

2023 Voice of Our Clients

Benchmark your organization

Insights for improving returns on your business and IT investments

Each year, we gather client views on the trends affecting their organizations and industries. Through the [CGI Voice of Our Clients](#) (VOC), we analyze these findings to provide valuable insights by industry – based on facts, not hype. With these insights, we help organizations compare best practices that lead to continuous improvement.

Our anonymous data comes from a knowledgebase that reflects insights from 5,500 client organizations located in countries representing the majority of the world's IT spend across all economic sectors.

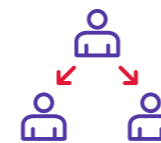
Depth of our data over the past 5 years



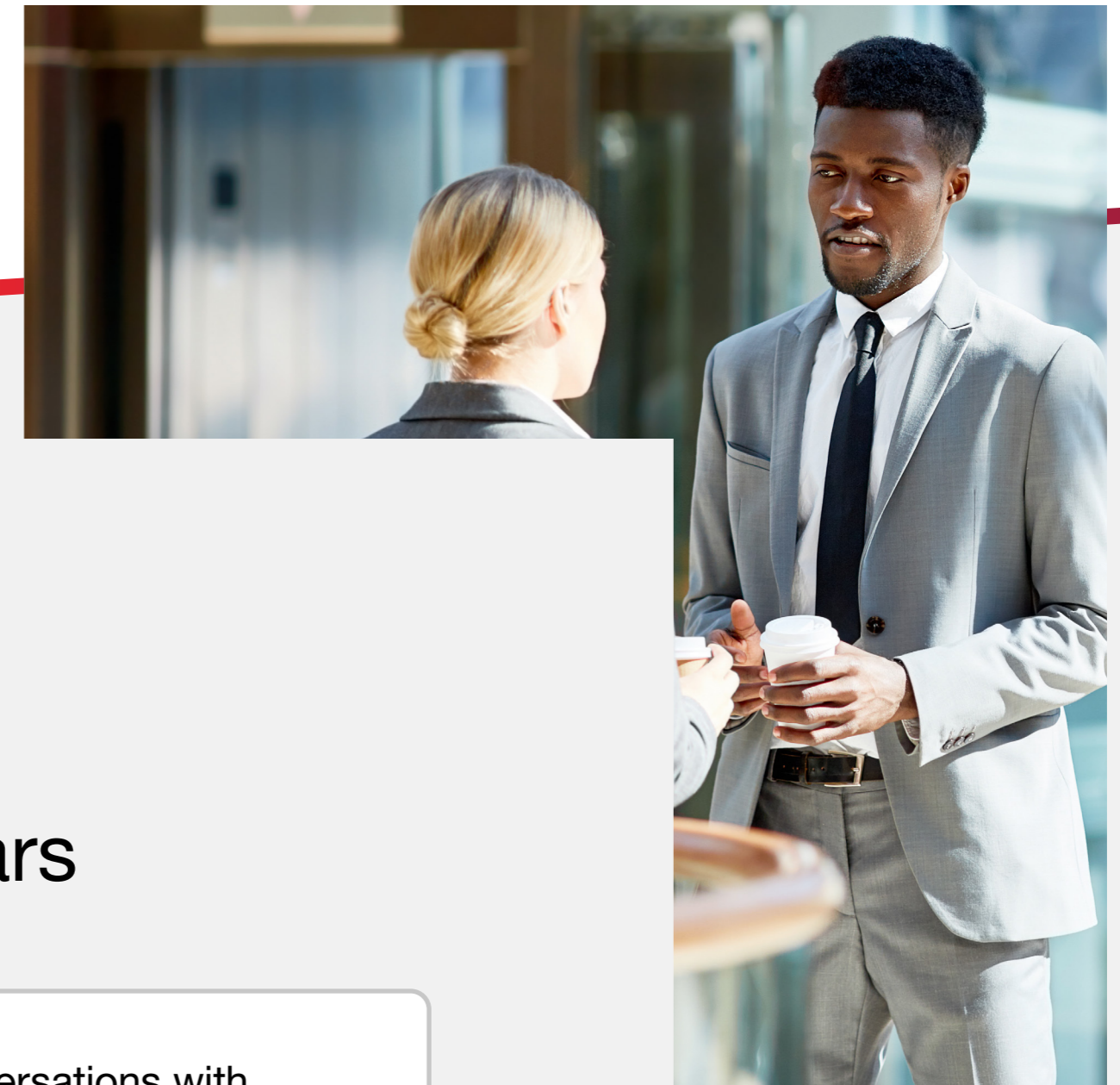
8K+ in-depth conversations with executives in 21 industries



