

Top trends at a glance



2019

TRANSPORTATION, POST AND LOGISTICS

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/citizen expectations

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2. Protecting through cybersecurity

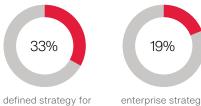
3. Investing in analytics technologies to improve visibility of assets

4. Driving new partnership technologies and business models

5. Adopting mobile technologies to improve field crew operations and customer engagement

5. Driving new partnership technologies and business models

Stage of **digital strategy** implementation



the entire enterprise





enterprise strategy* producing results

Cybersecurity and data privacy

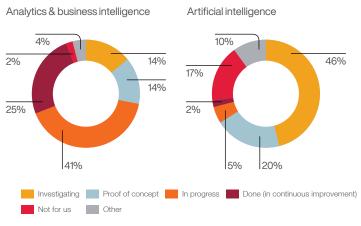






chief data protection officer in place

Stage of **digital technology** implementation



Cloud usage

IT leaders Business leaders

formal security policy

in place

Private cloud
Public cloud
Hybrid cloud

For own organization
76%

57%

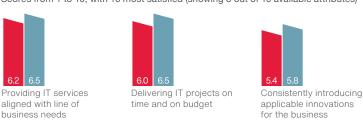
45%

For customers 60% 63% 44%

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)



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

^{*}Includes enterprise strategy and enterprise strategy extending to external ecosystem