TOP TRENDS

% of utilities executives citing top trends

1 Becoming digital organizations to meet customer expectations and grow
- All responses: 91%
- North America: 96%
- Europe: 89%

2 Protecting through cybersecurity
- All responses: 88%
- North America: 96%
- Europe: 85%

3 Assuring regulatory compliance and preparing for the introduction of new market mechanisms
- All responses: 86%
- North America: 82%
- Europe: 86%

4 Optimizing investment and operational cost of assets
- All responses: 80%
- North America: 89%
- Europe: 76%

5 Changing business and operating models to address distributed energy sources
- All responses: 76%
- North America: 93%
- Europe: 70%

Legend: All responses | North America | Europe

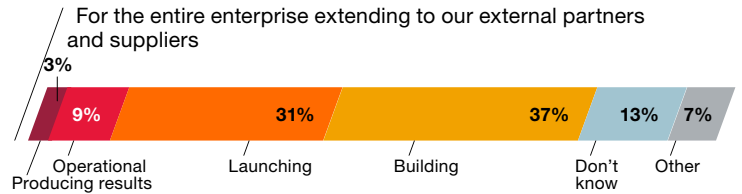### Top challenges to digital transformation
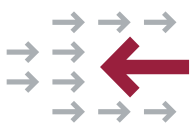
The top barrier to digital transformation cited this year continues to be **cultural change and change management**, but with much greater emphasis.

Discover additional utilities insights and request access to more industry reports by contacting us at **info@cgi.com**.
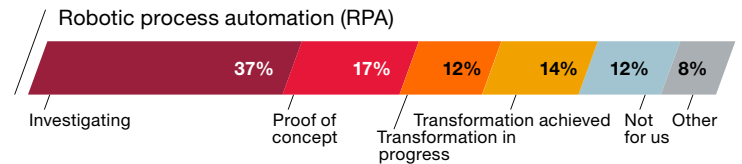
TRANSFORMATION STAGE

Digital strategy implementation

For the entire enterprise extending to our external partners and suppliers

Producing results	Operational	Launching	Building	Don't know	Other
3%	9%	31%	37%	13%	7%

Of the executives who say they have a defined digital strategy, 80% are building, launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Technology implementation

Robotic process automation (RPA)

Investigating	Proof of concept	Transformation in progress	Transformation achieved	Not for us	Other
37%	17%	12%	14%	12%	8%

Utilities executives indicate that RPA is well underway in the industry.
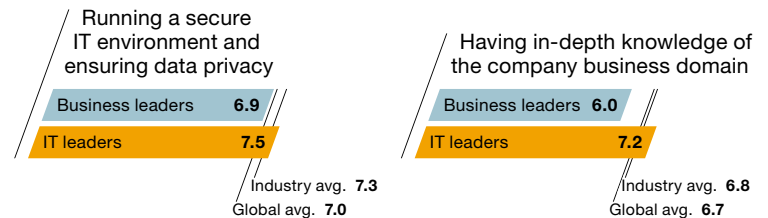
BENCHMARKING

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. Utilities satisfaction scores are largely on par or 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: 6.9
- IT leaders: 7.5
- Industry avg. 7.3
- Global avg. 7.0

Having in-depth knowledge of the company business domain
- Business leaders: 6.0
- IT leaders: 7.2
- Industry avg. 6.8
- Global avg. 6.7

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.