

Top trends at a glance



2019

RFTAIL 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



2019

- Increasing customer adoption of digital as primary channel
- Mounting regulatory and control reform and burden
- Digital transformation demands straining legacy banking infrastructure
- 4. Growing threat of cyber and other financial crimes
- 5. Omni-channel demand for personalized services

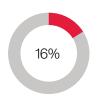
Stage of **digital strategy** implementation





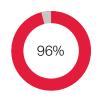


enterprise strategy extending to external ecosystem



enterprise strategy* producing results

Cybersecurity and data privacy







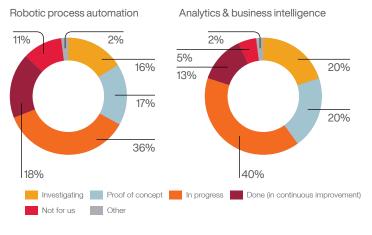
cybersecurity as an IT priority fully operational



chief data protection officer in place

*Includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of digital technology implementation



Cloud usage

For own organization Private cloud 63% Public cloud Hybrid cloud

For customers 60%

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

Providing IT services aligned with line of business needs



Consistently introducing applicable innovations for the business

IT leaders Business leaders

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