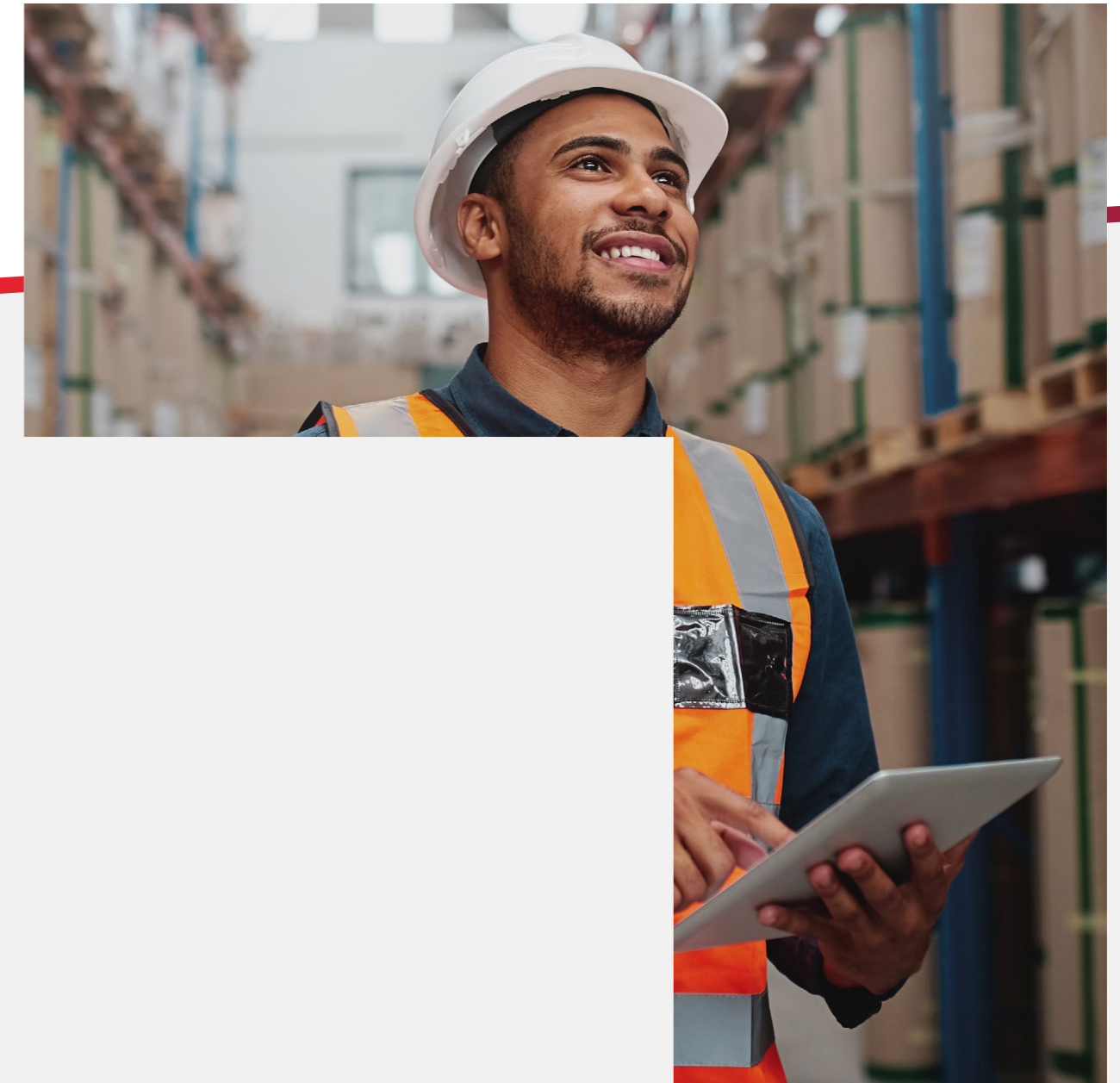


## 2023 Voice of Our Clients

Findings from interviews with executives in

# Transport & Logistics



## Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Technology and digital acceleration	Becoming digital to meet customer expectations	Cost control and budget optimization	Digitize and automate business processes
2	Fight against climate change	Protect through cybersecurity	Improve the customer experience	Protect through cybersecurity
3	Changing social demographics	Driving new partnerships, technologies and business models	Optimize today's operations	Drive IT modernization

