Top trends at a glance

TRANSPORTATION, POST AND LOGISTICS

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

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td>1. Becoming digital organizations to meet customer/citizen expectations</td>
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<tr>
<td>2. Protecting through cybersecurity</td>
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<tr>
<td>3. Investing in analytics technologies to improve visibility of assets</td>
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</tr>
<tr>
<td>4. Driving new partnership technologies and business models</td>
<td>4. Adopting mobile technologies to improve field crew operations and customer engagement</td>
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<td>5. Adopting mobile technologies to improve field crew operations and customer engagement</td>
<td>5. Driving new partnership technologies and business models</td>
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Stage of digital strategy implementation

- 33% defined strategy for the entire enterprise
- 19% enterprise strategy extending to external ecosystem
- 15% enterprise strategy* producing results

*includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of digital technology implementation

- Analytics & business intelligence
  - 25% Investigating
  - 14% Proof of concept
  - 14% In progress
  - 2% Done (in continuous improvement)
  - 2% Not for us
  - 41% Other

- Artificial intelligence
  - 2% Investigating
  - 17% Proof of concept
  - 10% In progress
  - 10% Done (in continuous improvement)
  - 46% Not for us
  - 5% Other

Cybersecurity and data privacy

- 97% formal security policy in place
- 19% cybersecurity as an IT priority fully operational
- 69% chief data protection officer in place

Cloud usage

<table>
<thead>
<tr>
<th>Type</th>
<th>For own organization</th>
<th>For customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private cloud</td>
<td>76%</td>
<td>60%</td>
</tr>
<tr>
<td>Public cloud</td>
<td>57%</td>
<td>63%</td>
</tr>
<tr>
<td>Hybrid cloud</td>
<td>45%</td>
<td>44%</td>
</tr>
</tbody>
</table>

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: IT leaders 6.2, Business leaders 6.5
- Delivering IT projects on time and on budget: IT leaders 6.0, Business leaders 6.5
- Consistently introducing applicable innovations for the business: IT leaders 5.4, Business leaders 5.8

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

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