test automation and performance testing strategy.

First Contact can act as the advisor or the implementer to ensure that the project objectives are realized and that test automation is helping to drive down development costs and improve application performance and quality.

MENTORING AND KNOWLEDGE TRANSFER

We understand that clients need to equip their staff with the tools and knowledge to succeed. Our experts are available as supplemental resources to continue the knowledge transfer process.

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IMPLEMENTATION ACCELERATORS

Our successes are built on a solid foundation of best practices. Our accelerator packages allow organizations to benefit from this experience to speed through typical implementation challenges and within a defined timeframe and with specific deliverables.

IMPLEMENTATION ACCELERATORS

Upgrades can be a daunting challenge. Having done countless migrations, our experts enable you to take advantage of your new solution capabilities more quickly. In many cases we help customers recover from poorly-architected implementations and test suites, and help them map out a better path to success.

Upgrade Accelerators are available for migrations such as WinRunner-to-Quicktest Professional, TestDirector-to-Quality Center, and LoadRunner-to-Performance Center, as well as version upgrades

UPGRADE ACCELERATORS

Success starts with having the right approach. Our highly regarded consultants assess your implementation requirements, define the right technical environment and architecture, and mentor client staff to reduce the learning curve and ensure that training lessons are applied correctly. As part of the implementation accelerators we assist with installation, configuration (including integrations), planning and developing starter test libraries as part of the mentoring approach.

Implementation accelerators are available for Quicktest Professional, Quality Center, LoadRunner and Performance Center

TURNKEY VALIDATION ACCELERATORS

Schedules are aggressive, and clients prefer a turn-key approach to performance testing and validation. Our LoadRunner and Performance Center turnkey accelerators allow clients to meet their go-live commitments by outsourcing the testing of their applications to us. And while mentoring and knowledge transfer are always a part of the accelerator package, with the turn key solution the focus is on deliverables first.

Turnkey accelerators are available for LoadRunner.

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