

# QualiWare

Partner Spotlight Webinar Series:



Build a Working Digital Twin  
in 8-12 Weeks



Brenda Cowie  
SVP Americas  
Qualiware



Mike Haley  
VP – DTO Advisory  
CBP-Software



# Today's Agenda:

## Qualiware

Qualiware: Who we are

Qualiware: Metrics that Matter

Qualiware: Market Credibility

Why DTO Matters Now

## CBP

DTO Defined

Qualiware/CBP integrated approach to DTO

CBP's Lean approach to DTO

Live DEMO

CBP's DTO Implementation Methodology & Use Cases

DTO FIT – Next Steps

Q&A

# Who we are: QualiWare - Experienced Market Leaders you can trust!

QualiWare is a leading **Enterprise Architecture, Compliance Management and Business Process Management** solution, used in **Digital Transformation** initiatives that seamlessly integrates with specialized tools for a comprehensive, global, and cross-vertical management experience laser focused on delivering business value & impact!

QualiWare is an established market & thought leader with 35 years of expertise in Enterprise Architecture, Business Process, Compliance and Digital Transformation serving a global client base with a modern approach.

Headquartered in Copenhagen Denmark with offices in New York, Toronto, London, Stockholm, Brisbane, Johannesburg, Sao Paulo and a robust partner channel to cover any region.

1000+ customers around the globe trust their business to QualiWare!

**“QualiWare is the brain of our company”**  
**Oliver Loukota - Enterprise Architect , Q beyond**



qualiware

# QualiWare Platform — At a Glance

**1000+**

Customers

EA · GRC · BPM

**35**

Years

Founded 1991

**80+**

Dedicated Experts

Global team

**5**

Certifications

ISO · SOC 2 · UN

Active

Global Partner  
Network

Active worldwide

SaaS

Deployment

ISO 27001

Info Security

ISO 9001

Quality

SOC 2

Compliance

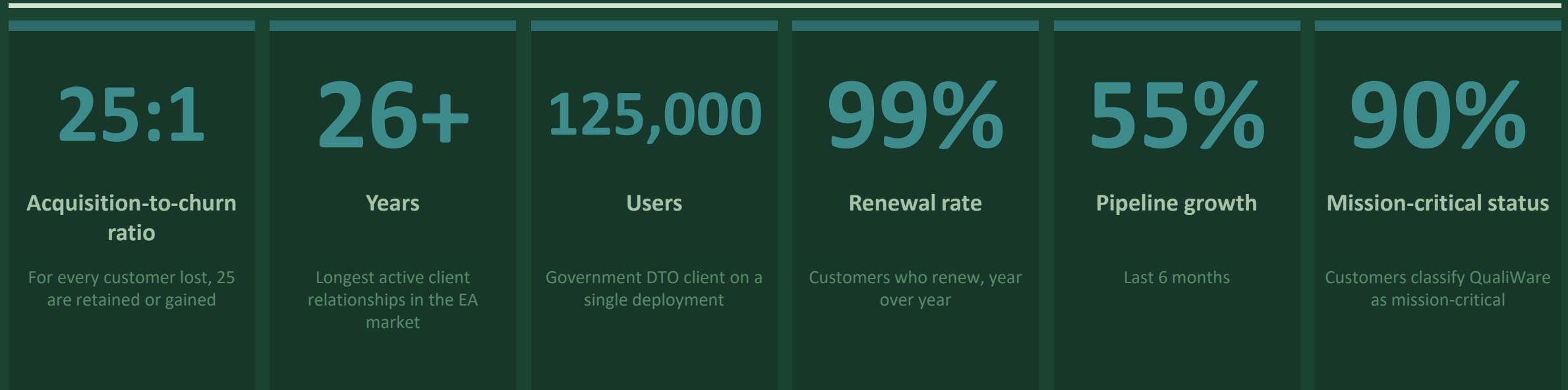
UN Global Compact

Signatory

ISO 223001

Business Continuity

# Metrics That Matter: Customer Performance



*QualiWare competes on depth and loyalty, not just acquisition volume. Customers who onboard become long-term infrastructure partners.*

# Metrics that Matter: Business Outcomes — Proven, Measured, Repeatable!

25%+

## Operational Efficiency

Cost reduction — global electronics manufacturer, 20+ sites

24 hrs

## Regulatory Speed

GDPR compliance — all systems already mapped in QualiWare

18

## Certification Management

Simultaneous certifications managed in a single QualiWare repository — global manufacturing client

