



2020 CGI CLIENT
GLOBAL INSIGHTS

Capital Markets Summary Insights

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our capital market client executives.

Cybersecurity still dominates as top trend

Protecting client data through cybersecurity is the top trend by impact once again in 2020. The most important business and IT priorities also stayed the same as last year.

> Top trend by impact

Protect client data through cybersecurity

> Top business priority by importance

Protect the organization and its clients from all threats

> Top IT priority by importance

Simplify technology landscape and adopt new delivery models



> **Post-pandemic declaration trends show a rise in the use of advanced data analytics, automation and new technologies**

When comparing interviews before and after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, digital business model innovation lessens in impact as a trend on the buy-side (-11%), while increasing client expectations for digital experience services lessens in impact on the sell-side (-23%), compared to earlier interviews. The use of advanced data analytics, automation and new technologies increases for both sides (+10%) post-declaration.

> **Results from digital strategies are still low**

19 % of capital market executives interviewed say their organizations are producing results from digital strategies, down from 20% in 2019.

> **Predictive analytics is the top digital transformation initiative**

87 % of executives across capital markets cite predictive analytics as their top digital transformation initiative, followed by digital self-service advisory and execution, and an increase in straight-through processing through automation and robotics to address digitization, up 6 points from 2019.

> **Technology, legacy and agility constraints top the list of digital challenges**

73 % say their top digital transformation challenge is technology, legacy, and agility constraints followed by regulatory, compliance, and cybersecurity concerns.

> **Business model innovation through new technologies is the top investment priority within next 3 years**

2nd top innovation investment priority within the next 3 years is protecting the bank. When looking at the sub-sector level, omni-channel digital customer experience is the buy-side's number one investment priority, while the sell-side cites business model innovation as its first priority.

> **Digital transformation is the top IT spending driver**

85 % say the main spending trend for IT budgets is the customer experience, followed by driving IT modernization (82%).

> **IT maintenance budgets continue to rise, slowing transformation**

90 % say they have not been able to reduce operations and maintenance budgets, up from 62% in 2019. (Spending data may be subject to revision due to pandemic.)

Learn more at cgi.com/client-global-insights. For a complete set of industry insights and to consult with one of our experts, contact us at info@cgi.com.

About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 54 capital market executives across the buy-side and sell-side.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

Interview demographics

Pre March 11*	Post
48%	52%
Business leaders	IT leaders
52%	48%
Europe	North America
59%	41%
C-level	Ops-level
63%	37%

*Pandemic declaration by WHO