



# Insurance 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 insurance client executives across the property and casualty, life and pensions, and health sectors.

## Meeting customer digital expectations remains top trend

Meeting customers' digital service expectations is the top trend by impact once again in 2020. Delivering a seamless customer digital experience also remained the most important business priority, while rationalizing, simplifying and modernizing applications and infrastructure stayed at the top of executives' IT priorities.

### > Top trend by impact

Meeting consumer product and digital servicing expectations

### > Top business priority by importance

Delivering a seamless customer digital experience

### > Top IT priority by importance

Rationalizing, simplifying, modernizing applications and infrastructure



> **Post-pandemic declaration trends show rise in end-to-end automation**

For interviews conducted after the pandemic declaration by the World Health Organization on March 11, 2020, the customer digital experience lessens in impact as a trend (-11%) while cybersecurity rises in impact (+10%) when compared to earlier interviews.

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

**95** % of executives have digital strategies in place for 2020, an increase from 92% in 2019. Of these, 18% say their organizations are producing results from their strategies, compared to 17% in 2019.

> **Many executives cite a renewed focus on improving their combined operating ratios**

**91** % cite deriving value from data to improve underwriting and customer evaluation as a top business priority as they focus more on improving their combined operating ratios.

> **Legacy systems are still a constraint to transformation**

**81** % of those interviewed identified regulatory compliance as the top challenge to achieving their business priorities.

> **Regulatory compliance is top challenge to achieving business priorities**

**85** % of those interviewed identified regulatory compliance as the top challenge to achieving their business priorities.

> **Optimizing systems and processes is top spending trend**

**87** % of executives say their main spending trend for IT budgets is optimizing systems and processes.

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Learn more at [cgi.com/client-global-insights](http://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](mailto:info@cgi.com).

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## About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 110 insurance client executives across both the property and casualty sector, life and pension, and health sectors.

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

### Interview demographics

Pre March 11*	Post
56%	44%
Business leaders	IT leaders
55%	45%
Europe	North America
75%	25%
C-level	Ops-level
76%	24%

\*Pandemic declaration by WHO