

Insights on the impacts of macro trends



2022 CGI VOICE
OF OUR CLIENTS

CGI

Insights from the 2022 Voice of Our Clients

The [2022 CGI Voice of Our Clients](#) (VOC) presents the findings from our one-on-one interviews with 1,675 executives across the industries and geographies we serve. These strategic conversations provide unique insights into how organizations view the impact of macroeconomic trends, industry trends and priorities, innovation investments and more.

In this publication, we examine the most impactful macro trends for our clients in 2022.

On the [next page](#) we present additional insights, including a comparison of answers by European and North American executives.

Executives citing high impact* of macro trends on their organization

Technology and digital acceleration



66%

Changing social demographics



49%

Climate change



39%

Supply chain reconfiguration



30%

Deglobalization



12%

*score of 8 or higher on a scale of 1-10

Comparing European and North American responses

Technology and digital acceleration

Notably, rising customer and citizen digital expectations



Digital acceleration offers many opportunities for growth and innovation as organizations seek to transform themselves while also reconfiguring the ecosystem in which they operate to meet their customers' and citizens' rising expectations.

Additional insights

While 91% of executives report having some level of digital strategy in place, only 25% say they are producing expected results from such strategies. Read about the attributes of [digital leaders](#).

Social and demographic changes

Including aging populations and talent shortages



Demographic change in the OECD countries highlights the need to address workforce shortages, which incents all organizations to rethink the training and integration of their current and future workforce.

Additional insights

86% of executives say they are experiencing an IT talent scarcity challenge.

Climate change

Including the energy transition and the acceleration toward decarbonization



The fight against climate change is now pressuring all economic sectors to innovate and transform to comply with decarbonization targets.

Additional insights

48% of executives said sustainability is highly core to creating value for stakeholders.

Comparing European and North American responses

Supply chain reconfiguration

To reduce risks and increase resiliency



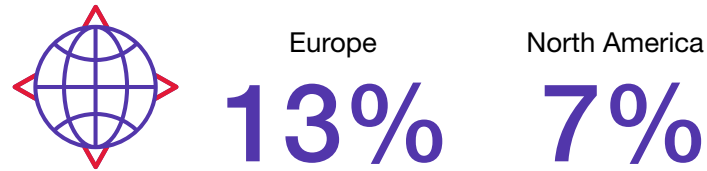
Supply chains are adapting and becoming more resilient with the adoption of local sourcing and distribution that harnesses sustainability principles and advanced automation technologies.

Additional insights

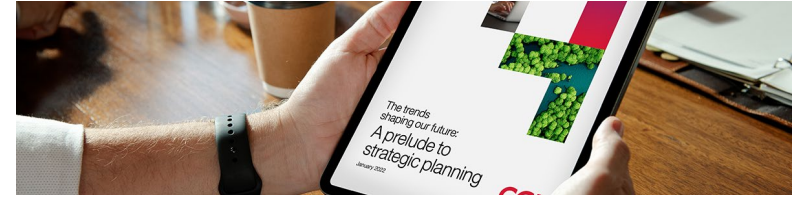
38% of executives said reconfiguration of their business value chain (covering business model and operating model evolution) is highly core to their business.

Deglobalization

Repatriating in-region a portion of the production of goods and services



The pandemic underscored the vulnerability of global supply chains developed to optimize costs. The war in Ukraine has exacerbated breakdowns in global trade, reigniting efforts by a number of countries to seek greater independence in producing goods and services.



While these major macroeconomic trends affect all industries to varying degrees, each industry requires a different response. Read more about it in our white paper: [The trends shaping the future](#).

[Download now](#)

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 represent deep knowledge of industry trends and your business and IT priorities.

For the latest [CGI Voice of Our Clients](#) industry insights, and to consult with one of our experts, please [contact us](#).