

2023 Voice of Our Clients

Findings from interviews with executives in

Energy & Utilities



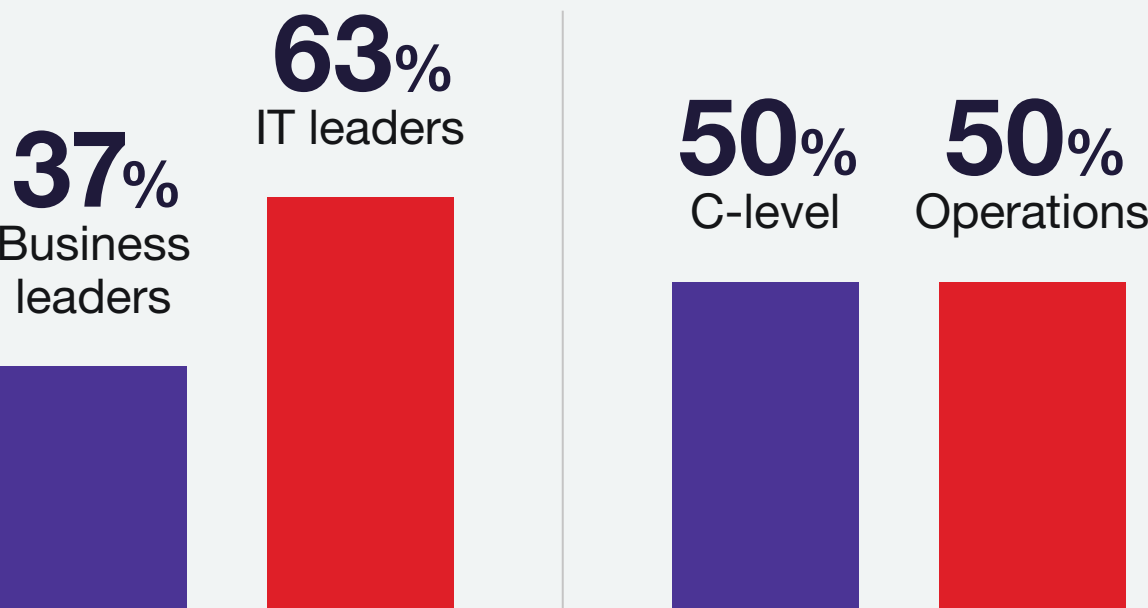
Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Fight against climate change	Protect through cybersecurity	Energy transition and climate change	Protect through cybersecurity
2	Shift in the world economic order	Drive to carbon neutrality	Optimize investments and operations	Drive IT modernization of applications
3	Technology and digital acceleration	Optimize investments and operations	Protect through cybersecurity	Drive operational efficiency and excellence



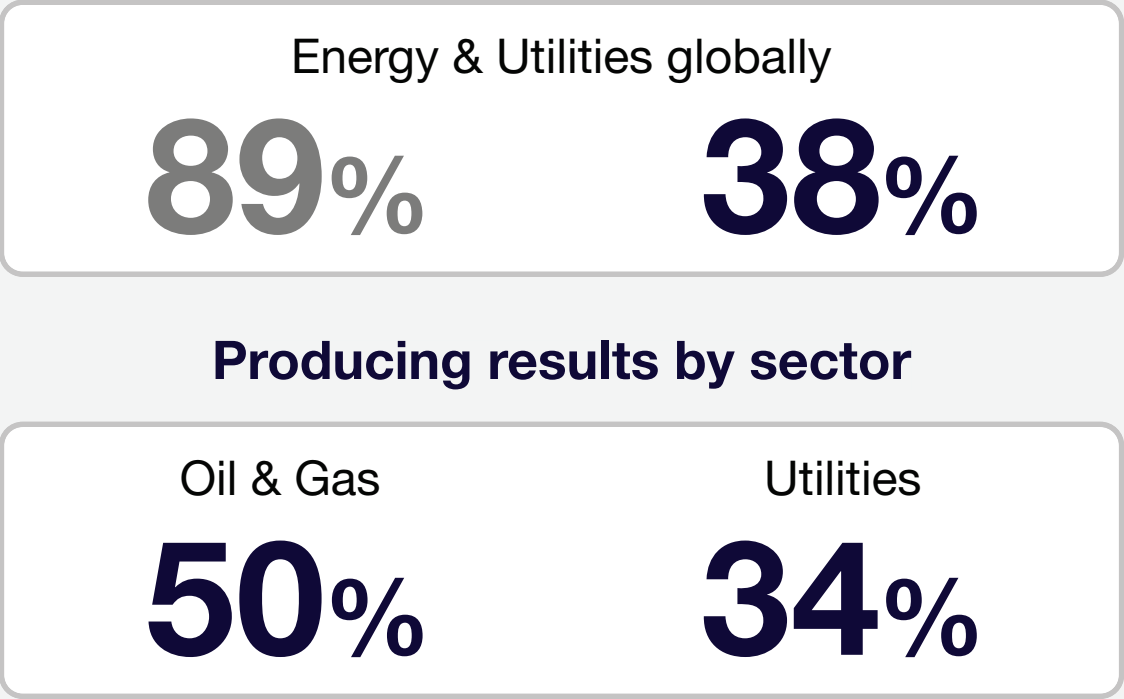
# Executives we interviewed

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

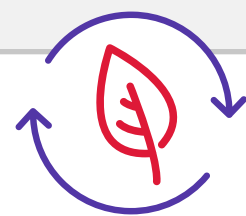


# Digital strategy progress

Overall, Energy & Utilities clients see significant progress in producing results from their digital strategies (38%, up 8 percentage points from last year). Oil & Gas clients producing results jump significantly (to 50%, compared to 21% in 2022). For Utilities, 34% are producing results, up from 31% in 2022.



# Key findings in Energy & Utilities



A green revolution  
is emerging  
**81%**

cite climate action as a macro trend  
shaping their organization



Impact of geopolitical  
events rises  
**24pp increase**

in executives citing high impact of world  
economic shifts vs 2022 (+40pp in Europe).



Data continues as  
a top priority  
**86%**

say data management and governance  
are keys to improving data strategies



Regional digital gap grows  
**42% in Europe vs 13% in North America**

seeing results from digital strategies




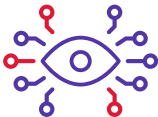



Cybersecurity matures  
**59%** seeing results from cybersecurity  
strategy, up from 48% in 2022



# Digital leaders in Energy & Utilities

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 in Energy & Utilities have closer alignment between IT and business operations and are more agile to adapt. They leverage automation and AI to accelerate results and cybersecurity to protect the organization.

		Digital leaders	Digital aspirants
	Have highly agile business models to address digitization including integration of new technologies	21%	9%
	Produce more results with their data privacy strategy	85%	18%
	Have highly aligned business and IT operations to support strategy execution	45%	30%
	Implement more automation and AI	40%	9%
	Produce results from cybersecurity strategies	79%	41%



# 5 recommendations for protecting the organization and accelerating the energy transition through data

**1 Secure the business**  
from the edge of IoT operations all the way to the customer.

**2 Prioritize trusted data**  
to produce trusted actions across energy and utilities operations.

**3 Bake-in ESG data enablement**  
to track and prove sustainability targets.

**4 Align C-suite**  
with lines of business, operations and IT to accelerate the energy transition.

**5 Free up experts**  
to meet the energy challenges of the future by using digitization.



At CGI, we help Energy & Utilities organizations advance their digital transformation and optimize operations to navigate the energy transition.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)