

# What digital leaders do to accelerate results



2022 CGI VOICE  
OF OUR CLIENTS

CGI

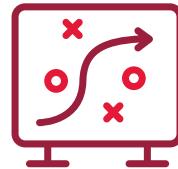
# Insights from the 2022 Voice of Our Clients

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 a unique view into how organizations view the impact of macroeconomic trends, industry trends and priorities, innovation investments and more.

While the vast majority of executives we interviewed have digital strategies in place (91%), only 1 in 4 say they are producing expected results. This compares to 1 in 5 producing such results in 2021.

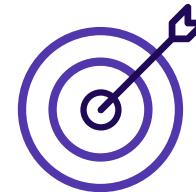
Since this year's top trend across industries once again is becoming digital for customers and citizens, what actions can organizations take to accelerate returns on their digital investments?

In examining the insights from the 25% of executives who are producing expected results, we find that these digital leaders have a number of common attributes. We highlight some of these attributes on the [next page](#).



**91%**

**have a digital strategy in place at some level**



**25%**

**are producing expected results from those strategies**

## Depth of our data over the past 5 years



**8K**

face-to-face conversations with our clients

**32M**

employees across represented enterprises

**1M**

data points collected

**\$14T**

in annual revenue across responding organizations

**54/46**

split between IT and business executives

**\$400B**

of annual IT spend

All figures in Canadian dollars. Data represents a subset of CGI's global clients and their self-reporting on budget, revenue, and other key metrics.

# Attributes of digital leaders

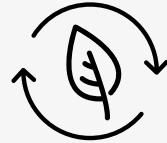
## Digital leaders

those producing results from digital strategies

VS

## Digital entrants

those building or launching digital strategies



### Sustainability and alignment

54% vs 45%

Consider environmental sustainability as core to creating stakeholder value

61% vs 35%

Align business and IT operations to support strategy

55% vs 27%

Integrate business and IT operations



### Agility and customer experience

35% vs 12%

Have highly agile business models

18% vs 5%

Say customer experience is fully operational

31% vs 49%

See legacy systems as a challenge



### Modernization and cloud

49% vs 37%

Modernize more applications

30% vs 21%

Migrate applications to the cloud

31% vs 27%

Holistically manage multi-cloud solutions

# Attributes of digital leaders

## Digital leaders

those producing results from digital strategies

VS

## Digital entrants

those building or launching digital strategies

## Insights you can act on

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



### Cybersecurity and data privacy

**61%** vs **24%**

Run secure IT environments

**90%** vs **83%**

Extend data privacy compliance to 3rd party partners

**86%** vs **79%**

Extend cyber compliance to 3rd party partners, including cloud



### Automation implementation

**76%** vs **61%**

Simple automation

**41%** vs **22%**

Robotic process automation (RPA)

**29%** vs **16%**

Enhanced process automation



### Financial performance

**16%** vs **12%**

EBIT margin %

**12%** vs **8%**

Net income margin %

**19%** vs **13%**

Return on equity