90%

## Audit Performance

Reduction in audit findings — across 200+ audit days

\$15M

## IT Cost Savings

Saved per year by eliminating redundant and sub-optimal IT support in operations

50%+

## Cost Rationalisation

ISO implementation cut via cross-institution mapping, national defence

# Qualiware: Recognized Market Leaders and Visionaries

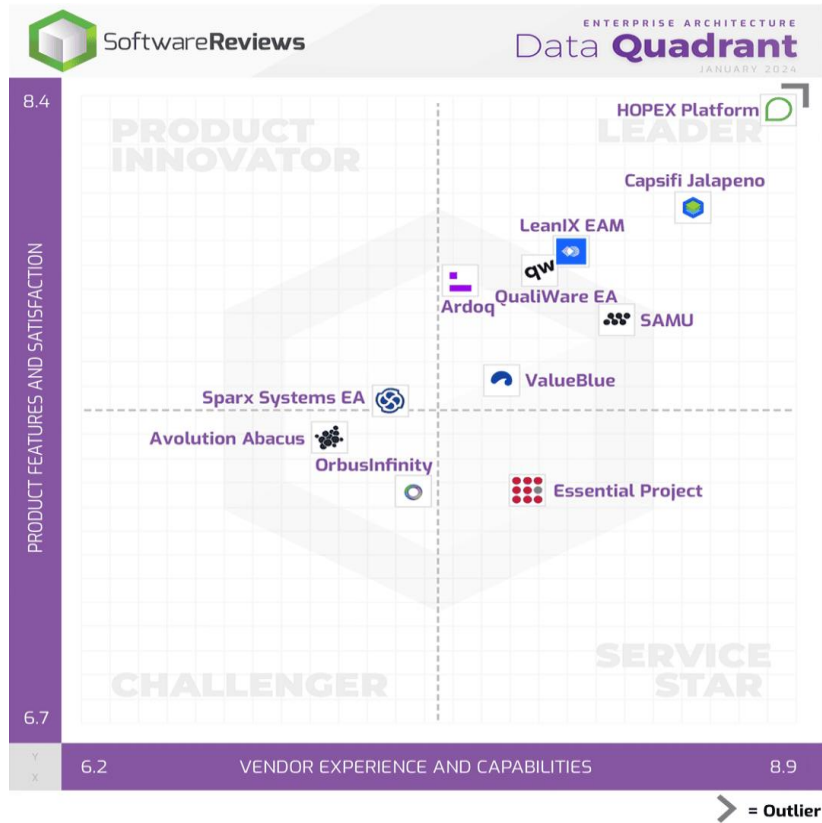
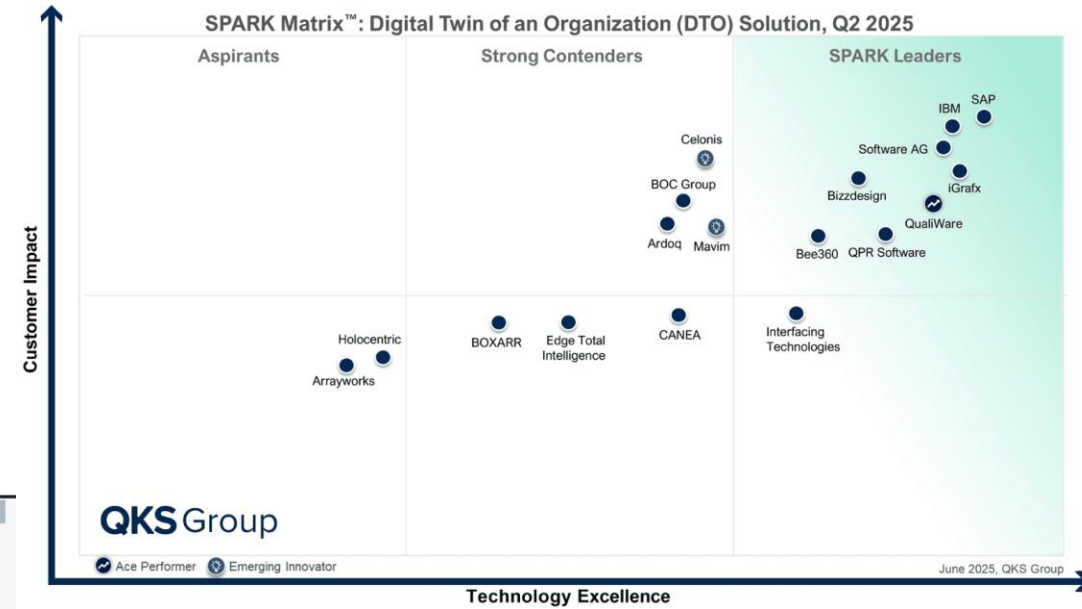


Figure 1: Magic Quadrant for Enterprise Architecture Tools



# Why DTO Matters Now

What the Analysts Say.....

## McKinsey & Company

“Digital twins can increase decision-making by up to 90%”

**Implication:**

Move from static architecture to real-time, simulation – driven decisions

[What is digital-twin technology? | McKinsey](#)

## Deloitte

“ An evolving digital profile...helps business performance”

**Implication:**

DTO’s shift organizations from hindsight reporting to predictive optimization

[Understanding digital twin technology | Deloitte Insights](#)

## Gartner

“A dynamic software model...that uses operational data to understand and improve how an organization delivers value”

**Implication:**

DTO = living enterprise model connecting strategy, operations, finance and execution

[How Digital Twins Will Upend Customer Experience Podcast | Gartner](#)



# Three Types of Digital Twins:

Digital Twins can be categorized as:



## 1. Discrete

Developed in IoT platforms, OEMs usually embed the IoT capabilities in new products that leverage modern architectures and technologies

**Data/Results:** Real-time



## 2. Composite

Designed to monitor and optimize the use of a related combination of discrete digital twins and/or complex business processes

**Data/Results:** Near-time

Today's Focus



## 3. Organization

Monitor and optimize specific cross-enterprise processes such as supply chain management, financial risk or profit optimization

**Data/Results:** Decision-timed

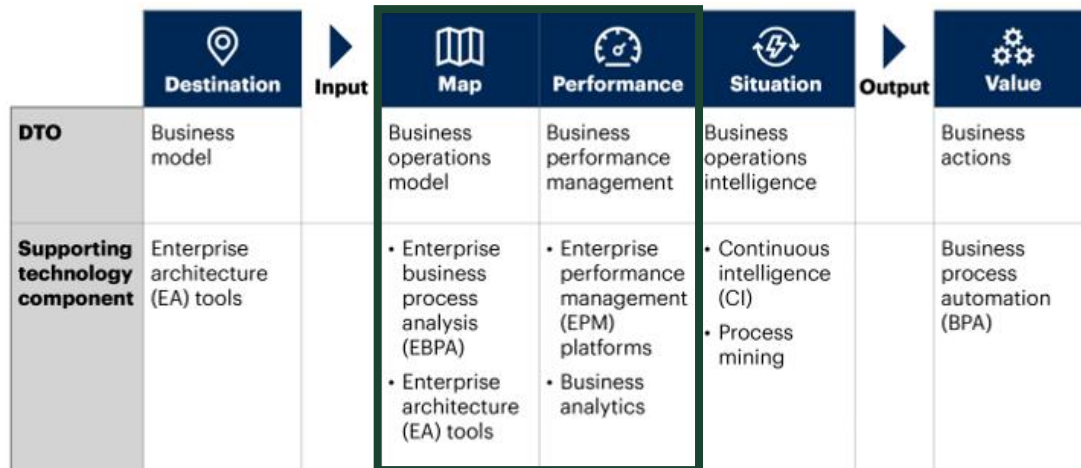
Source: Gartner®. "Emerging Technologies: Revenue Opportunity Projection of Digital Twins" (2022)

# What is a Digital Twin of an Organization (DTO)?

Gartner defines a Digital Twin of an Organization (DTO) as:

*“a dynamic software model of any organization that relies on **operational and contextual data** to understand how an organization **operationalizes its business model**, responds to changes, deploys resources, and delivers customer value. DTOs will be used for **strategic and operational decision making and advanced simulation**”*

## DTO Platform



**Gartner**

Source: Market Guide for Technologies Supporting a DTO (2024)

