CGI Client Global Insights 2019
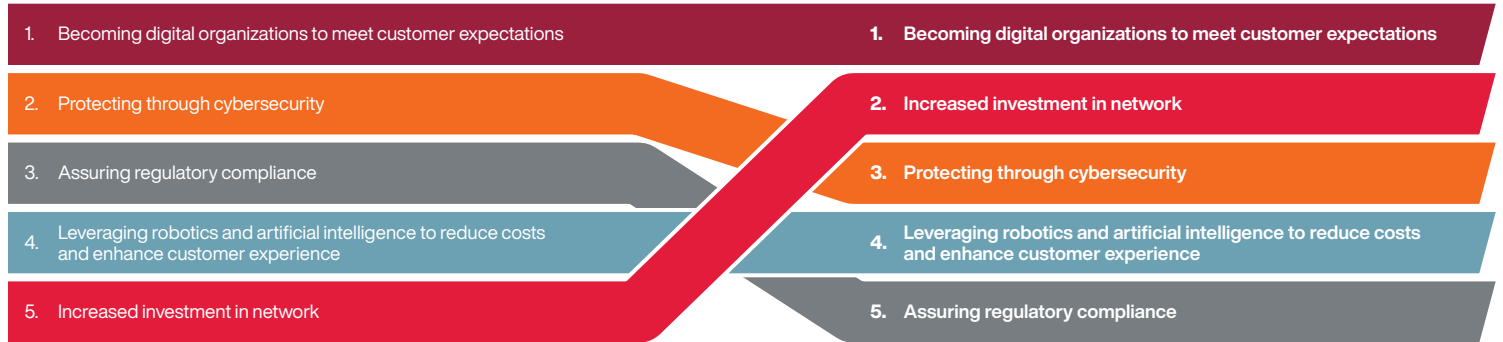
Top trends at a glance

COMMUNICATIONS

In 2019, CGI leaders met face-to-face with more than 1,550 business and IT executives to gather their perspectives on the trends affecting their enterprises. This infographic shares sample insights. Discover additional insights and request the complete industry report by contacting us at **info@cgi.com.**
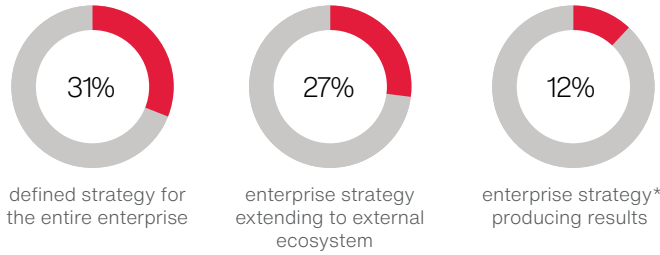
Top trends ranked by impact

2018

1. Becoming digital organizations to meet customer expectations
2. Protecting through cybersecurity
3. Assuring regulatory compliance
4. Leveraging robotics and artificial intelligence to reduce costs and enhance customer experience
5. Increased investment in network

2019

1. Becoming digital organizations to meet customer expectations
2. Increased investment in network
3. Protecting through cybersecurity
4. Leveraging robotics and artificial intelligence to reduce costs and enhance customer experience
5. Assuring regulatory compliance

Stage of **digital strategy** implementation

- **31%** defined strategy for the entire enterprise
- **27%** enterprise strategy extending to external ecosystem
- **12%** enterprise strategy* producing results

*Includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of **digital technology** implementation

Omni-channel

- 10%
- 6%
- 10%
- 10%
- 46%
- 18%

Robotic process automation

- 7%
- 18%
- 10%
- 32%
- 24%
- 9%

Legend:
- Investigating
- Proof of concept
- In progress
- Done (in continuous improvement)
- Not for us
- Other

Cybersecurity and data privacy

- **96%** formal security policy in place
- **33%** cybersecurity as an IT priority fully operational
- **65%** chief data protection officer in place

Cloud usage

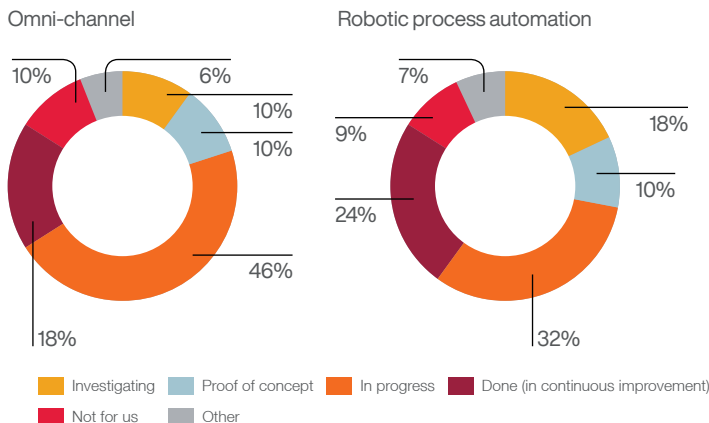|	For own organization	For customers
Private cloud	87%	79%
Public cloud	55%	64%
Hybrid cloud	55%	60%
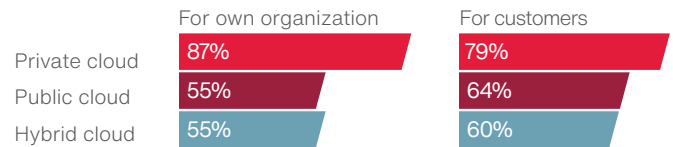
Percentages represent "yes" answers. Executives can select multiple cloud usage types. "No" and "other" answers are not shown.

Business leader satisfaction vs IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied (showing 3 out of 10 available attributes)

	IT leaders	Business leaders
Providing IT services aligned with line of business needs	7.5	6.2
Having in-depth knowledge of the organization's business domain	7.7	6.3
Delivering IT projects on time and on budget	7.4	5.5

Legend:
- IT leaders
- Business leaders

Learn more about how we benchmark IT satisfaction through our Journey to World-Class IT methodology: **cgi.com/journey**