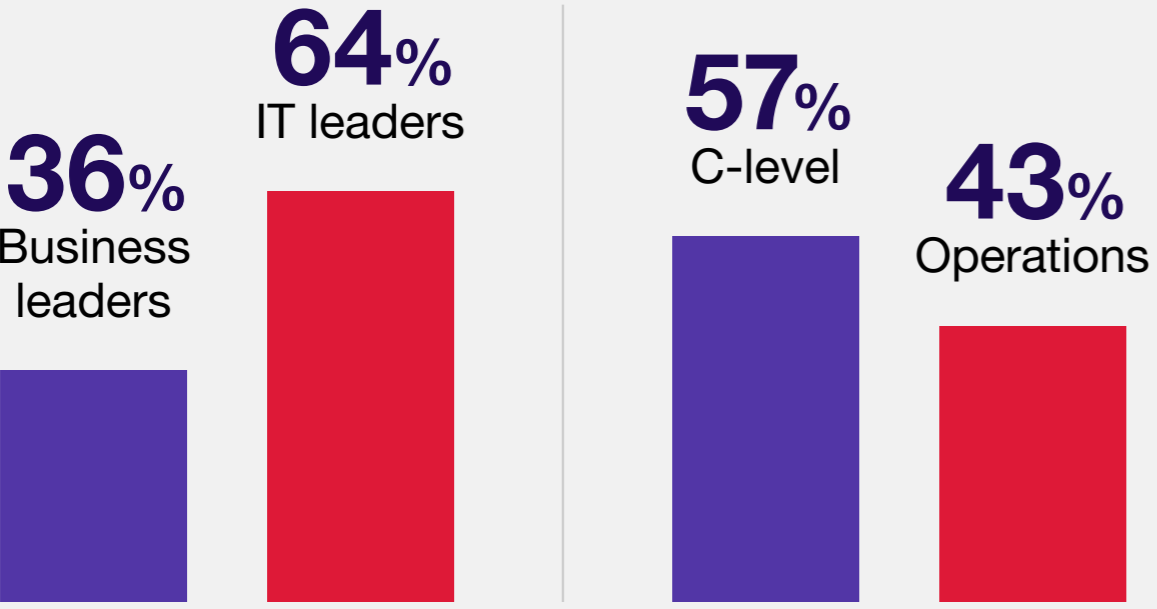


# Executives we interviewed

Annually, CGI leaders meet with executives across industries and geographies to gather their perspectives on the trends affecting their enterprises:

