# 2023 Voice of Our Clients
Findings from interviews with executives in Energy & Utilities

## Top trends & priorities

<table>
<thead>
<tr>
<th>Macro trends</th>
<th>Industry trends</th>
<th>Business priorities</th>
<th>IT priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fight against climate change</td>
<td>Protect through cybersecurity</td>
<td>Energy transition and climate change</td>
<td>Protect through cybersecurity</td>
</tr>
</tbody>
</table>

1. **Shift in the world economic order**
   - Drive to carbon neutrality
   - Optimize investments and operations
   - Drive IT modernization of applications

2. **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:

1,764 across 21 industries

173 in Energy & Utilities

37% Business leaders

63% IT leaders

50% C-level

50% Operations

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.

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