



2020 CGI CLIENT
GLOBAL INSIGHTS

Life Sciences Insights Summary

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our life sciences client executives.

Becoming digital to meet customer expectations still dominates

Becoming digital organizations to meet customer / citizen expectations is the top trend by impact once again in 2020. The most important business and IT priorities both changed to become analytics driven.

> Top trend by impact

Becoming digital to meet customer / citizen expectations

> Top business priority by importance

Harnessing the power of data analytics

> Top IT priority by importance

Delivering insight with next-gen analytics



> **Post-pandemic declaration business priorities show rise in impact of the customer and patient experience**

When comparing interviews before and after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, optimizing existing platforms and operations as a business priority decreases in impact (-118%) while innovating to improve the customer experience through at-home support rises (+25%), compared to earlier interviews.

> **IT modernization and analytics replace cultural change as top barriers to transformation**

52 % of executives say IT modernization and leveraging predictive analytics are top barriers to becoming digital organizations, followed by cultural change and change management (48%).

> **Results from digital strategies remain low**

4 % of executives say their organizations are producing results from digital strategies, down from 8% in 2019; 52% have an enterprise strategy in place (including strategies encompassing their ecosystem), up from 44% last year.

> **Few executives cite highly agile business models for digitization**

7 % say their business model is highly agile (score of 8 or higher*) when it comes to addressing digitization, up 3 points from 2019.

> **Legacy modernization and agile delivery is top innovation investment within 3 years**

95 % of executives plan to invest in legacy modernization and agile delivery within the next 3 years.

> **Using new IT delivery models is the top IT spending driver**

95 % of executives say their main spending trend for IT budgets is using new IT delivery models to reduce cost, followed by data analytics capabilities and application rationalization (both 89%).

Learn more at cgi.com/client-global-insights. For a complete set of industry insights and to consult with one of our experts, contact us at info@cgi.com.

About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 23 life sciences executives from large pharmaceutical, biotechnology, specialty pharmaceutical, medical equipment and devices, animal health, diagnostics, and public health companies.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

Interview demographics

Pre-March 11**	Post
30%	70%
Business leaders	IT leaders
57%	43%
Europe	North America
56%	44%
C-level	Ops-level
43%	57%

*Scale of 1 to 10 with 10 highest

**Pandemic declaration by WHO

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