CGI Client Global Insights **2019**

Top trends at a glance
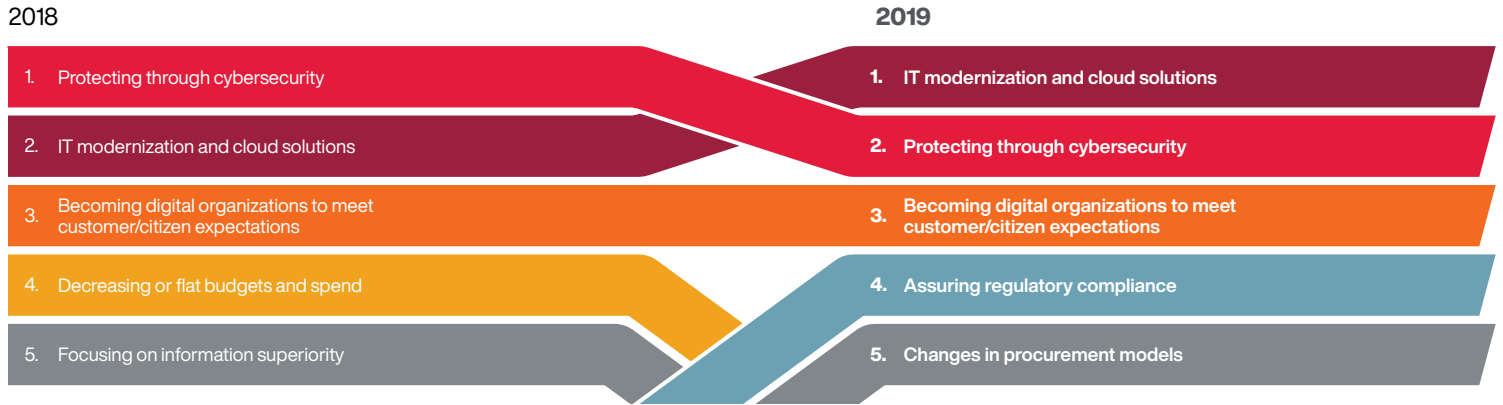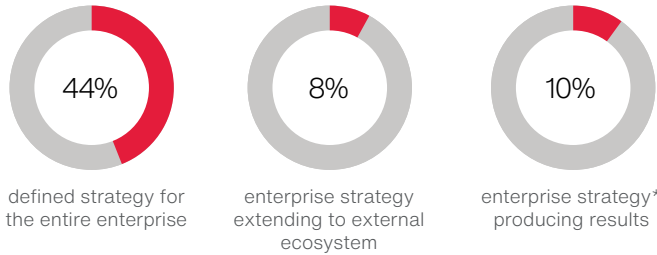
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DEFENSE AND INTELLIGENCE

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

1. Protecting through cybersecurity
2. IT modernization and cloud solutions
3. Becoming digital organizations to meet customer/citizen expectations
4. Decreasing or flat budgets and spend
5. Focusing on information superiority

2019

1. IT modernization and cloud solutions
2. Protecting through cybersecurity
3. Becoming digital organizations to meet customer/citizen expectations
4. Assuring regulatory compliance
5. Changes in procurement models

Stage of **digital strategy** implementation

- **44%** defined strategy for the entire enterprise
- **8%** enterprise strategy extending to external ecosystem
- **10%** enterprise strategy* producing results

*Includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of **digital technology** implementation

Robotic process automation

- 12%
- 27%
- 13%
- 24%
- 4%
- 20%

Analytics & business intelligence

- 2%
- 3%
- 7%
- 26%
- 28%
- 34%

Legend:
- Investigating
- Proof of concept
- In progress
- Done (in continuous improvement)
- Not for us
- Other

Cybersecurity and data privacy

- **100%** formal security policy in place
- **34%** cybersecurity as an IT priority fully operational
- **66%** chief data protection officer in place

Cloud usage

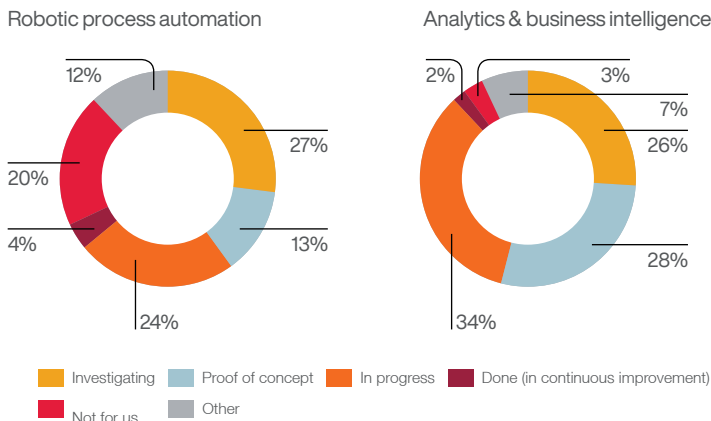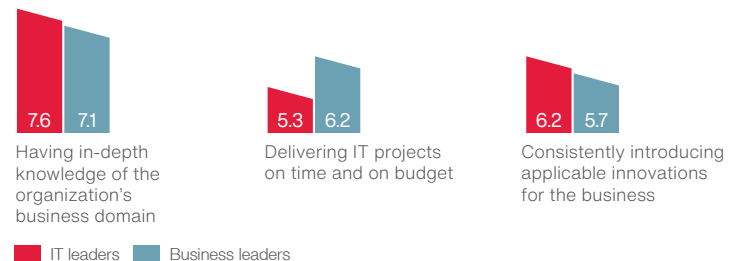|	For own organization	For customers
Private cloud	91%	95%
Public cloud	21%	26%
Hybrid cloud	24%	37%
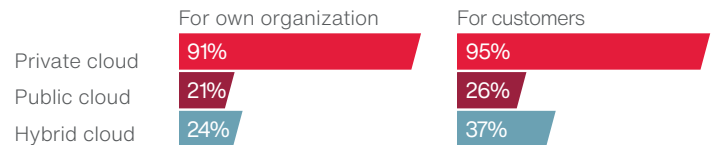
Percentages represent "yes" answers. Executives can select multiple cloud usage types. "No" and "other" answers are not shown.

Business leader satisfaction vs IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied (showing 3 out of 10 available attributes)

- Having in-depth knowledge of the organization's business domain: IT leaders 7.6, Business leaders 7.1
- Delivering IT projects on time and on budget: IT leaders 5.3, Business leaders 6.2
- Consistently introducing applicable innovations for the business: IT leaders 6.2, Business leaders 5.7

Legend:
- IT leaders
- Business leaders

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