1M data points collected for trending purposes



54/46 split between IT and business executives



CGI

Insights you can act on


Our consultants can compare data among peers and across industries and geographies, based on such topics as:




Macro trends



Industry trends



Cloud usage




IT budget




Data strategy




Business agility



IT human capital




Business and IT alignment



Innovation investment



Digital strategies and initiatives



Intelligent automation and AI



Business and IT priorities



Cybersecurity and data privacy

Our industries include banking, communications and media, energy and utilities, government, health and life sciences, insurance, manufacturing, retail, consumer and services, space, transportation and logistics.

We can draw insights from comparisons and share the findings in consulting sessions to support the development of your strategies and business planning.

Our data and best practices originate from decades of successfully delivering enterprise-wide business and strategic IT consulting, systems integration, and managed services.

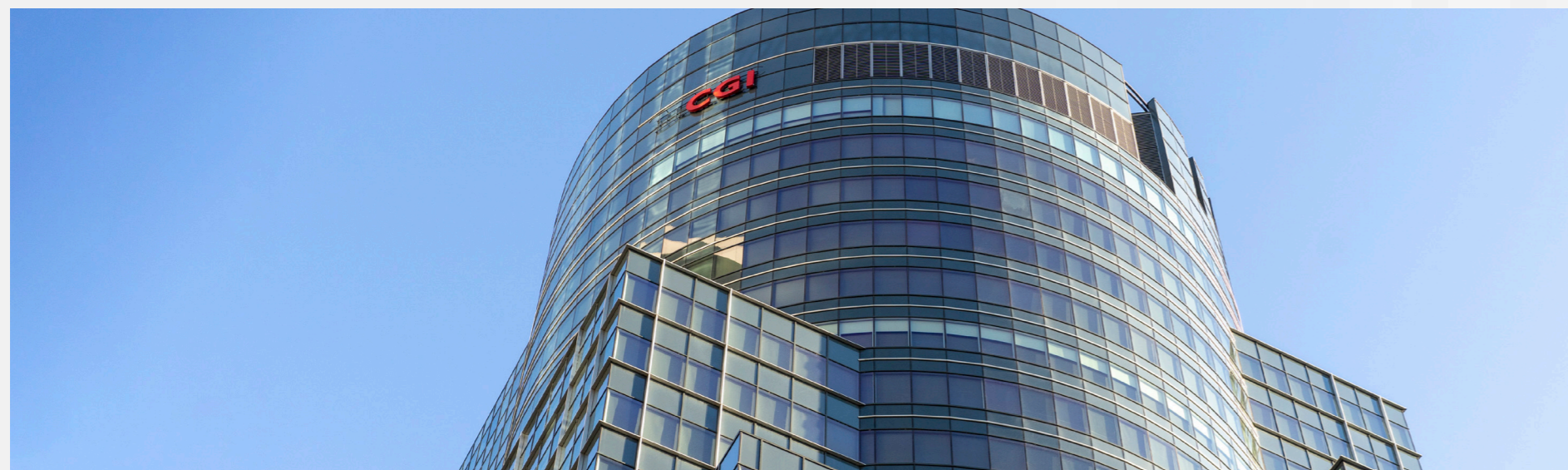
Understanding the attributes of digital leaders to accelerate ROI-led transformation

Our VOC interviews generate key findings on the attributes of digital leaders within your industry to help you gauge your progress in accelerating digital transformation. We define digital leaders as those executives who say their organizations are achieving expected results from their digital strategies.

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. Our VOC insights identify ways you can align more closely the priorities and activities of your business and IT leaders to accelerate your results.



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.



21 industry sectors



400+ locations worldwide

Consult with a CGI expert.

Contact us →

Discover more insights.

Learn more →

Explore how greater business and IT alignment can be put into action to advance your digital strategy.

Learn more →