



2020 CGI CLIENT
GLOBAL INSIGHTS

Corporate and Transaction Banking Insights Summary

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 client executives within corporate and transaction banking.

Mounting and changing regulation still dominates

Mounting and changing regulation and security standards is the top trend by impact once again in 2020. The most important business priority is now optimizing operations, while last year it was harnessing data insights. The top IT priority remains digitizing and automating business processes.

> Top trend by impact

**Mounting and changing regulation/
security standards**

> Top business priority by importance

Optimize operations to reduce costs

> Top IT priority by importance

**Digitize/automate to improve the customer
experience**



> **Post-pandemic declaration trends show a rise in cost reduction**

For interviews conducted after the pandemic declaration by the World Health Organization on March 11, 2020, mounting and changing regulation and security standards lessens in impact as a trend (-32%), while driving down costs to adapt to new banking economics also drops (-15%), compared to earlier interviews.

> **Results from digital strategies rise but remain low**

21 % of executives say their organizations are producing results from digital strategies, up from 9% in 2019; 89% have a strategy in place, the same percentage as last year.

> **More than half of executives cite having highly agile business models for digitization**

36 % say their business model is highly agile (score of 8 or higher*) when it comes to addressing digitization, down 1% from last year.

> **Business agility drives new IT application managed services**

57 % say business agility is the primary driver for expected changes in IT application management; 28% expect to use IT managed services substantially or fully in 3 years, compared to 32% now.

> **Business model innovation is top investment priority within 3 years**

79 % plan to invest in business model innovation within the next 3 years. Digital insight and predictive analytics drops as an investment priority (from 78% in 2019 to 75% this year), while deploying artificial intelligence and robotic process automation at scale plummets to 27% this year, from 67% in 2019.

> **Digitizing and automating business processes is top IT spending driver**

94 % say their top IT spending driver is digitizing and automating business processes to deliver a better end-to-end customer experience, followed by simplifying the technology landscape and adopting new delivery models (84%).

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 70 client executives within corporate and transaction banking.

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

Interview demographics

Pre March 11**	Post
31%	69%
Business leaders	IT leaders
63%	37%
Europe	North America
29%	71%
C-level	Ops-level
57%	43%

*Scale of 1 to 10 with 10 highest

**Pandemic declaration by WHO