



DEPENDABLE TECHNOLOGIES  
FOR CRITICAL SYSTEMS

# CRITICAL Thinking

Winter 2016

## Welcome to Our World

We're delighted to bring you the first CRITICAL Thinking enewsletter of 2016. In this issue, find out how our work is contributing to the study of gravitational waves in space, read about our recent 'Investors in People' award and discover how we are helping to test one of the world's most advanced telescopes! Plus, find thought-provoking blogs, an informative new white paper and our latest project announcements. We hope you enjoy this window into the world of CRITICAL Software.

### TESTING THE WORLD'S BIGGEST 'EYE ON THE SKY'

**NEWS:** We're [helping to test](#) the 'world's biggest eye on the sky', the most advanced telescope of its kind. This device will address some of the greatest scientific challenges of our time, including the search for extrasolar planets similar to Earth and the quest to understand the nature of dark matter and dark energy.



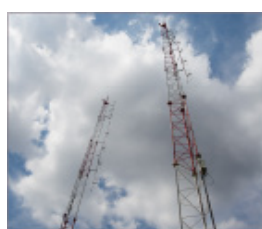
### SMART METERING FOR THE UK: THE BIG SWITCH ON

**ARTICLE:** In the autumn of 2016, the Data and Communications Company (DCC) will 'go live' with their UK smart meter network system. As a core partner, [find out](#) how CRITICAL Software has played a significant part in the development of the programme alongside Capita, CGI, BT, Telefonica and Arqiva.



### OVERSEE LAUNCHES NEW STATE-OF-THE-ART NAVTEX SYSTEM

**NEWS:** Oversee - the award-winning maritime operations information system - has expanded its capabilities with the launch of a [new NAVTEX module](#), improving the way services are managed and coordinated across maritime broadcast stations.



### CRITICAL SOFTWARE IN NUMBERS

**DOWNLOAD:** To get a picture of CRITICAL Software in numbers, take a look at our [latest infographic](#), with facts about the company and figures from our work in the aerospace, space, defence and transport industries. We'll be sharing more of these infographics later in the year.



### MAKING SOFTWARE SAFE IN THE FINANCIAL SECTOR

**ARTICLE:** Recently, CRITICAL Software [undertook a project](#) for one of Portugal's foremost financial institutions. The project focused on reviewing source code and protecting it against security vulnerabilities, providing Banco BPI with a reliable solution for its business operations.



### CRITICAL SOFTWARE UK WINS 'INVESTORS IN PEOPLE' BRONZE AWARD

**NEWS:** CRITICAL Software (UK) has achieved an 'Investors in People' Bronze Award! This internationally-recognised standard confirms our status as one of the UK's top employers. [Accredited organisations](#) are regarded as excellent places to work with a clear commitment to their staff.



### MAKING THE STUDY OF GRAVITATIONAL WAVES POSSIBLE

**NEWS:** The world's first-ever spacecraft dedicated to the study of gravitational waves launched in early December, with CRITICAL Software having [played a significant role](#) in its development. This joint NASA and ESA initiative aims to perform 'in-orbit' testing of new, ground-breaking technologies.



### CRITICAL SOFTWARE ACHIEVES 'BEST IN CLASS' NPS RATING

**NEWS:** CRITICAL Software is delighted to have achieved a Net Promoter Score (NPS) [rating of 41](#), an achievement considered 'best in class' within the technology and software industry. NPS is fast becoming the industry benchmark for measuring customer loyalty.



### AUTOMATED VERIFICATION AND VALIDATION

**DOWNLOAD:** The number of electronic systems keeping us safe is increasing exponentially, despite these systems mostly going unnoticed. Discover how to achieve high levels of safety when dealing with safety-critical systems in this [white paper](#) from our experts.



### DID YOU KNOW THAT? - THE 2015 COLLECTION

**DOWNLOAD:** If you missed any of our 'Did You Know That?' graphics in 2015, then check out the [full collection](#). In this ready-to-download document you can discover some of our key company news and project highlights we shared throughout last year.



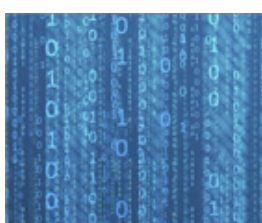
### THE WOW FACTOR: WORK ORDERS MADE EASY!

**ARTICLE:** Ticketing tools have been around for a while but are still often difficult to get on with and have much room for improvement. We look at the [three most common issues](#) affecting users today, and also offer a tasty alternative for businesses looking to achieve the WOW factor.



### FORGETTING CODE: HOW SOFTWARE CAN BECOME INVISIBLE

**ARTICLE:** Planes, trains, buildings, mobile phones and even washing machines... have you ever stopped to think about how much software surrounds you in your everyday life? In this [blog post](#), find out how software is creeping into our lives more and more, and why it's becoming increasingly harder to 'see'.



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