

2023 Voice of Our Clients

Findings from interviews with executives in

Corporate & Transaction Banking



Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Technology and digital acceleration	Rising regulations and security standards	Product and service innovation	Protection through cybersecurity
2	Fight against climate change	Cost reduction to address new banking economics	Client-centered operating models	Business process digitization and automation
3	Changing social demographics	Industry reshaping through technology advances	Operations optimization to cut costs	Compliance with new regulations



Executives we interviewed

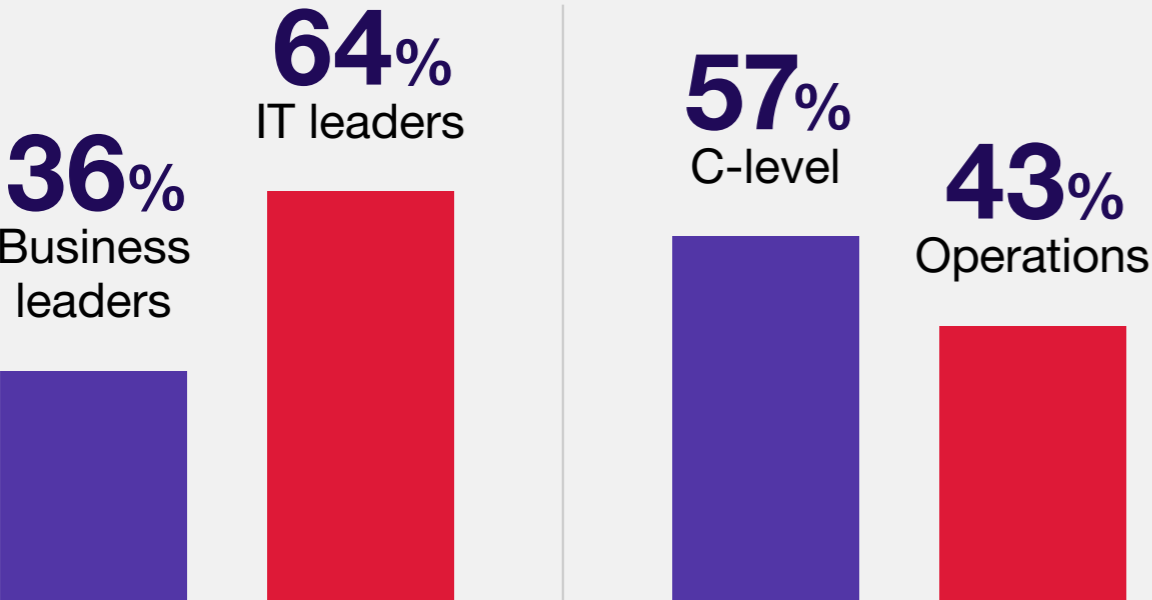
Annually, CGI leaders meet with executives across industries and geographies to gather their perspectives on the trends affecting their enterprises:



