

2023 Voice of Our Clients

Findings from interviews with executives in

Manufacturing



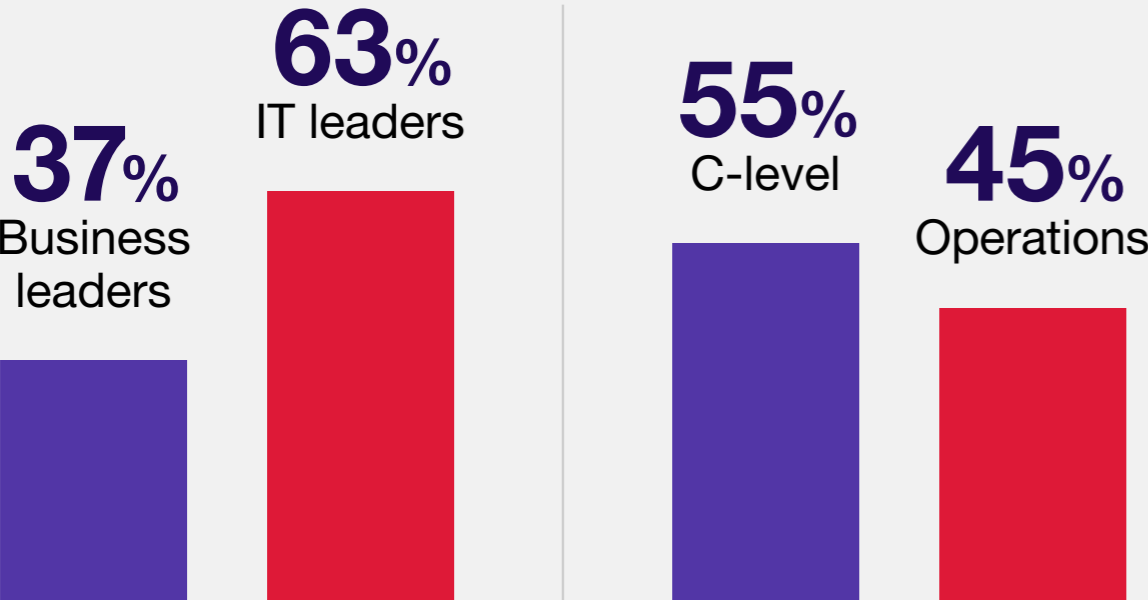
Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Fight against climate change	Sustainability	Optimize operations	Protect through cybersecurity
2	Reconfiguration of supply chains	Protecting the enterprise through cybersecurity	Develop and deliver new services	Drive IT modernization of applications
3	Technology and digital acceleration	Becoming digital organizations	Protect the organization	Digitize processes and integrate systems



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, achieving results from digital strategies is progressing slowly. However, the pace varies across sub-industries, with automotive leading the way.



Digital strategy in place



Producing expected results



Key findings in Manufacturing



Macro trends impact
felt acutely
≥ 25pp increase

in manufacturers citing high impact of shift in world economic order, climate and supply chain vs. other industries



Sustainability grows
in importance
82%

feel strongly that sustainability is core to creating future value, up from 73% in 2022



Tighter IT-business alignment
could drive better strategy results
39%

say IT and business are highly aligned to drive strategy execution



Business model transformation is needed
22% say their business models are highly agile to address digitization, including integration of new technologies








Data is an untapped opportunity
36% rate their data strategy as mature enough to achieve business model resiliency

Digital leaders in Manufacturing

When comparing insights from the 20% producing results from digital strategies (**digital leaders**) to those building or launching digital strategies (**digital aspirants**), common attributes emerge.

Digital leaders in manufacturing are focused on optimized and protected operations underpinned by data-driven decisions. Notably, this year, the gap between digital leaders and digital aspirants has reduced.

	Digital leaders	Digital aspirants
 Have highly aligned business and IT operations to support their strategy	59%	19%
 Have highly agile business models to adapt to digitization	34%	13%
 Cite fewer challenges from legacy systems to digital implementation	71%	41%
 Feel the impact of technology and digital acceleration more keenly	73%	57%
 Are seeing results from cybersecurity strategies	89%	79%

5 recommendations for navigating new market realities with resilience

- 1 Assess your IT and shopfloor landscape**
for agility, speed to market and cost efficiencies.
- 2 Get your data ready**
to inform plans with real-time information and become data driven.
- 3 Build flexible supply chains**
to respond to changing production demand and maximize value creation.
- 4 Collaborate using platforms**
to thrive in industry convergence and new ways of working.
- 5 Stay focused on IT and OT security**
ensuring it allows for data sharing and protection.



At CGI, we help manufacturing organizations address new market realities and drive smart, sustainable and resilient operations.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)