Key DTO building blocks addressed with CBP

## Business Operations Model:

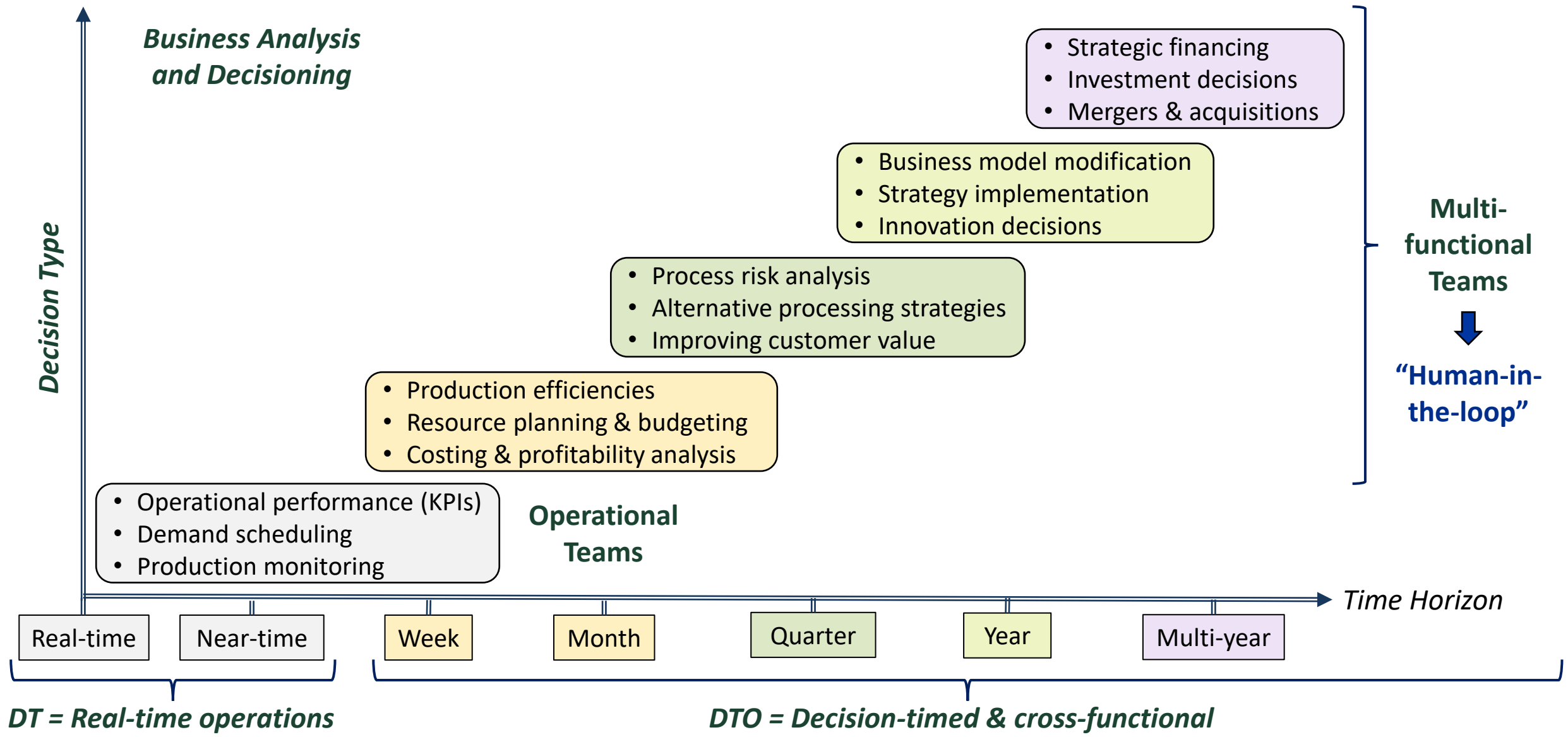
- Support for **modeling and analysis of business operations** indicating how capabilities and other **resources are deployed** to **deliver value** to the organization’s stakeholders
- **Models of offerings (products, services and information)** delivered to customer segments
- **Models of resources** (such as machines, IT systems and people) that perform the operations and thus are connected to the entire business operating model

## Business Performance Management:

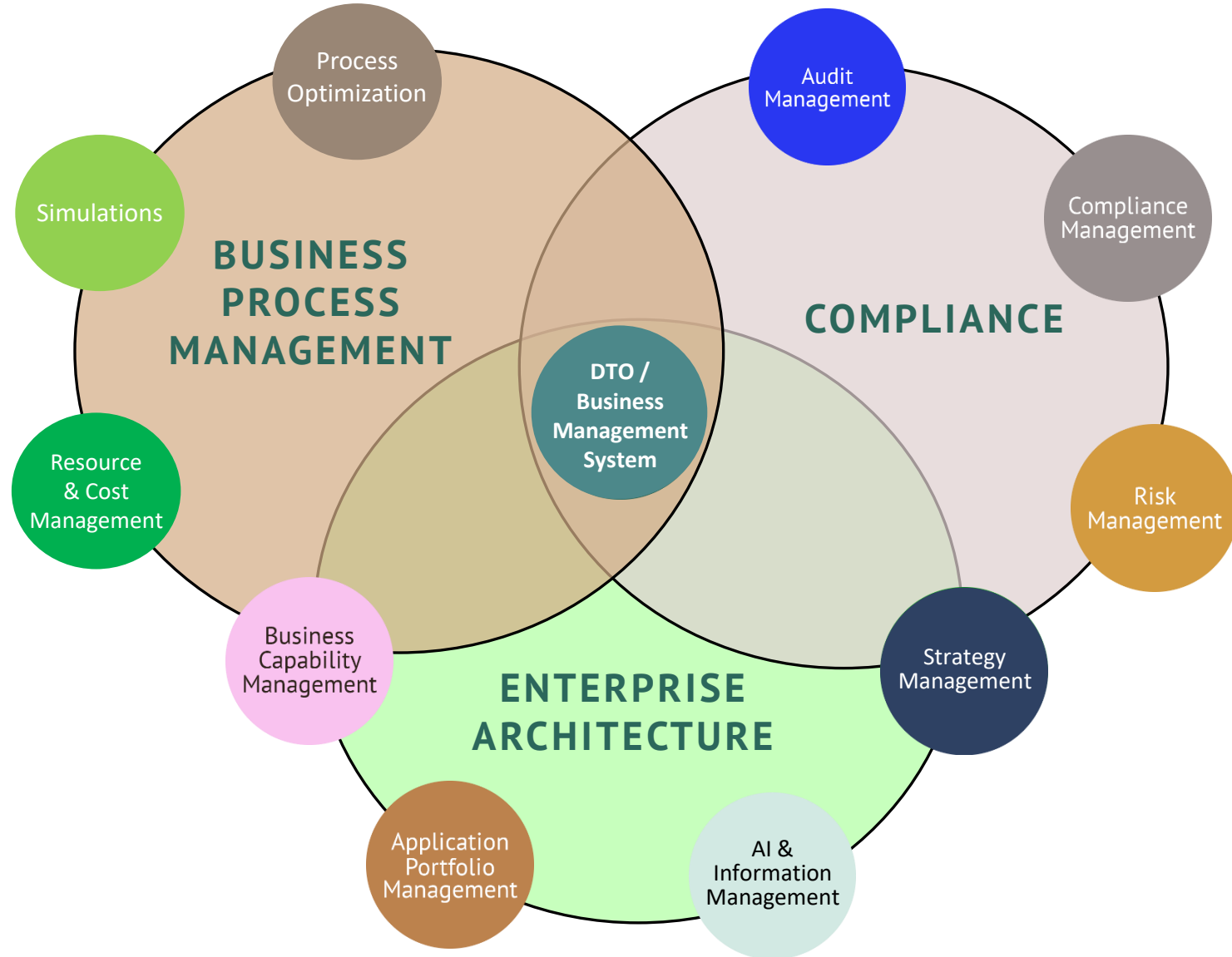
- Support for multiple measurement schemes (such as **operational performance indicators, financial models, quality schemes, and service-level agreements**) and how they interact within the context of a business operating model
- **Scenario testing, predictive and prescriptive analytics** based on the business operating model
- **Risk management** and monitoring
- **Cost/value analysis** (balancing cost savings with operational effectiveness and business value)

