



2020 CGI CLIENT
GLOBAL INSIGHTS

Utilities 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 utilities client executives.

Meeting customer expectations is still the top business priority

New market readiness and its associated regulation is the top trend for 2020, ahead of digitize for customers and grow. The top business and IT priorities remain the same, but increase in importance.

> Top trend by impact

Regulatory compliance, new market readiness

> Top business priority by importance

Improving the customer experience

> Top IT priority by importance

IT modernization for agility and lower cost



> **Post-pandemic declaration trends show a rise in protecting through cybersecurity, as more mobile and remote tools are used**

For interviews conducted after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, changing business and operating models to address distributed energy resources drops (-41%) while cybersecurity rises (+19%), compared to earlier interviews.

> **Results from digital strategies can be improved**

10 % of executives say their organizations are producing results from digital strategies, compared to 11% in 2019; 90% have a strategy in place, compared to 92% last year. Additionally, 90% cite data quality and management as the new top challenge to implementing digital strategies.

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

12 % say their business model is highly agile (score of 8 or higher*) when it comes to addressing digitization, the same percentage as in 2019.

> **Agility is a key driver for IT managed services**

42 % say business agility is a primary driver for expected changes in IT application management; 54% expect to use managed services substantially or fully in 3 years, compared to 38% now.

> **Analytics and operational excellence are the top innovation investment priorities within 3 years**

88 % plan to invest in data and analytics within the next 3 years (+1 point compared with 2019), and 87% plan such investment for operational excellence and efficiency (+10 points vs. 2019).

> **Few executives are highly satisfied with innovation investment ROI**

10 % of executives rate their satisfaction with innovation investment ROI with a score of 8 or higher*. This is among the lowest percentages for such scores across industries.

> **Data and analytics is the top IT spending driver**

88 % say the main spending trend for IT budgets is the benefits of data analytics and business insights, followed by cybersecurity (86%).

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 97 utilities executives in 15 countries, across the electric (72%), gas (27%), and water (11%) sectors.

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

Interview demographics

Pre-March 11**	Post
53%	47%
Business leaders	IT leaders
54%	46%
Europe	North America
31%	69%
C-level	Ops-level
61%	39%

*Scale of 1 to 10 with 10 highest

**Pandemic declaration by WHO