

2017 CGI Client Global Insights



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## GLOBAL SUMMARY

# Client insights and CGI perspectives on digital transformation



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 1,300 in-person interviews

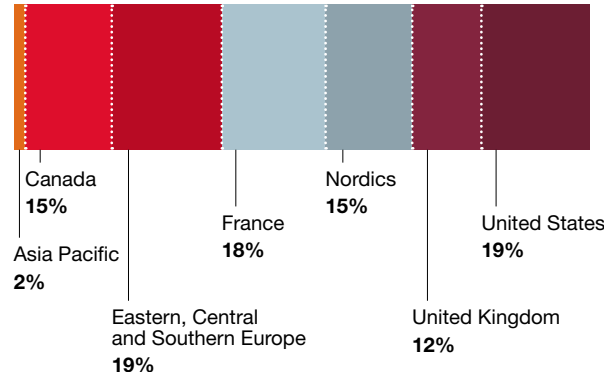
40%  
business leaders

60%  
IT leaders

with **20%** of responses coming from prospective clients

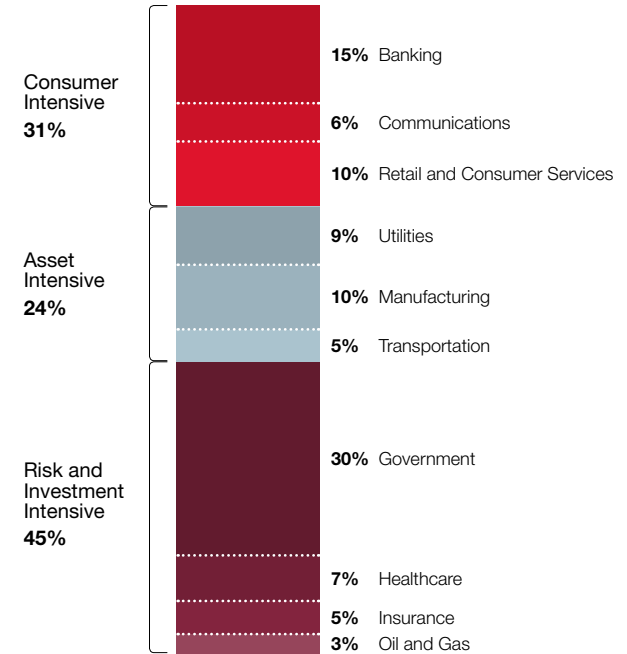
17 **countries**

Percentage of interviews covered by CGI's major regions



10 **industries**

Percentage of interviews covered by CGI's major sectors



The findings demonstrate an even greater urgency for clients to transform to meet the digital expectations of their customers and citizens.

The top three trends this year are consistent with 2016, with each becoming more pronounced.

### Top 2017 trends across all industries with 2016 comparison

1

85%

Becoming digital  
to meet customer  
expectations

71%

2

74%

Growing  
cyber risk

62%

3

60%

Increasing  
regulatory  
demands

51%

### Next top commercial trends

4

Growing use of digital  
technologies

5

Growing collaboration and  
interoperability

### Next top government trends

4

Cost pressures slowing the  
pace of change

5

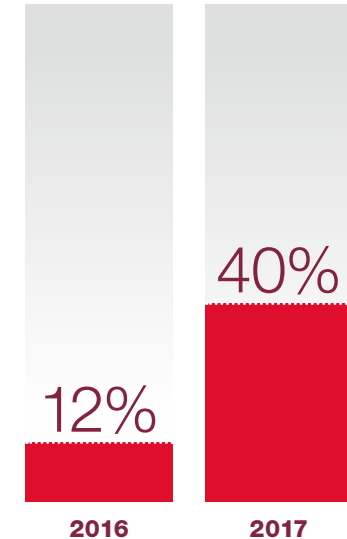
Increasing use of public and  
private cloud

Business and IT leaders are aligned when it comes to prioritizing their digital transformation

Rank	Top business priorities		Top IT priorities	
1	Become a digital organization to meet customer/citizen expectations	76%	Become a digital organization to meet customer/citizen expectations	76%
2	Apply analytics to optimize the business	62%	Modernize the business	73%
3	Address growing cyber risk	62%	Apply analytics to optimize the business	68%
4	Modernize the business	57%	Implement new delivery models/agile	66%
5	Increase collaboration and interoperability	54%	Address increasing cyber risks	65%

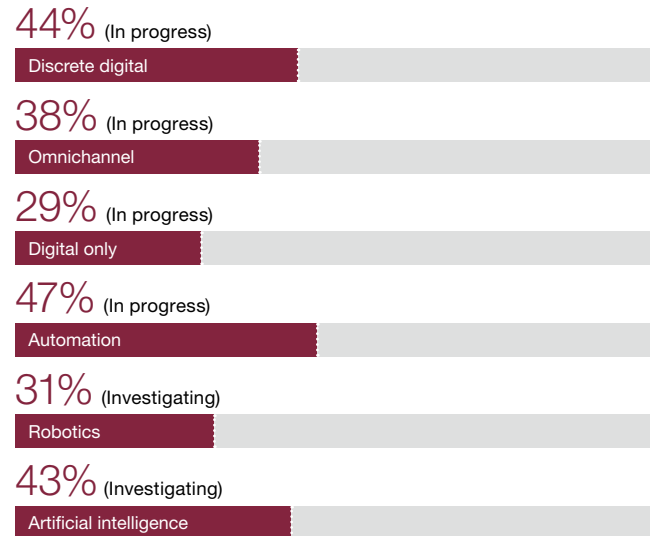
There is a significant acceleration in implementing a digital strategy across the enterprise.

While in 2016, **12%** of executives had an enterprise-wide digital strategy, this number rose to **40%** in 2017.

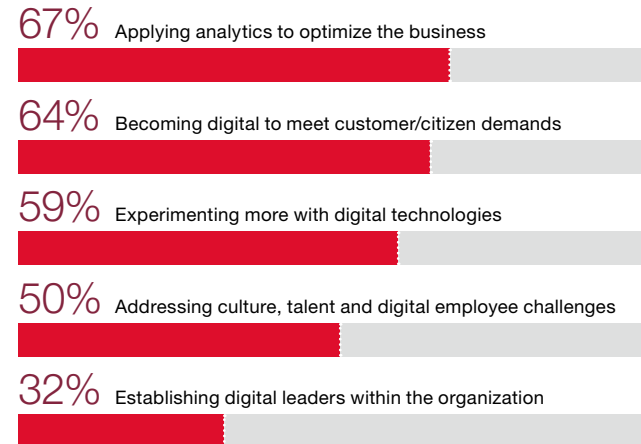



56% of executives are either in the proof-of-concept stage or “in process” with digitizing customer touch points.

### Dominant stage of transformation



### Transformation initiatives underway





Executives from different industries  
transform at different paces —  
yet all are prioritizing their digital  
transformation.

Contact us to request a copy of the full global report and a report  
on the insights and perspectives for your industry.

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