**NOTE:** Gartner will release their first DTO Magic Quadrant - Summer 2026

# “Decision-Timed” DTO Data/Results Support Key Planning Timelines

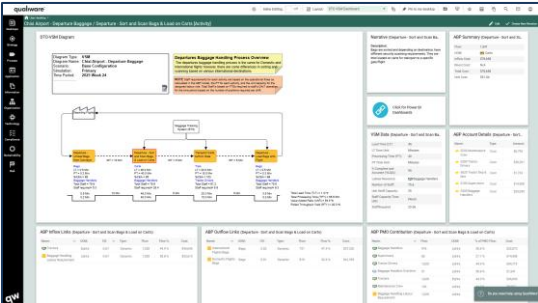


# Qualiware & CBP – A Fully Integrated DTO Solution

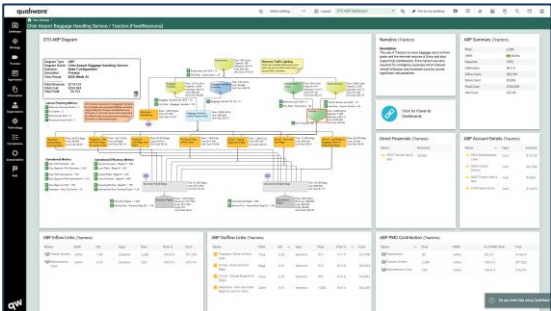


# CBP's Focus in Qualiware – Enhanced Business Process Management (BPM)

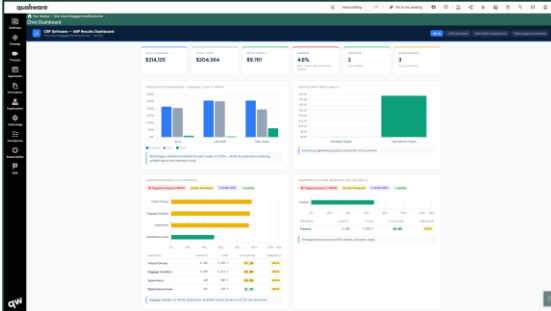
Resource Focused  
Lean Value Stream  
Mapping (VSM)



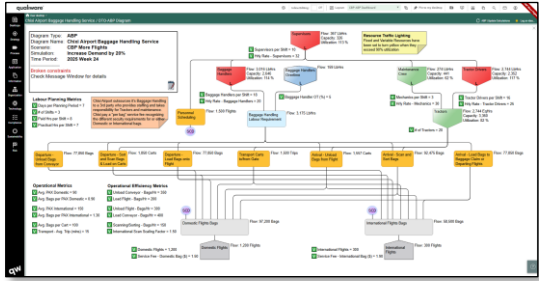
Constraint Driven  
Activity-Based  
Planning (ABP)



Resource & Cost  
Analysis by Activity  
and Output



Identification and  
Elimination of  
Bottlenecks



Process  
Optimization

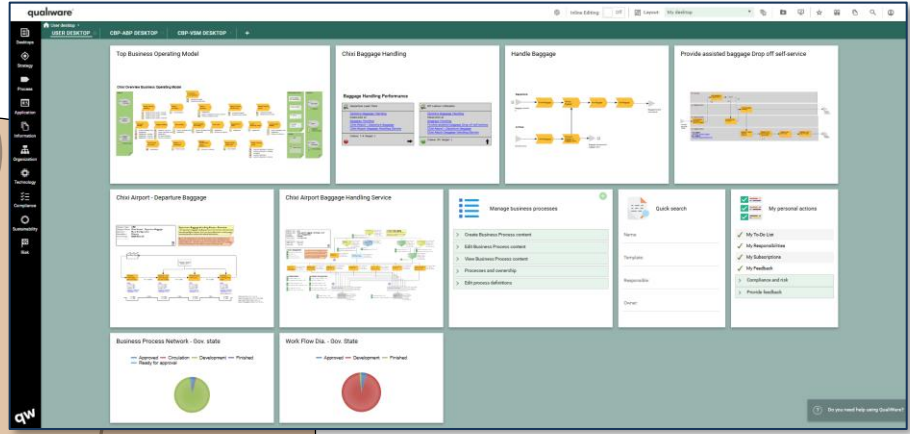
Simulations

**BUSINESS  
PROCESS  
MANAGEMENT**

Resource  
& Cost  
Management

DTO /  
Business  
Management  
System

Business  
Capability  
Management



A DTO with a Holistic View  
and Analysis of the Entire  
Organization

# Collaborative Business Planning (CBP)'s Lean approach to DTO

## Key Benefits

- Costing & profitability analysis
- Operational budgeting
- Cost of Quality and Non-Value Add
- Enhanced ROI determinations
- Applied Theory of Constraints (TOC)
- Labour and asset utilizations
- Bottlenecks identification/resolution
- Alternative resourcing strategies
- Visual process input>output mapping
- Process efficiencies/optimization
- Waste identification & reduction
- Improved throughput & lead times
- Demand planning

**Financial Dimension**

**Resource Dimension**

**Lean Value Stream Mapping (VSM)**

**Activity-Based Planning (ABP)**

**Operational Dimension**

Activities

Processing Times

CBP-DTO models simulate the impact of change across all 3 business dimensions

# CBP-DTO Demo – Chixi Airport Baggage Handling

Diagram Type: **VSM**  
 Diagram Name: **Chixi Airport - Departure Baggage**  
 Scenario: **CBP Current State**  
 Simulation: **As-is process/demands**  
 Time Period: **2025 Week 24**

**Departures Baggage Handling Process Overview**

The departures baggage handling process is the same for Domestic and International flights however, there are some differences in sorting and scanning based on various international destinations.

