2017 CGI Client Global Insights

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CAPITAL MARKETS

Client insights and CGI perspectives on digital transformation

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Each year, CGI's executives and local leaders meet face-to-face with business and IT leaders to hear their perspectives on the trends affecting their organizations and the implications for their business.

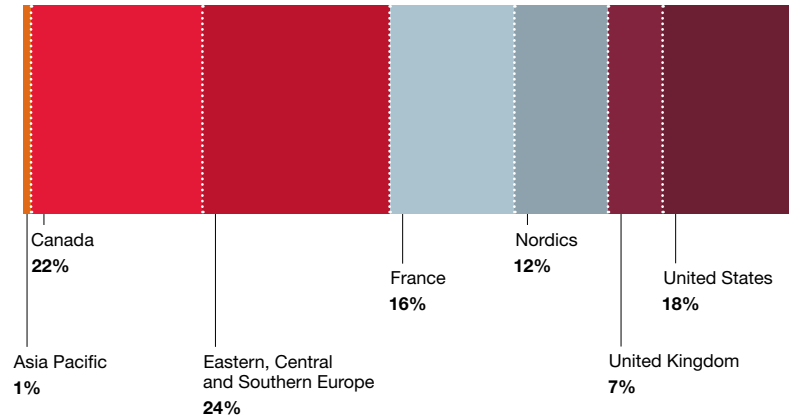## We conducted 200 in-person interviews with banking clients

3 lines of business

- Retail banking (**115**)
- Capital markets (**56**)
- Corporate and transaction banking (**29**)

43%
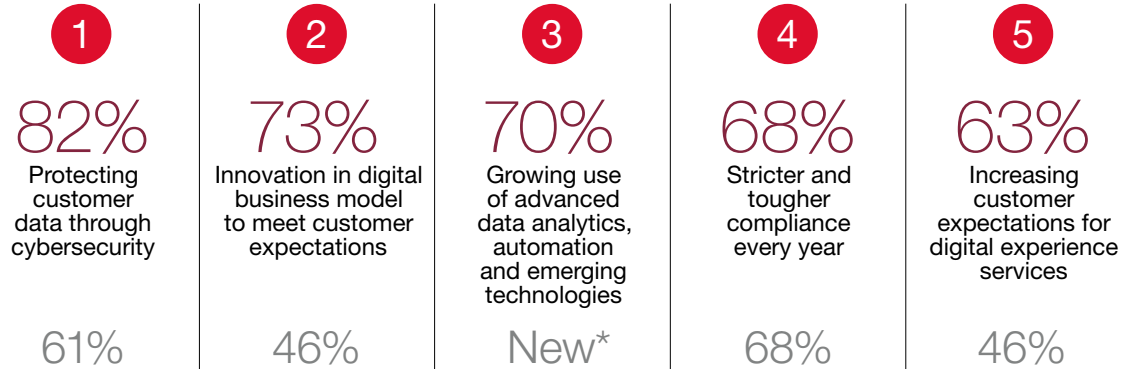business leaders

57%
IT leaders

Percentage of interviews covered by CGI's major regions

Canada
22%

Nordics
12%

France
16%

United States
18%

Asia Pacific
1%

Eastern, Central and Southern Europe
24%

United Kingdom
7%

The client insights indicate that executives are concentrating on reducing costs while using new technology to evolve processes, products and the customer experience.

Top 2017 trends in capital markets

with 2016 comparison

1	2	3	4	5
82%	**73%**	**70%**	**68%**	**63%**
Protecting customer data through cybersecurity	Innovation in digital business model to meet customer expectations	Growing use of advanced data analytics, automation and emerging technologies	Stricter and tougher compliance every year	Increasing customer expectations for digital experience services
61%	46%	New*	68%	46%

*The 2016 3rd top trend was real-time business intelligence.

Looking ahead, executives cite the following as their top emerging trends.

1	2	3
57%	**29%**	**9%**
End-to-end requirement for automated, low cost and real-time platforms	Widespread business model refocus to more profitable areas such as equities	Increasing political and systemic risk

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Top investment areas highlight focus areas for client innovation.

	Now	Within 3 years
Business model innovation through new technologies	81%	82%
Sourcing, managing and using data to run the business	65%	76%
Agile IT development factories	59%	56%
Cybersecurity	56%	58%
High straight-through processing via robotic process automation	44%	53%
Mobile solutions	43%	45%
Seamless customer experience	31%	44%

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Capital market business and IT leaders interviewed align on achieving the three goals of cost reduction, improved regulatory compliance and increased agility to maintain and increase profitability.

Rank	Top business priorities		Top IT priorities	
1	Implement enterprise change faster and at lower cost	76%	Simplify technology landscape and adopt new delivery models (SaaS, cloud)	86%
2	Accelerate customer-facing transformation programs to increase loyalty and revenue	73%	Transform to an agile- and DevOps-driven digital enterprise	86%
3	Use data to run, control and grow the business	73%	Reduce run costs through improved efficiencies and the use of suppliers to invest in change	86%
4	Protect the organization and its customers from all threats	69%	Automate intelligent processes	71%
5	Demonstrate control to regulators and customers	56%	Accelerate build-out of next generation data analytics/electronic data interchange	69%
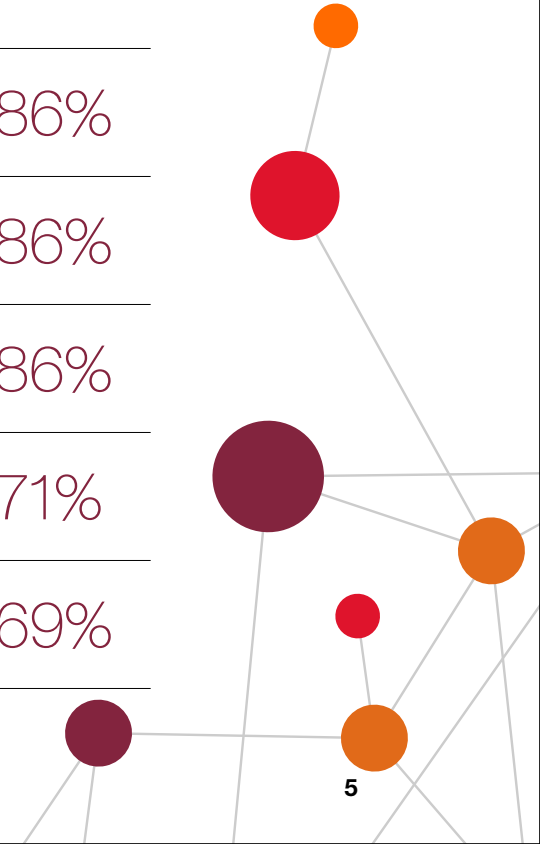
As digital technologies shape customer and citizen expectations, client executives are positioning their organizations ahead of these changes. Learn more about their insights and our perspectives.

Contact us to schedule a discussion.

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