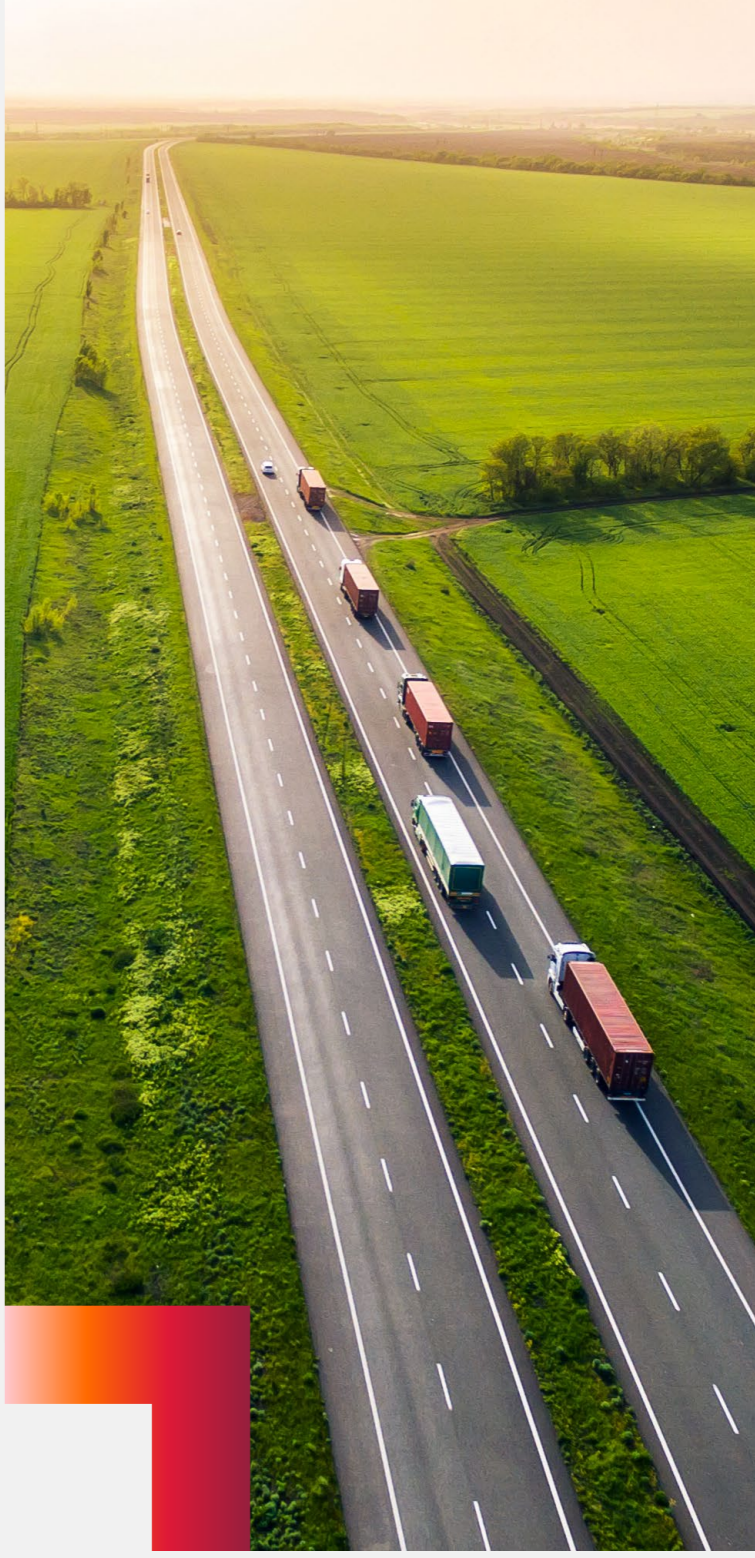
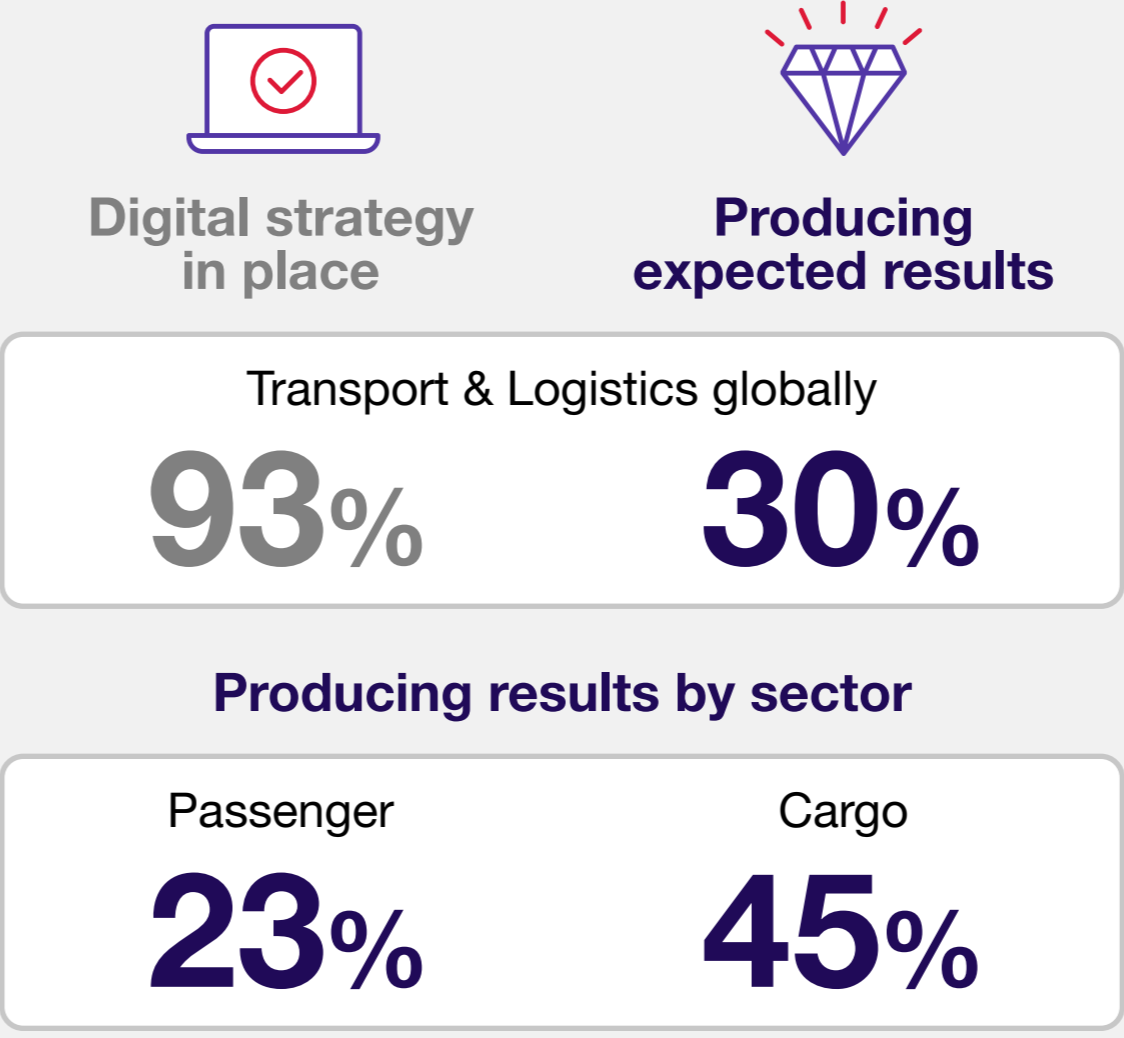
 **1,764** across 21 industries