**NOTE:** Staff requirements for each activity are based on the operational flows as calculated in the ABP model, the PT for each activity, and the unit capacity for the assigned labour role. Total Staff is based on FTEs required to staff a 24x7 operation for the time period based on the number of positions required per shift.

```

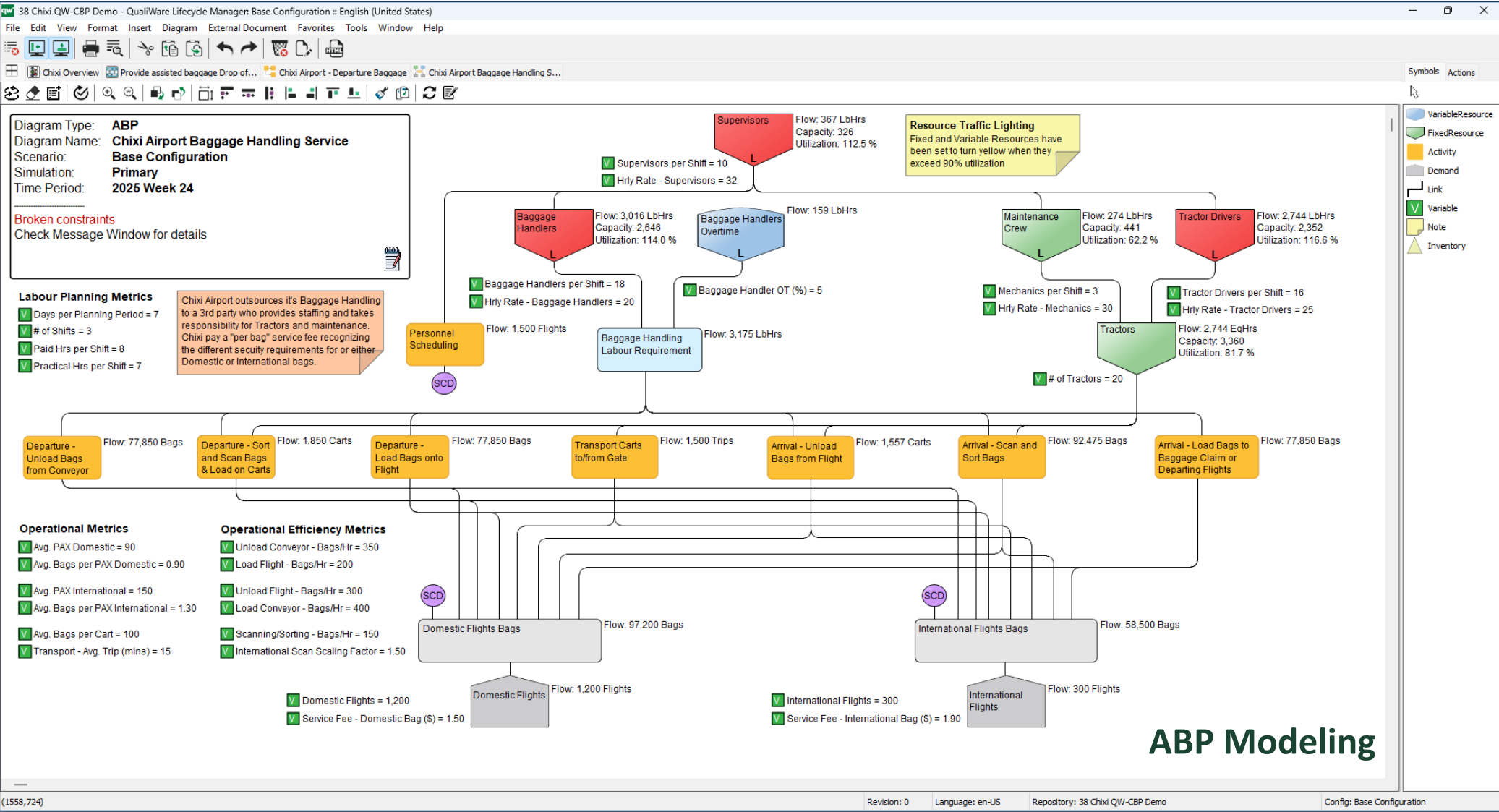
            graph LR
            A[Departing Flights] --> B[Departure - Unload Bags from Conveyor]
            B -- "WT = 10 Min" --> C[Departure - Sort and Scan Bags & Load on Carts]
            C -- "WT = 5 Min" --> D[Transport Carts to/from Gate]
            D -- "WT = 5 Min" --> E[Departure - Load Bags onto Flight]
            E --> A
            BTS[Baggage Tracking System] --> B
            BTS --> C
            BTS --> D
            BTS --> E
            
```

0.5 Min	10 Min	45.0 Min	5 Min	20.0 Min	5 Min	0.5 Min
0.2 Min		40.0 Min		15.0 Min		0.3 Min

Total Lead Time (TLT) = 1.4 Hr
Total Processing Time (TPT) = 55.5 Min
Value Added Ratio (VAR) = 64.5 %
Rolled Throughput Yield (RTY) = 92.0 %

## VSM Modeling

# CBP-DTO Demo – Chixi Airport Baggage Handling



# CBP-DTO Demo – Chixi Airport Baggage Handling

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Inline Editing:  Off
Layout: DTO ABP Dashboard

User desktop >
Chixi Airport Baggage Handling Service / Tractors [FixedResource]

- Desktops
- Strategy
- Process
- Application
- Information
- Organization
- Technology
- Compliance
- Sustainability
- Risk

### DTO-ABP Diagram

Diagram Type: ABP  
 Diagram Name: Chixi Airport Baggage Handling Service  
 Scenario: Base Configuration  
 Simulation: Primary  
 Time Period: 2025 Week 24

Total Revenue: \$214,125  
 Total Cost: \$204,364  
 Total Profit: \$9,761

**Labour Planning Metrics**  
 Days per Planning Period = 7  
 # of Shifts = 3  
 Paid Hrs per Shift = 8  
 Practical Hrs per Shift = 7

**Operational Metrics**  
 Avg. PAX Domestic = 90  
 Avg. Bags per PAX Domestic = 0.90  
 Avg. PAX International = 150  
 Avg. Bags per PAX International = 1.30  
 Avg. Bags per Cart = 100  
 Transport - Avg. Trip (mins) = 15

**Operational Efficiency Metrics**  
 Unload Conveyor - Bags/Hr = 350  
 Load Flight - Bags/Hr = 200  
 Unload Flight - Bags/Hr = 300  
 Load Conveyor - Bags/Hr = 400  
 Scanning/Sorting - Bags/Hr = 150  
 International Scan Scaling Factor = 1.50

#### Narrative (Tractors)

**Description:**  
 The use of Tractors to move baggage carts to/from gates and the terminal requires a Driver and also supporting maintenance. Extra tractors are also required for contingency purposes which reduces overall utilization and increases cost but avoids significant risk/penalties.

