

## Top trends at a glance



2019

## **CAPITAL MARKETS**

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

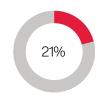
2018 and 2019

- 1. Protecting client data through cybersecurity
- 2. Growing use of advanced data analytics, automation and new technologies in the industry
- 3. Innovation in digital business model to meet client expectations
- 4. Stricter and tougher compliance every year
- 5. Increasing customer expectations for digital experience services

## Stage of **digital strategy** implementation





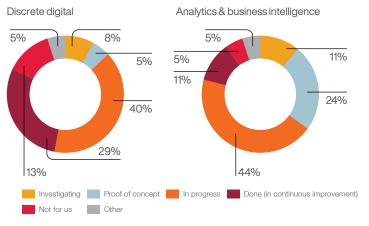


enterprise strategy extending to external ecosystem



enterprise strategy\* producing results

# Stage of **digital technology** implementation



Cybersecurity and data privacy







formal data privacy policy in place

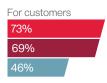


chief data protection officer in place

## Cloud usage

Private cloud
Public cloud
Hybrid cloud

For own organization	
81%	
81%	
50%	



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)



Providing IT services aligned with line of business needs

6.0 6.3

Consistently introducing applicable innovations for the business



Running a secured IT environment and ensuring data privacy

IT leaders Business leaders

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

<sup>\*</sup>Includes enterprise strategy and enterprise strategy extending to external ecosystem