About CRaG Systems

CRaG Systems was started in 1992 as an independent consultancy. The aim of the partnership is to provide independent training, consultancy and mentoring services in the latest and best model-driven software development, systems engineering and business process management methods. Since then CRaG Systems has helped organisations of all sizes in many different spheres of activity improve their business, systems and software development processes. They include:

**Financial Services:** TD Waterhouse; Ernst and Young; Accenture; Barclays Bank; Barclays Global Investors; Barclays Capital; ACI Worldwide Gouda; Saudi International Bank; Standard Bank; Masterlease; Travelex; Price Waterhouse Cooper; Merrill Lynch; Morgan Stanley; Legal & General; Friends Provident; NFU Mutual; Swinton Insurance; Domestic and General; Airmiles; Trafigura; Golden Source Corporation; Capita Life; Capita Registrars; James Hay; Newcastle Building Society; PI Research; Colliers CRE; Thomas Miller & Co; ICMA; Vertex Financial Services; allpay.net; Eco Securities; Avon Insurance; CMC Markets; Swedbank AB; Deloitte; Denplan; Abbey National; Bayport SA; Close Brothers; Premex Services; Stepchange

**Government:** English Heritage; Legal Services Commission; The National Archives; Big Lottery Fund; Office for National Statistics; Environment Agency Wales; Cefas; British Library; National Patient Safety Agency; DirectGov; National Library for Health; Dorset County Council; North Tyneside Council; Torfaen County Borough Council; Carlisle City Council; Student Loan Company; Amicus Response; CSIR ZA

**Telecomms:** Vodafone; Ericsson Vienna; British Telecom; Phones4U; Advanced Information Systems (AIS) Bangkok; Marconi Communications; Nokia; 3Com; Orbitel; Peacock Telecom; Amino Communications; Maxon; Simoco; Ubilnetics; NDS; EMS Satcom;

**Pharmaceuticals and Medical:** Glaxo Smith Kline; Boots; Clerical Medical; Roche; CMG Prime Health; Kontron; Alexis Medical; Otto Bock; UCB; NHS CFH; Global Knowledge; BUPA Global

**Education:** Scholastic; Brighton University; Coventry University; Cambridge University Press; University of Winchester; City & Guilds; University of Central Lancashire; WJEC Cardiff; Eduserv

**Motor Industry:** Daimler Chrysler; General Motors Detroit; Renault F1 Team; Avis Europe; Zytek/Continental Engineering Services

**Software Development:** EDS; IBM NL; DRS Data Services; Progress Milan and UK; Freeserve; Network Associates; Data Sciences Amsterdam; Siveco Romania; Cambridge Technology Partners Richmond Stockholm Detroit Ohio; Select Software Tools; Surecomp; SolarWeb; Delica; Aspentech; The Technology Group; MetraTech; Hewlett Packard; Aero Inventory; Atos Origin; Real Asset Management; EPAM Systems; TNS; Coa Solutions; Research Machines; QEB Solutions; Due-North; Solarvista

**Industrial and Electronics:** Siemens; Hitachi; GEC Alsthom; DEK Printing; Racal Recorders; BNFL Instruments; Malvern Instruments; Domino Printing; Arctic Software Sweden; Anritsu; Petards Vision; CQ Systems; QSA; NSK Europe; Golden River Traffic; Panasonic UK; NXP Belgium; RWE; Infineum UK; Beran Instruments Ltd; Lucy Electric (EMS) Limited; Oxford Nanopore Technologies; Rohde & Schwarz; Frontier Silicon; Calrec Audio; Spirax Sarco; Johnson Matthey; Pebble Beach Systems; Kongsberg; Edwards Vacuum

**Military and Aerospace:** BAE Systems; DERA; MOD; Redifon; Kelvin Hughes; QinetiQ; STC Submarine Systems; Ferranti; Selex SAS; Selex Elsag; Dytecna Systems Engineering; Mass Consultants Ltd; Martin-Baker Aircraft Co; RJD Technology; ADD South Korea
**Student Comments**

"Superb and comprehensive content. The instructor was friendly, helpful and knowledgeable." - **Sarah Entwistle**, Business Analyst, DRL Limited

"Excellent practical demonstration on how to apply UML to real world development, delivered by an instructor totally conversant with the subject." - **Michael Marsh**, Software Engineer, allpay.net Limited

"Attention to detail of all techniques being taught and the progression of the case study put into context the benefit of using this approach." - **Simon Burchell**, Business Analyst, Trader Media Ltd.

"[The instructor] has an excellent understanding of the subject and his knowledge across all disciplines was very considerable. A very good course in understanding how business analysis feeds into systems analysis and into design and development. Fills in the gaps that other so called BA courses don't." - **Gavin Bowler**, Independent Consultant

"The instructor managed to adapt his delivery on-the-fly to cater for our competencies and to suit both our circumstances and backgrounds. He very quickly realised that the students could handle an accelerated programme, and adjusted his delivery accordingly." - **Bernard Smalley**, small-e limited

"[The instructor was] very knowledgeable. It was good to learn not just the right way to do things but the most effective way. Was good to use a tool during the course so that I now have some idea about the features that are essential for a tool to be useful." - **Ed Webb**, QMUL

"Found the course and materials very useful. Well balanced between theory and practical sessions." - **Simon Cooper**, Developer, NFU Mutual

"I liked the flexible approach that [the instructor] took to tailor the content as our needs unfolded. The best aspect was hearing [the instructor] explain a fundamental concept, then watching as he demonstrated the principle." - **Mark Pannett**, Frontier Silicon

"Excellent instructor, knowledgeable and engaging.." - **Mark Beecham**, Faculty of Advocates

"The course covered how use cases and UML can really help me, what makes each document/diagram type work, and how it all fits together. It focusses on the big and small things that matter, unlike most OOAD/UML resources that I've seen so far. Previously, I've read a lot of conflicting views, which have confused me. Now I've got something that I can use, in agile or waterfall. BestAspects : Understanding how UML helps do everything iteratively, and how one document/diagram type leads to the next, to eventually form a traceable whole. And that "all" of it has actual design use, so you're not wasting a single second." - **Daniel**, UK Gov. Dept.

"We have a number of people with different skills and experience working on a project. We have been struggling for 2 months to come up with a consistent model and methodology for modelling the project and the course solved that. The instructor facilitated a debate on the project and we modeled the results immediately and changed things as we went along. What we ended up with at the end of the course literally saved us another 2 months of work to get to this point. I would strongly recommend this training, especially if it is possible to use the workshop based model for your own project." - **David Hill**, Principal Telecommunications Engineer, Council for Scientific and Industrial Research, South Africa.
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