#### ABP Summary (Tractors)

Flow:	2,286
UOM:	EqHrs
Capacity:	3360
Utilization:	68.0 %
Inflow Cost:	\$96,393
Direct Cost:	\$3,836
Total Cost:	\$100,228
Unit Cost:	\$43.84

Click for Dashboards

#### Direct Financials (Tractors)

Name:	Financial:
5620 Tractor Dep & Mnt	\$3,836

#### ABP Account Details (Tractors)

Name:	Type:	Amount:
5200 Maintenance Crew	Cost	\$15,120
5300 Tractor Drivers	Cost	\$67,200
5620 Tractor Dep & Mnt	Cost	\$3,836
5100 Supervisors	Cost	\$14,073

#### ABP Inflow Links (Tractors)

Name:	UOM:	CR:	Type:	Flow:	Flow %:	Cost:
Tractor Drivers	LbHrs	1.00	Dynamic	2,286	100.0 %	\$77,252
Maintenance Crew	LbHrs	0.10	Dynamic	229	100.0 %	\$19,141

#### ABP Outflow Links (Tractors)

Name:	UOM:	CR:	Type:	Flow:	Flow %:	Cost:
Transport Carts to/from Gate	Trips	0.25	Dynamic	313	13.7 %	\$13,700
Arrival - Scan and Sort Bags	Bags	0.01	Dynamic	514	22.5 %	\$22,523
Arrival - Unload Bags from Flight	Carts	0.33	Dynamic	433	18.9 %	\$18,961
Departure - Sort and Scan Bags & Load on Carts	Carts	0.67	Dynamic	1,028	44.9 %	\$45,045

#### ABP PMO Contribution (Tractors)

Name:	Flow:	UOM:	% of PMO Flow:	Cost:
Supervisors	80	LbHrs	26.2 %	\$14,073
Tractor Drivers	2,286	LbHrs	100.0 %	\$77,252
Maintenance Crew	229	LbHrs	100.0 %	\$19,141

## Simulation Analysis and Collaboration

# CBP-DTO Demo – Chixi Airport Baggage Handling

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 Inline Editing: Off
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📺
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🏠
🔗
☆
📄
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User desktop > Chixi Airport Baggage Handling Service > Chixi Dashboard

CBP Software — ABP Results Dashboard
Chixi Airport Baggage Handling Service - Monthly
As-Is
+20% Demand
Add Staff & Equipment
Technology Investment

**TOTAL REVENUE**  
**\$256,950**

**TOTAL COST**  
**\$194,573**

**TOTAL PROFIT**  
**\$62,377**

**MARGIN**  
**24.3%**

Best across simulations

**SERVICES**  
**2**

All profitable

**CONSTRAINTS**  
**1**

1 over threshold

**SIMULATION COMPARISON — REVENUE, COST & PROFIT**

Scenario	Revenue	Cost	Profit
As-Is	~\$210k	~\$200k	~\$10k
Add Staff	~\$250k	~\$240k	~\$10k
Tech Invest	~\$250k	~\$180k	~\$70k

Technology Investment achieves the best margin at 24.3% — driven by automation reducing variable labour and overhead costs.

**SERVICE UNIT PROFITABILITY**

All services generating positive unit profit in this scenario.

**LABOUR RESOURCE UTILIZATION (4)**

● Capacity breach (>100%)
▲ Over threshold
▼ Under 50%
✓ Healthy

RESOURCE	CAPACITY	FLOW	UTILIZATION	THRESHOLD
Supervisors	359	323.2	<b>90.1%</b>	90.0%
Baggage Handlers	2,058	1,775.4	<b>86.3%</b>	90.0%
Tractor Drivers	1,764	1,510.5	<b>85.6%</b>	90.0%

**EQUIPMENT & OTHER RESOURCE UTILIZATION (2)**

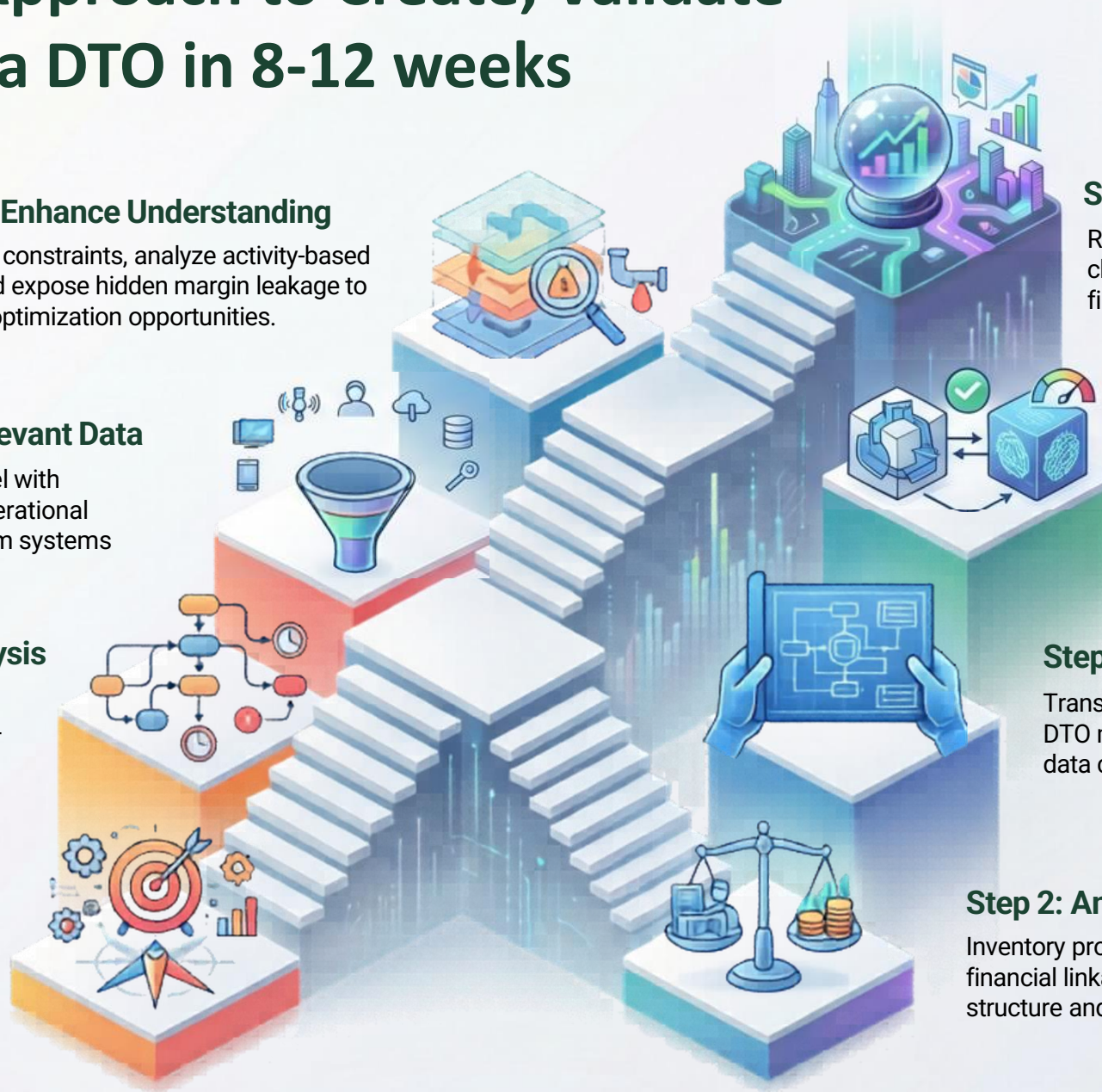
● Capacity breach (>100%)
▲ Over threshold
▼ Under 50%
✓ Healthy

