

Attributes of Digital Leaders

Insights from the 2021 CGI Voice of Our Clients



The 2021 CGI Voice of Our Clients presents the findings from our one-on-one interviews with nearly 1,700 executives across the industries and geographies we serve. These strategic conversations provide a unique view into how business and IT priorities evolved rapidly due to the pandemic.

Progress in producing results from digitization strategies is accelerating.

Executives indicate accelerated progress with producing results from digitization strategies, with 20% achieving such results in 2021, compared to 16% in 2020.

While achieving results from digitization strategies has

accelerated year-over-year, challenges remain as 80% of executives do not feel their strategies are producing results.

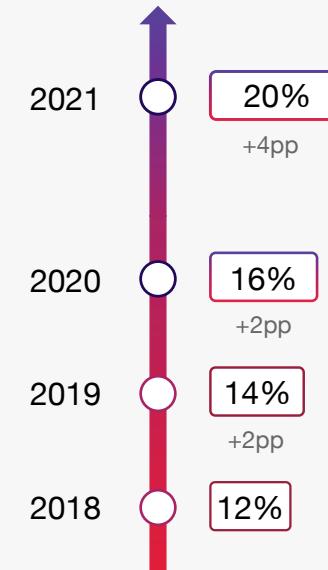
This is a particular concern as this year's top trend across industries, once again, is becoming digital for customers and citizens.

At the same time, cultural change and change management rose

significantly as a trend facing both corporate and government leaders as they continue to pursue their digital agenda.

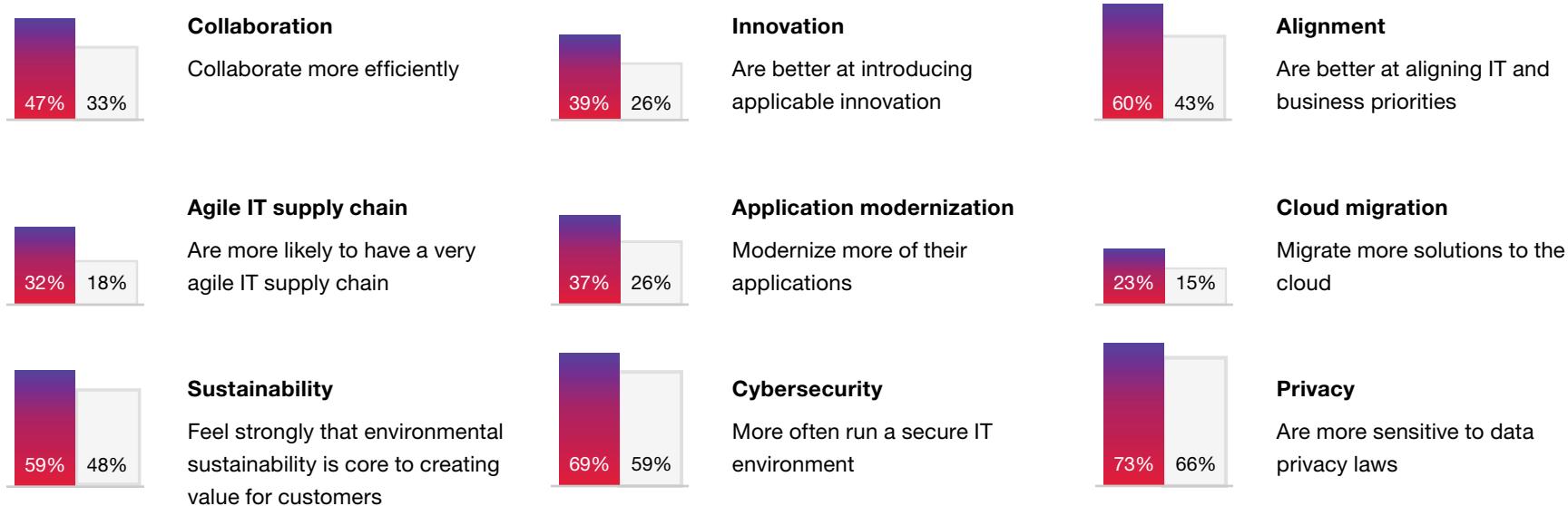
In examining the insights from the 20% who are the digital leaders, some common attributes emerged.

Percentage of executives indicating their organization is producing results from digitization strategies.



Attributes of Digital Leaders

Digital leaders collaborate and innovate more and achieve closer alignment between business and IT. They use more agile IT, modern apps and cloud solutions. They're also more aware of the drivers for cybersecurity, privacy and sustainability.



producing results from digital strategies
 building or launching digital strategies

Depth of CGI's Data

7,470

discussions held with our clients over the past 6 years

1 million

data points collected

50/50

split between IT and business executives

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcome-based to help accelerate returns on your IT and business investments. Our insights represents deep knowledge of industry trends and your business and IT priorities. For a complete set of the CGI Voice of Our Clients industry insights, and to consult with one of our experts, please contact us at info@cgi.com. Also learn more at cgi.com/voice-of-our-clients