DIGITAL TWIN OF AN ORGANISATION:
Harnessing technology to achieve more effective project & operational delivery

20th June 2023
WILL YOUR COMPANY THRIVE?

50% Turnover of S&P 500 in 10 years

Lifespan of companies is decreasing
High rates of inertia in companies
Inability to respond

75% of companies will digitally transform by 2030

“The only mistake you can make is not to transform”

85% of transformations Do Not Add Value

Day to day activities hamper change
Leaders don’t agree on goals
Siloed approach to transformation
INTRODUCTION TO DIGITAL TWINS

- Assets
- Built Infrastructure
- Organisation
OWN THE LEGACY

DIGITAL TWIN OF AN ORGANISATION

Capture | Analyse | Collaborate | Understand | Report | Control | Action

- Strategy
- Capabilities
- Products & Services
- Customer Journeys
- Processes
- Organisation/People
- Data/Information
- Technology
- Facilities/Locations
- Policies & Regulations
- Risks & Controls
- Etc....

RELATIONSHIPS

DEPENDENCIES

IMPACTS

DTO

Business Controls

Strategize & Design

Monitor & Control

Implement & Execute

OWN THE LEGACY
- Simulation - How will it perform?
- Cycle times, volumes, Bottlenecks
- How can we improve?
- Mistake proofing
- Process change ideas
- Process Automation
- Can we improve the user tasks.
- Training

THE DTO LIFECYCLE

- How is it working?
- What are people doing?
- Variant Analysis
- Root Cause analysis

IMPROVE

DISCOVER AND DESIGN

DEIGNED DIGITAL TWIN

MONITOR & CONTROL

- Detective
  - How is it working?
  - Are we conforming to the design?
  - Are we conforming to KPIs?
  - What are people doing?
THE TECHNOLOGY BEHIND THE DTO

TASK MINING

- Collects data on **USER ACTIONS**
- Detailed task level process visualisation

DISCOVERY ROBOTS

- CRM
- ERP
- HCM
- FP&A
- RCM

EVENT LOGS / CORE SYSTEM INTEGRATION

PROCESS MINING

- Collects **EVENT LOGS**
- Visualisation of processes based upon digital footprints from IT systems

BUSINESS PROCESS MANAGEMENT & ANALYSIS

- AI ROOT CAUSE ANALYSIS
- ANOMALY DETECTION
- VISUALISATION
- REPORTING

OWN THE LEGACY
Reduce Cost Through Quality

Define
Design
Produce
Deliver
Control
Improve

Digital Twin of an Organisation

Enterprise Management
Holistic Visibility

Improve Quality
Increase Productivity
Reduce Costs
Improve Efficiency
Reduce Waste

OWN THE LEGACY
A DTO supports a progressive organisation
Increasing value through the DTO

Scenario 1 – Gut feel/Cost focus
- Lower Perceived value of the Enterprise
- Lower Cost
- Less resource
- More errors
- Increased rework
- Service erosion
- Value erosion
- Increased Risk

Scenario 2 – DTO enabled
- Higher value of the Enterprise
- Lower cost
- Higher quality
- Increased efficiency
- Service enhancement
- Increased value
- Improved employee & Customer satisfaction
- Improved control and compliance

Traditional view
- Understanding COPQ
- Cost of poor quality
- Entitled cost

Current Perceived value of the Enterprise
- Cost
- Entitled cost

Lower Quality
- Cost of poor quality
- Entitled cost
- Same insights
- Less resource
- More errors
- Increased rework
- Service erosion
- Value erosion
- Increased Risk

Higher Quality
- COPQ
- Entitled cost

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CHALLENGES & PRACTICAL STEPS TO DELIVER

Understanding

Priorities

Timing

Complexity

Governance

Quality

Ethics

OWN THE LEGACY
EXAMPLE CASE STUDIES

Construction

Oil & Gas
DTO is more accurate, less disruptive and more efficient than traditional ways of working

DTO enables organisations to be more agile and resilient to disruption
THANK YOU

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