RESOURCE	CAPACITY	FLOW	UTILIZATION	THRESHOLD
Tractors	2,520	1,510.5	<b>59.9%</b>	90.0%
Automated Baggage Handling System	150,000	77,850	<b>51.9%</b>	90.0%

All equipment resources within healthy utilization range.

Executive Dashboards for Decision-Making

# A Proven 8-Step Approach to Create, Validate and Benefit from a DTO in 8-12 weeks



### Step 1: Conduct a Strategic Assessment

Align leadership and prioritize key operational pain points to focus the DTO on high-value improvement areas.

### Step 3: Perform a Process Analysis

Map value streams and activity-based operational flows to identify non-value-added tasks, wait times, and waste.

### Step 5: Collect Relevant Data

Populate the DTO model with validated, real-world operational and financial inputs from systems and frontline teams.

### Step 7: Enhance Understanding

Diagnose constraints, analyze activity-based costs, and expose hidden margin leakage to pinpoint optimization opportunities.

### Step 2: Analyze Resources

Inventory production resources and map financial linkages to reveal the true cost structure and capacity gaps.

### Step 4: Design Model Diagrams

Translate processes into a structured DTO model schema and define precise data collection requirements.

### Step 6: Build & Validate the Model

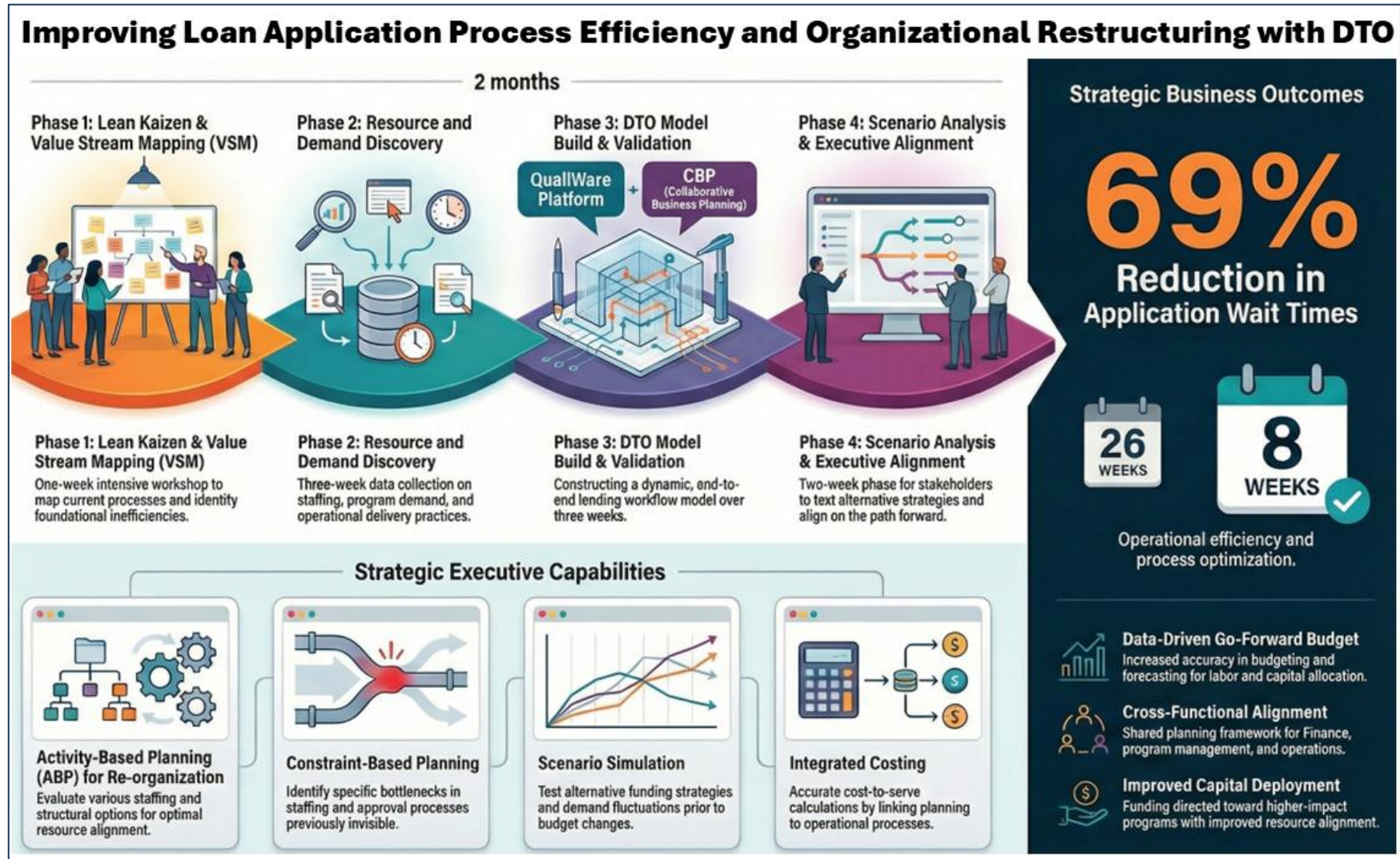
Construct the DTO using CBP and iteratively test it against known performance outcomes to establish a trusted baseline.

### Step 8: Optimize & Plan for the Future

Run "what-if" scenario planning to pre-test changes, evaluate investments, and quantify financial impacts before committing resources.