1,764 across 21 industries



92 in Corporate & Transaction Banking

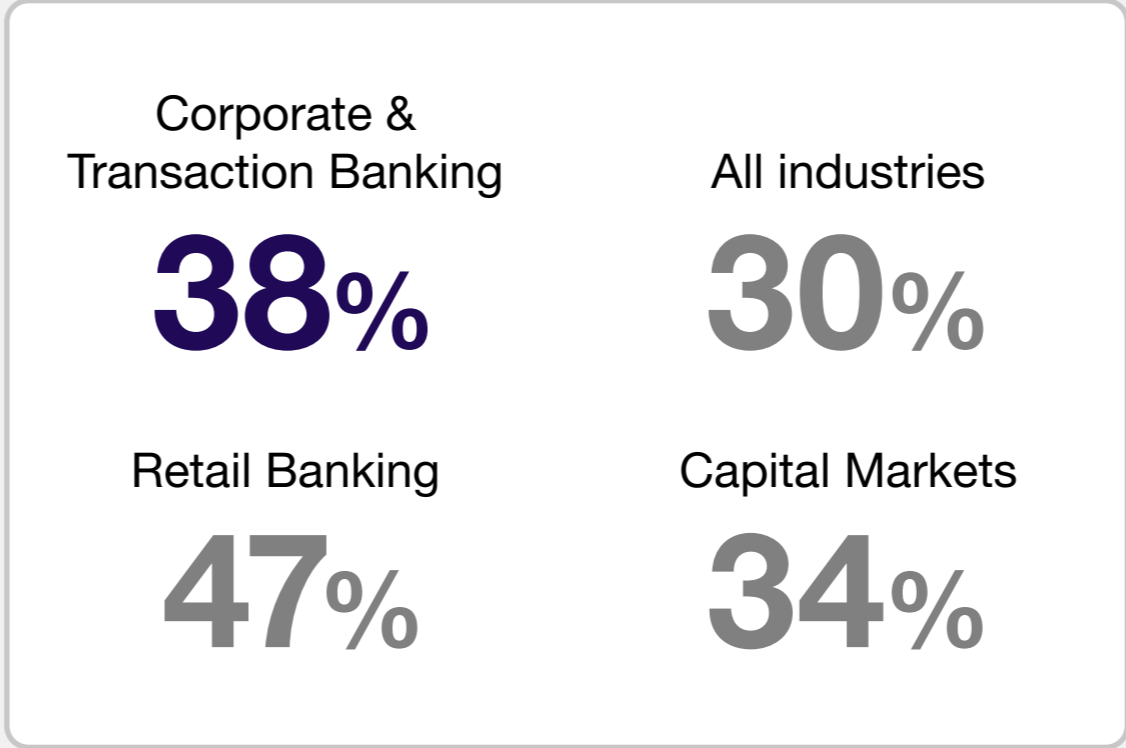


Digital strategy progress

This year, 38% of executives in Corporate and Transaction Banking say their organizations are producing results from their digital strategies, rising 11 percentage points, compared to 2022. The sector exceeds the all-industries average and Capital Markets in producing results, but trails Retail Banking.



Producing results from digital strategies



Key findings in Corporate & Transaction Banking



Innovation tops priorities

Product and service innovation remains the

top business priority

for the 3rd straight year



Legacy modernization needed

43%

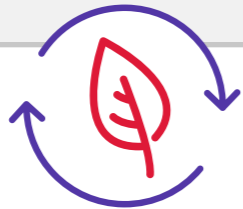
view legacy IT as highly challenging in executing their digital strategies



IT spending rises

42% of executives

plan to increase IT spending, far exceeding other banking sectors



Sustainability creates future value

47% view sustainability as highly core to value creation, leading to more sustainable lending






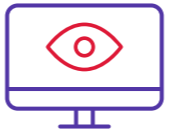

Ecosystems included in cyber strategy

52% are extending cybersecurity strategies across their ecosystem

Digital leaders in Corporate & Transaction Banking

When comparing insights from the 38% producing results from digital strategies (**digital leaders**) to those building or launching digital strategies (**digital aspirants**), common attributes emerge.

Digital leaders cite a higher impact of digitization on their business models and are producing more cybersecurity results, as well as using more managed services.

		Digital leaders	Digital aspirants
	Impact of digitization on business model	95%	63%
	Producing cybersecurity results	68%	36%
	Use of managed services for IT applications	64%	30%
	Producing privacy strategy results	61%	38%
	Legacy systems less challenging	37%	46%

5 recommendations for advancing your top priorities

1 Innovate offerings
by prioritizing real-time payments and seamless access to real-time data.

2 Rationalize your cloud journey
by moving non-core systems first and executing a multi-cloud solution strategy.

3 Tighten security
by upgrading your security infrastructure to address increasingly sophisticated cyber crime.

4 Improve supply chains
by using your experience to help customers build sustainable supply chains.

5 Improve data management
by securing executive sponsorship, define your baseline, and set achievable objectives.



At CGI, we help corporate and transaction banks adopt new business models and ways of working in the face of fast-changing economic and competitive challenges.

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Meet with our experts about these insights.

[Schedule a discussion →](#)