



# CRaG Systems Modelling Training and Consultancy

sales@cragssystems.co.uk +44 (0)845 003 9358



## 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; Deutsche Bank AG;

**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; UKAEA Culham

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

**Transportation:** London Underground; Network Rail; Siemens BE; Transport for London; ACC Distribution; Strathclyde Passenger Transport; The AA; Golden River; Pentec; Sea Containers; Wayfarer Transit Systems; Infrabel Brussels; Johnsons Apparelmaster; Manchester Airport Group

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

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

**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; Detica; 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; Cimlogic; Entity Group

**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; Steatite; Dyson; Amec Foster Wheeler

**Military and Aerospace:** BAE Systems; DERA; MOD; Redifon; Kelvin Hughes; QinetiQ; STC Submarine Systems; Ferranti; Selex SAS; Selex Eltag; Dytechna Systems Engineering; Mass Consultants Ltd; Martin-Baker Aircraft Co; RJD Technology; ADD South Korea; UTC Aerospace Systems; UK Hydrographic Office; Thales UK

**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; hVIVO

**Retail, Entertainment & Publishing:** Walt Disney; Bass Taverns; Signet Trading; Trader Media; Express Gifts; DRL Limited; Shop Direct

**Legal:** Eversheds; Burgess Salmon; Lexis Nexis; Faculty of Advocates

**Utilities:** Boston Gas; SeeBoard; Accuread; Anglian Water; Bristol Water

## 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 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 instructor] was excellent, brought a wealth of experience and practice and was very good at explaining how the various models link up, which I have yet to come across in any other course." - *Pam Mann, Business Analyst, IT Dept., Kings College London*

"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.*

“After trying and failing to read, understand and model with BPMN correctly, I decided to sign up for the BPMN course offered by CRaG Systems. I had been on one of their course's before and trusted them to deliver the content that I was looking for which was a ‘no nonsense’ way of defining business processes using the BPMN notation with Enterprise Architect. The instructor stripped away the noise and the confusing elements of BPMN so that it was easier to understand and define processes with.” - *Gavin Bowler, GB Consulting Limited*

“The BPMN courses delivered by CRaG Systems were cost effective and comprehensive. The instructor was very knowledgeable and we particularly liked the fact that they were prepared to adjust the course delivery to meet our needs and factor in our own work flows as real world examples. It is great to work with a company that can adjust the delivery and pitch to both the student and the organisation needs. They struck a good balance between theory and practical application and the instructor’s understanding of the strengths and weaknesses of the notation was effectively communicated.” - *David Shannon - Senior BA / Lead Practitioner, UK Hydrographics Office*

“[The instructor] successfully tailored the MBSE with Enterprise Architect and SysML course to suit our needs. This gave us a good overview of the subject, with a focus on those areas that were of most importance to us. The practical sessions were very useful in showing how the MBSE theory could be applied using the EA tool. The balance between theory and practice was good. [The instructor]'s approachable manner ensured that any questions or difficulties in using the tool were successfully addressed. His use of real world examples, including application to our own project, helped greatly in understanding how to apply the various MBSE methods. The practical sessions gave real insight not only into how to use the EA tool, but also the benefits of a MBSE approach. The fact that it was tailored to our current project needs proved very useful” - *Michael Wolfendale - Mechanical/Systems Engineer, Amec Foster Wheeler*

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CRaG Systems (UK) sales@cragssystems.co.uk +44 (0)845 003 9358

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