# CBP-DTO Use Cases

## Government Services (Nova Scotia Crown Lending)

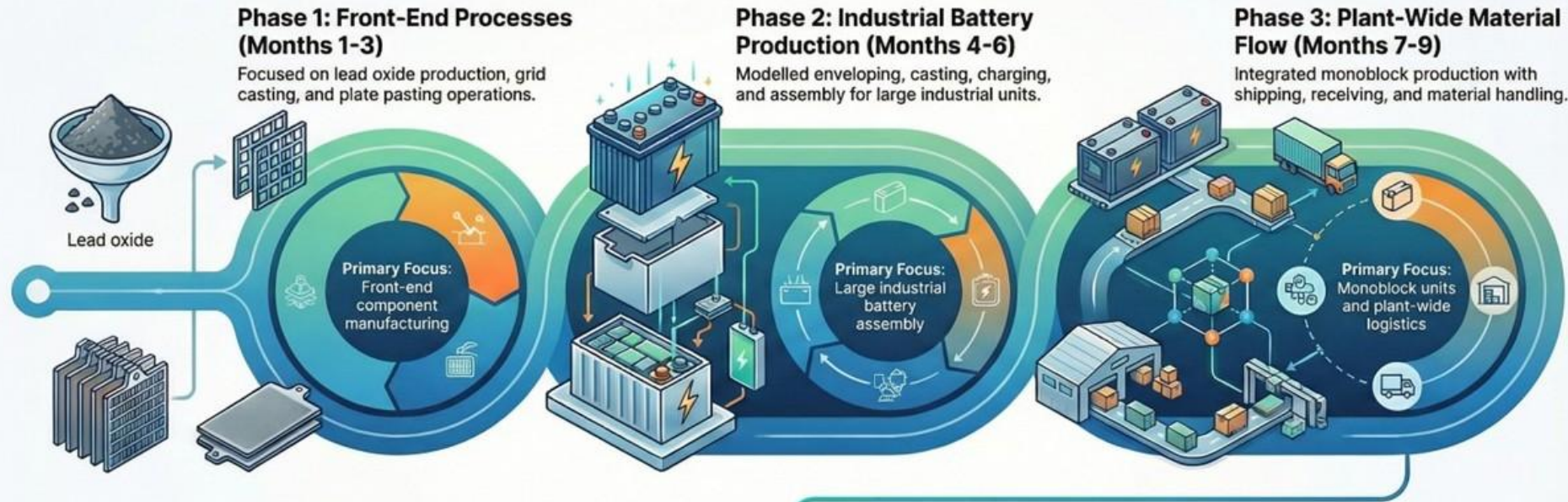


# CBP-DTO Use Cases

## Manufacturing (Surrette Battery)

### Powering Precision: Surrette Battery's Digital Twin Journey

Over a nine-month period, Surrette Battery Company implemented a Digital Twin of the Organisation (DTO) to integrate ERP and shop-floor data for unified operational optimisation.



#### Strategic Business Outcomes

**Granular Labour Modelling**  
Detailed analysis of hands-on processing times for over 200 unique activities.

**Constraint-Based Planning**  
Rapidly identified bottlenecks across labour, equipment, and specific production lines.

**Data-Driven Capital Investment**  
Provides a quantified foundation for justifying future equipment and facility expenditures.

# Qualiware & CBP – A Fully Integrated DTO Solution

Rapid, data-driven DTO linking enterprise architecture with operational simulation & financial outcomes

### Alignment Between Strategy and Execution

Directly links strategic intent to operational activities, ensuring alignment with measurable business outcomes.

### QualiWare: The Structural Blueprint

Captures the enterprise contest by linking strategic objectives to business capabilities, processes, workflows, and data relationships.

### Managing Digital Transformation

Unifies compliance, architecture, and process management so organizations can transform confidently.

### End-to-End Visibility

Provides a single source of truth that eliminates siloed decision-making by showing dependencies across functions and systems.

### Connecting Strategy to Financial Outcomes

This integration ensures that every operational change is validated against its ability to deliver strategic goals and maintain profitability.

### Fact-Based "What-If" Analysis

Shifts decision-making from intuition to evidence by quantifying the impact of changes on cost, capacity, and service levels before implementation.

### CBP: The Analysis & Planning Engine

Operationalizes the blueprint by using real-world data to simulate throughput, resource utilization, and the financial impact of "what-if" scenarios.

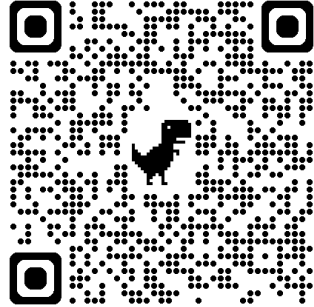
### Accelerated Continuous Improvement

Creates a living management system that monitors performance and provides a foundation for evaluating change initiatives.

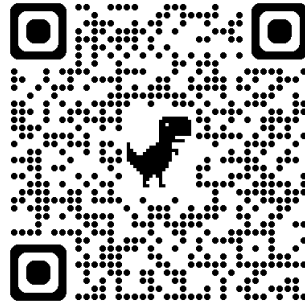
# Benefits and Use Cases for DTO – scan to learn more!



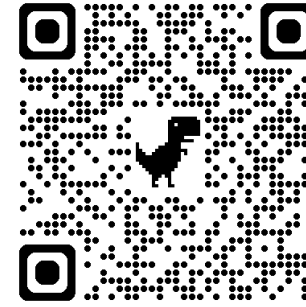
Qualiware DTO Webpage



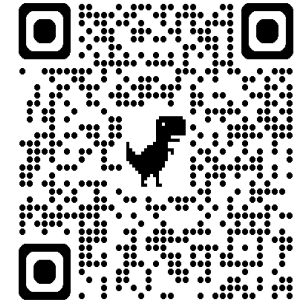
Qualiware DTO Blog



Qualiware & CBP



DTO Advisor Tool



Mike's LinkedIn

## Upcoming Virtual DTO Webinars & Workshops

- June 3, 2026 (9am ET/3pm CET) – Webinar: Utilizing DTOs in Manufacturing
- June 8-11, 2026 (half days) – Workshop: Implementing a DTO in Services (business users)
- June 22-25, 2026 (half days) – Workshop: Implementing a DTO in Manufacturing (business users)
- July 13-16, 2026 (half days) – Workshop: CBP-DTO Modeler (technical modelers)



# Thank you!

## QualiWare

Partner Spotlight Webinar Series:



Brenda Cowie  
SVP Americas  
Qualiware  
Brenda.cowie@qualiware.com



Mike Haley  
VP – DTO Advisory  
CBP-Software  
mhaley@cbp-software.com

