## 2023 Voice of Our Clients
Findings from interviews with executives in Life Sciences

### 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>Technology and digital acceleration</td>
<td>Growth acceleration</td>
<td>Optimize today’s operations</td>
<td>Optimize today’s operations</td>
</tr>
<tr>
<td>1 Changing social demographics</td>
<td>Protect through cyber privacy and cybersecurity</td>
<td>Globalization</td>
<td>Business process improvements</td>
</tr>
<tr>
<td>2 Climate change, including the energy transition</td>
<td>Become digital to meet customer, citizen expectations</td>
<td>New products and services</td>
<td>Drive IT modernization, new IT delivery models</td>
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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
- **36** in Life Sciences

Digital strategy progress

With 34% of executives producing results from their digital strategies, Life Sciences exceed the all-industries average of 30%. Notably, the number of executives who say their organization is producing results has almost tripled since 2022.

**Digital strategy in place**

- 49% Business leaders
- 51% IT leaders
- 43% C-level
- 57% Operations

**Producing expected results**

<table>
<thead>
<tr>
<th>Year</th>
<th>Digital strategy in place</th>
<th>Producing expected results</th>
</tr>
</thead>
<tbody>
<tr>
<td>2023</td>
<td><strong>92%</strong></td>
<td><strong>34%</strong></td>
</tr>
<tr>
<td>2022</td>
<td><strong>91%</strong></td>
<td><strong>13%</strong></td>
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Key findings in Life Sciences

- **Business models require greater agility**: 16% say business models are highly agile for digitization.

- **Holistic data strategies are needed**: 33% cite having holistic data strategies.

- **More can include ecosystems in cyber strategies**: 37% extend their cyber strategy to their ecosystem.

- **Opportunities for closer alignment**: 45% cite business and IT operations as highly aligned to support strategy.

- **Growing focus on AI**: 60% are investigating AI or at proof-of-concept stage.
Digital leaders in Life Sciences

When comparing insights from the 34% who say they are producing results from digital strategies (digital leaders) to those building or launching digital strategies (digital aspirants), common attributes emerge.

**Digital leaders** in Life Sciences have fewer technology challenges stemming from legacy systems and/or incompatibility.

<table>
<thead>
<tr>
<th></th>
<th>Digital leaders</th>
<th>Digital aspirants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face fewer challenges to digitization from legacy systems</td>
<td>9%</td>
<td>33%</td>
</tr>
<tr>
<td>Use open source stack to facilitate compatibility</td>
<td>50%</td>
<td>17%</td>
</tr>
<tr>
<td>Holistically manage across multiple cloud solutions</td>
<td>40%</td>
<td>17%</td>
</tr>
</tbody>
</table>
5 recommendations to help Life Sciences organizations become digital leaders

1. **Prepare your business for agility and growth**
   by updating legacy systems and optimizing, automating processes.

2. **Increase data business value**
   by maximizing data control, amount and quality to support automation, business decisions and growth.

3. **Continue to protect assets against cyber threats**
   as business, data use and collaboration grows.

4. **Closely align business and IT strategy and priorities**
   to improve results, efficiency and agility.

5. **Invest in data science and AI**
   to expand capabilities in customer interaction, products/services and internal/manufacturing processes.

At CGI, we help organizations navigate the rapidly transforming Life Sciences sector by leveraging our industry expertise, advanced technology solutions and commitment to innovation.

Learn more ➔

Meet with our experts about these insights.

Schedule a discussion ➔