2018 trends at a glance
CAPITAL MARKETS

TOP TRENDS
% of capital market executives citing top trends

1. Growing use of advanced data analytics, automation and new technologies
   - Business leaders: 95%
   - IT leaders: 90%
   - North America: 100%
   - Europe: 90%
   - Global avg: 92%

2. Protecting client data through cybersecurity
   - Business leaders: 91%
   - IT leaders: 88%
   - North America: 94%
   - Europe: 88%
   - Global avg: 90%

3. Innovation in digital business operations
   - Business leaders: 84%
   - IT leaders: 77%
   - North America: 92%
   - Europe: 84%
   - Global avg: 84%

4. End-to-end requirement for automated, low-cost, real-time platforms
   - Business leaders: 80%
   - IT leaders: 77%
   - North America: 92%
   - Europe: 84%
   - Global avg: 80%

5. Stricter and tougher compliance every year
   - Business leaders: 75%
   - IT leaders: 74%
   - North America: 76%
   - Europe: 76%
   - Global avg: 76%

TRANSFORMATION STAGE
For the entire enterprise extending to our external partners and suppliers
- Operational: 6%
- Producing results: 15%
- Launching: 9%
- Building: 44%
- Don’t know: 21%
- Other: 5%

Of the executives who say they have a defined digital strategy, 30% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Top innovation investment over the next 3 years

Business model innovation through new technologies: 73%
Capital market executives indicate that leveraging new technologies to drive business model innovation is a focus area for future investment.

BENCHMARKING
We asked business and IT executives to rank their satisfaction with their own IT organizations based on the 10 key attributes of a world-class IT organization. Capital market satisfaction scores are above the global average.

Business leader satisfaction vs. IT leader satisfaction
Scores from 1 to 10, with 10 most satisfied

Running a secure IT environment and ensuring data privacy
- Business leaders: 7.2
- IT leaders: 7.1
- Capital markets avg: 7.1
- Banking industry avg: 7.1
- Global avg: 7.3

Consistently introducing applicable innovations for the business
- Business leaders: 6.4
- IT leaders: 6.6
- Capital markets avg: 6.5
- Banking industry avg: 6.0
- Global avg: 5.7

Discover additional capital markets insights and request access to more industry reports by contacting us at info@cgi.com.

CGI can provide a discussion of all available benchmarking from our interview data, including each client’s positioning, on topics such as IT satisfaction, IT budgets, innovation investments, digital maturity and more.