Top trends at a glance

CORPORATE AND TRANSACTION BANKING

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

1. Mounting and changing regulation and security standards
2. Technology advances and the adoption of technology
3. Industry standards, real-time payments and payment regulations
4. Highly competitive and innovative market
5. Cost reduction to adapt to new banking economics

Stage of digital strategy implementation

48% defined strategy for the entire enterprise
11% enterprise strategy extending to external ecosystem
6% enterprise strategy* producing results

*includes enterprise strategy and enterprise strategy extending to external ecosystem

Cybersecurity and data privacy

98% formal security policy in place
43% cybersecurity as an IT priority fully operational
79% chief data protection officer in place

Cloud usage

For own organization
- Private cloud: 69%
- Public cloud: 54%
- Hybrid cloud: 49%

For customers
- Private cloud: 70%
- Public cloud: 39%
- Hybrid cloud: 48%

Percentages represent “yes” answers. Executives can select multiple cloud usage types. “No” and “other” answers are not shown.

Stage of digital technology implementation

Discrete digital
- Investigating: 2%
- Proof of concept: 7%
- In progress: 35%
- Done (in continuous improvement): 13%
- Not for us: 40%
- Other: 9%

Analytics & business intelligence
- Investigating: 5%
- Proof of concept: 10%
- In progress: 28%
- Done (in continuous improvement): 38%
- Not for us: 3%
- Other: 9%

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: IT leaders 7.2, Business leaders 6.9
- Consistently introducing applicable innovations for the business: IT leaders 6.2, Business leaders 5.9
- Running a secured IT environment and ensuring data privacy: IT leaders 8.5, Business leaders 8.2

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