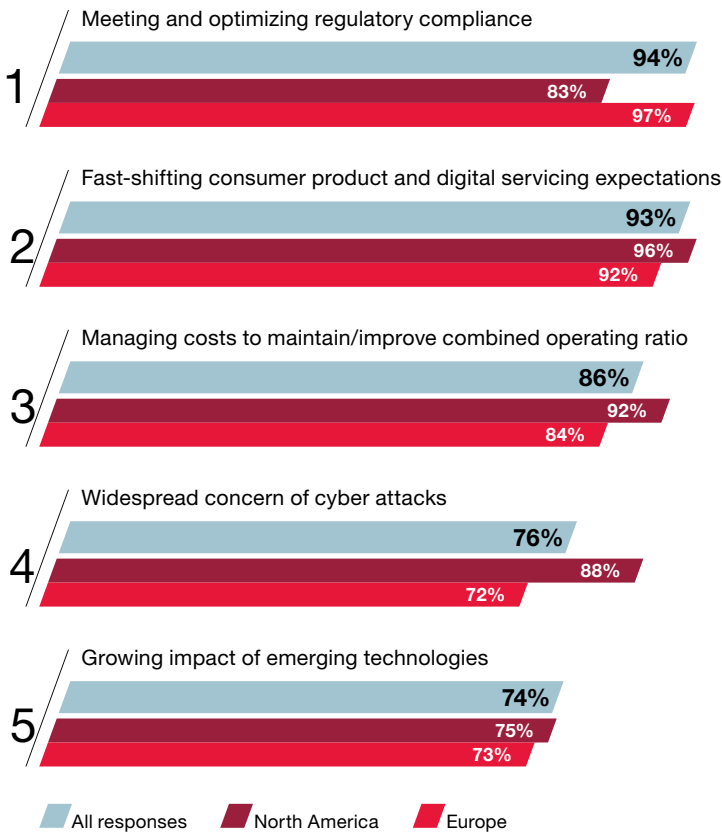




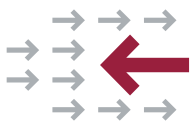
INSURANCE

TOP TRENDS

% of insurance executives citing top trends



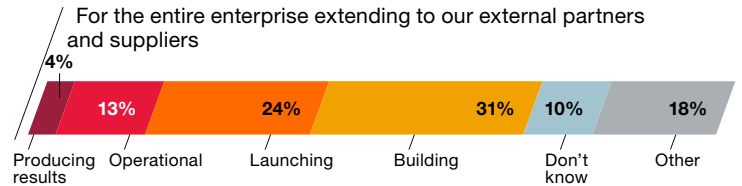
Top challenges to digital transformation



Once again this year, **cultural change and change management** is cited as the top barrier to digital transformation.

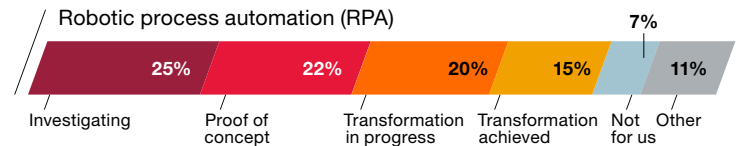
TRANSFORMATION STAGE

Digital strategy implementation



Of the executives who say they have a defined digital strategy, 41% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Technology implementation



Insurance executives indicate a growing focus on implementing RPA.

BENCHMARKING

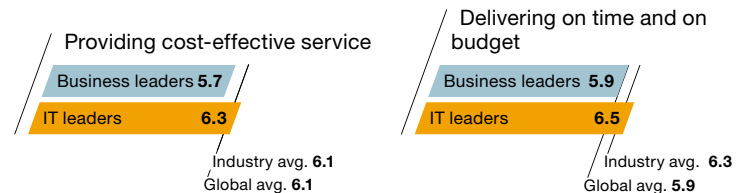


We asked business and IT executives to rank their satisfaction with their own IT organizations based on the 10 key attributes of a world-class IT organization.

Insurance satisfaction scores are on par or above the global average.

Business leader satisfaction vs. IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied



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.

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