CGI

Benchmark your organization using the CGI Client Global Insights

Depth of CGI's data

6,775
face-to-face conversations held with our clients over the past 5 years

1 million
answers collected

50/50
split between IT and business executives

27 million
employees across represented enterprises

$9 trillion
in annual revenue across responding organizations

$347 billion
of annual IT spend

All figures in Canadian dollars. Data represents a subset of CGI's global clients and their self-reporting on budget, revenue, and other key metrics.

A global antenna for industry best practices to improve returns on your IT and business investments

Each year, we gather client 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 that lead to continuous improvement.

Our benchmarking data comes from a knowledge-base that reflects insights from 5,500 client organizations located in countries representing 82% of the world's IT spend across all economic sectors. It represents nearly 1 million answers provided from our face-to-face conversations with executives, now averaging 1,500 interviews each year.

Insights you can act on

CGI consultants can compare data among peers and across industries and geographies. We offer benchmarking based on client insights on such topics as:

- Industry trends
- Business priorities
- IT directions and priorities
- IT spending (operating expenses and capital investments)
- Innovation investment
- Digital strategies and initiatives

- Cybersecurity and data privacy practices
- Cloud usage
- Intelligent automation
- IT managed services
- IT human capital
- Business and IT alignment

Industries include banking, communications, government, health and life sciences, insurance, manufacturing, oil and gas, retail and consumer services, transportation and logistics, and utilities. We can draw upon these comparisons and conduct consulting sessions to share the findings to support the development of your strategies and business planning.

Business and IT alignment and the journey to world-class IT

When there are gaps between business and IT executive expectations, advancing your organization's agenda is challenging at best. Becoming a top performing enterprise requires a strong governance model between the business and IT sides of the organization, focused on year-over-year improvement efforts.

We provide benchmarking on clients' business and IT alignment within their organizations. Here, we focus on the 10 attributes that define a world-class IT organization. Independent responses from business and IT leaders provide a comparative view both within and across industries. This data provides a benchmark among industry peers and a foundation to help you achieve continuous improvement. The resulting insights identify ways you can bridge the gaps and align more closely the activities of your business and IT leaders.

CGI's Journey to World-Class IT methodology helps you increase alignment between business and IT, driving forward the governance model and requisite processes that achieve continuous improvement. This methodology is based on our benchmarking data and best practices from decades of successfully delivering enterprise-wide consulting, systems integration and managed IT and business process services.

⊕ Learn more at cgi.com/journey.

Consult with a CGI expert today

Discover opportunities to build more value into your organization. Request a conversation with a CGI expert through the CGI Client Global Insights inquiry form and explore how greater business and IT alignment can be put into action to advance your digital strategy.

⊕ Learn more at cgi.com/client-global-insights.

About us

At CGI, we are insights-driven and outcomes-based to help you accelerate returns on your investments.

17
industry sectors

400+
locations worldwide

77.5K
consultants and professionals

We provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

2020 CGI CLIENT GLOBAL INSIGHTS