 **72** in Transport & Logistics



# Digital strategy progress

Overall expected results from digital strategies are rising, with the cargo sector significantly ahead of the global average of 30%.



# Key findings in Transport & Logistics



**Data quality drives digital success**

**85%**

plan to improve quality of data to support data strategy over the next 3 years



**Sustainability creates value**

**75%**

say sustainability is highly core to value creation, 20pp higher than the all-industry average



**Advanced automation rises 13pp increase**

in enhanced process automation since 2022



**Application modernization to rise**

**61%**

plan to modernize >20% of their applications portfolio in 2 years vs. 38% now



**Cybersecurity matures**






**75%**

say their strategy status is “being implemented” and “fully operational” vs. 62% in 2021

## Digital leaders in Transport & Logistics

When comparing insights from the 30% producing results from digital strategies (**digital leaders**) to those building or launching digital strategies (**digital aspirants**), common attributes emerge.

**Digital leaders in Transport & Logistics have closer alignment between IT and business operations and are focused on optimization across all operations. Increasingly, they use modernization and automation to accelerate digital progress and meet customer expectations.**

		Digital leaders	Digital aspirants
	Have highly agile business models to address digitization and integrate new technologies	<b>28%</b>	<b>3%</b>
	Produce results from cybersecurity strategies	<b>59%</b>	<b>25%</b>
	Have highly aligned IT and business operations to support strategy execution	<b>71%</b>	<b>16%</b>
	See lesser degree of impact from changing social demographics	<b>32%</b>	<b>52%</b>
	Cite fewer challenges from legacy systems to digital implementation	<b>22%</b>	<b>42%</b>

# 5 recommendations for achieving your top priorities

**1 Turn strategy into action**  
by focusing on business-IT alignment to execute with efficiency.

**2 Modernize applications and infrastructure**  
to accelerate digitization across delivery and partner ecosystems.

**3 Optimize your data foundation**  
by addressing data quality, management and governance.

**4 Prioritize sustainability as critical**  
to your strategic roadmap, which should include the energy transition and waste reduction.

**5 Learn from digital leader attributes**  
including automation, modernization and IT and business operations alignment.



At CGI, we help Transport & Logistics organizations optimize operations, strengthen customer interactions and collaborate in a wider ecosystem to drive smart, sustainable and resilient operations.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)