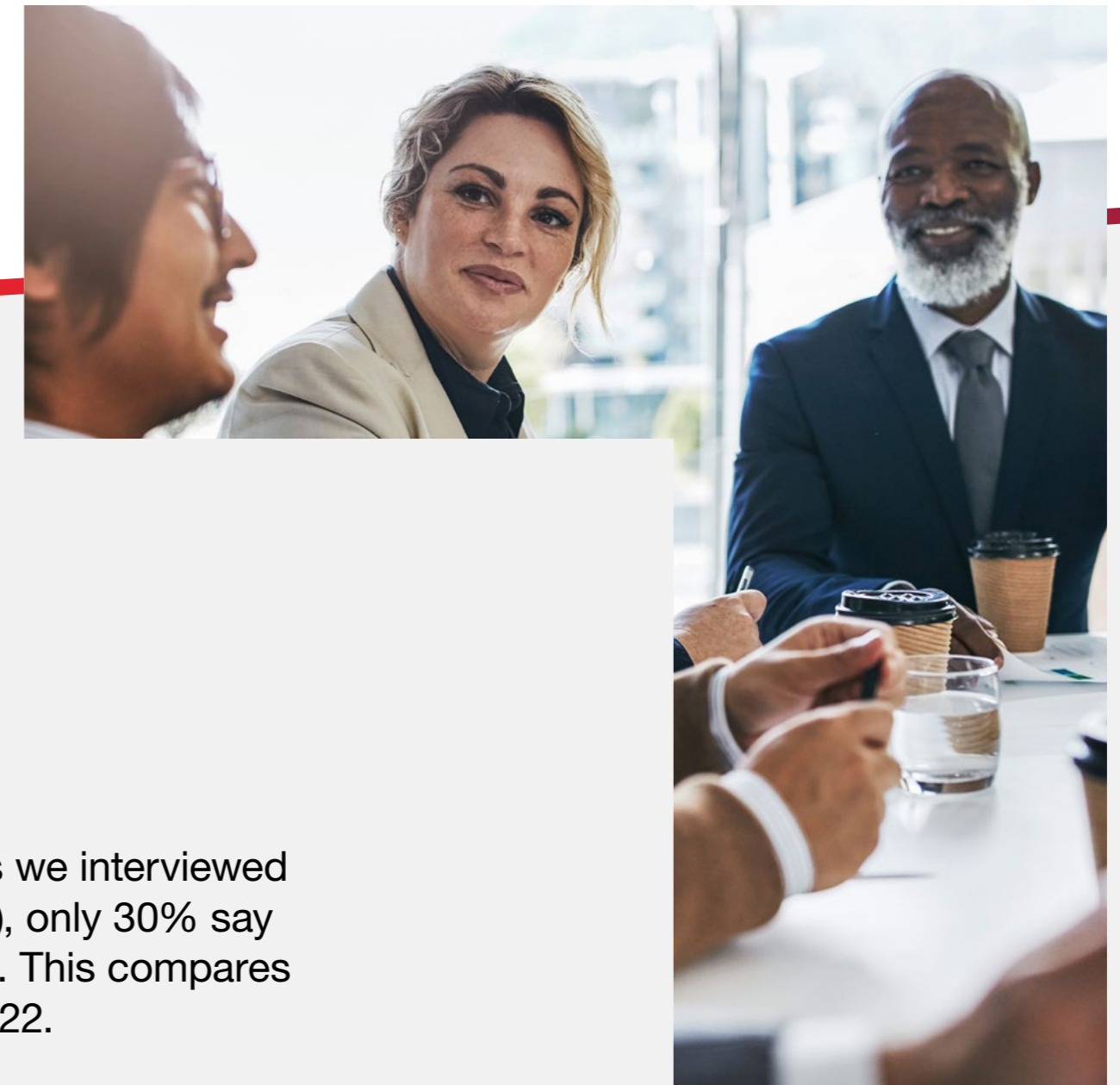


## 2023 Voice of Our Clients

# What digital leaders do to accelerate results



## Insights from the 2023 Voice of Our Clients


The [CGI Voice of Our Clients](#) (VOC) presents the findings from our in-depth interviews with 1,764 executives across the industries and geographies we serve. These strategic conversations provide a unique view into how organizations view the impact of macro trends, industry trends and priorities, innovation investments and more.

While the vast majority of executives we interviewed have digital strategies in place (92%), only 30% say they are producing expected results. This compares to 25% producing such results in 2022.

What actions can organizations take to accelerate returns on their digital investments?

In examining the insights from the 30% of executives whose organizations are producing expected results, we find that these digital leaders have a number of common attributes. We highlight some of these attributes on the next pages.

 **92%**  
have a digital strategy in place

 **30%**  
are producing expected results from those strategies

# CGI

# Attributes of digital leaders




## Digital leaders

those producing results from digital strategies



## Digital aspirants

those building or launching digital strategies

		Digital leaders	Digital aspirants
 <p><b>Strategic alignment</b></p>	See culture change as a challenge to achieving priorities	<b>52%</b>	<b>62%</b>
	Highly align* business and IT operations to support strategy	<b>59%</b>	<b>34%</b>
	Highly integrate* business and IT operations to execute strategy	<b>54%</b>	<b>29%</b>
 <p><b>Digitization and agility</b></p>	Cite high impact* of digitization on their business model	<b>77%</b>	<b>61%</b>
	Have highly agile* business models to address digitization, integrate new technology	<b>31%</b>	<b>11%</b>
	Extend their digital strategy to the external ecosystem	<b>42%</b>	<b>27%</b>
 <p><b>Modernization and cloud</b></p>	See legacy systems as very challenging* to digital implementation	<b>35%</b>	<b>45%</b>
	Modernize > 20% of their applications portfolio	<b>48%</b>	<b>36%</b>
	Holistically manage multi-cloud solutions	<b>42%</b>	<b>26%</b>

\* score of 8+ out of 10

# Attributes of digital leaders


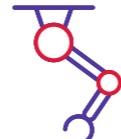

## Digital leaders

those producing results from digital strategies



## Digital aspirants

those building or launching digital strategies

		Digital leaders	Digital aspirants
 <p><b>Cybersecurity and data privacy</b></p>	Produce results from their cybersecurity strategy	<b>64%</b>	<b>30%</b>
	Produce results from their data privacy strategy	<b>63%</b>	<b>27%</b>
	Extend their cybersecurity strategy to the external ecosystem	<b>50%</b>	<b>35%</b>
 <p><b>Automation and AI*</b></p>	<b>Are in progress with or have implemented:</b>		
	Robotic process automation (RPA)	<b>72%</b>	<b>45%</b>
	Algorithmic automation	<b>42%</b>	<b>19%</b>
	Artificial intelligence	<b>28%</b>	<b>9%</b>
 <p><b>Sustainability</b></p>	Cite high impact* of the fight against climate change	<b>53%</b>	<b>44%</b>
	See sustainability as highly core* to creating future value	<b>59%</b>	<b>53%</b>

\* score of 8+ out of 10

## About us



We are insights-driven and outcomes-based to help you accelerate returns on your investments. We provide comprehensive, scalable and sustainable business and strategic IT consulting services that are informed globally and delivered locally.



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**400+** locations worldwide

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