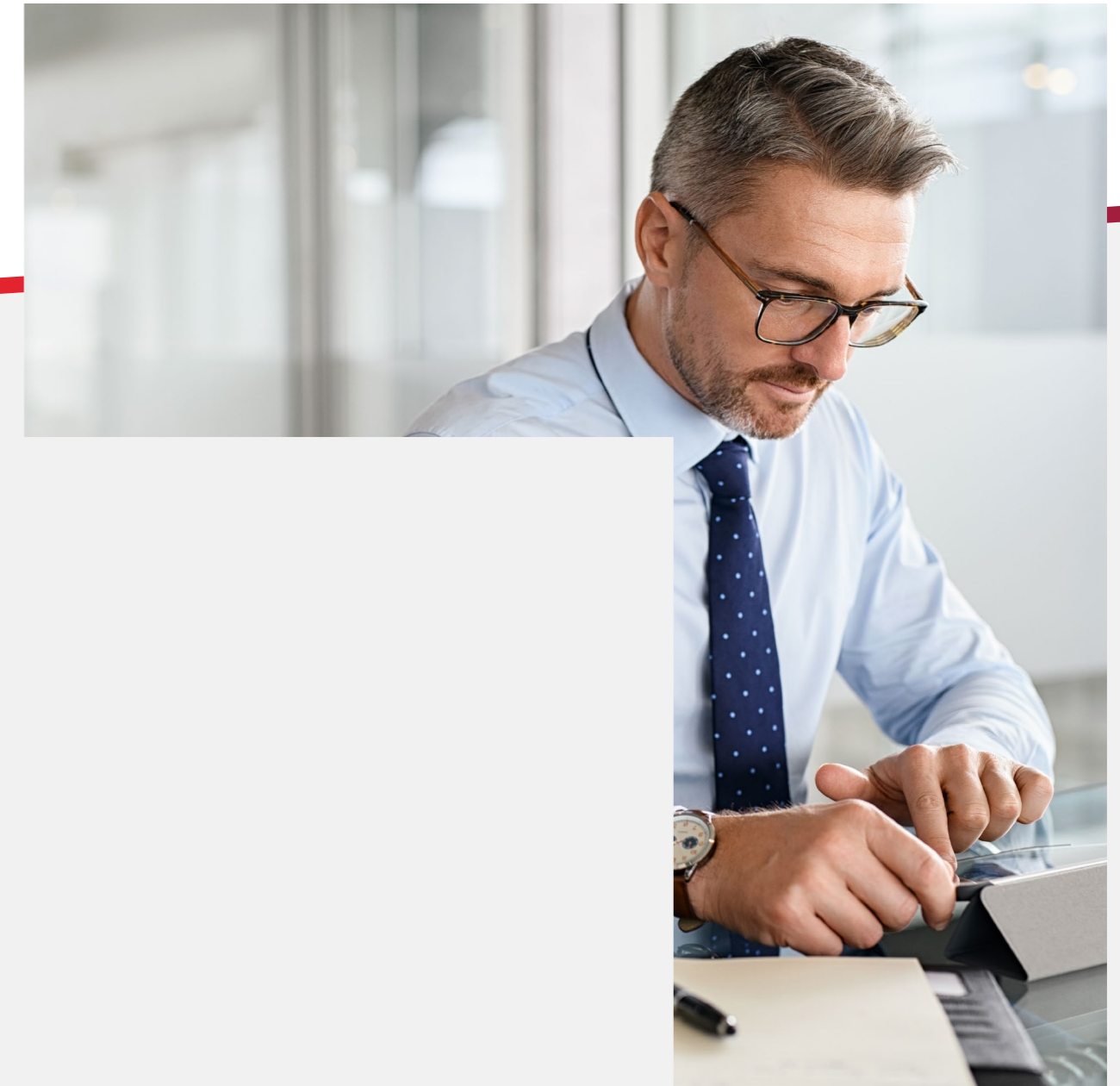


2023 Voice of Our Clients

Findings from interviews with executives in

Capital Markets



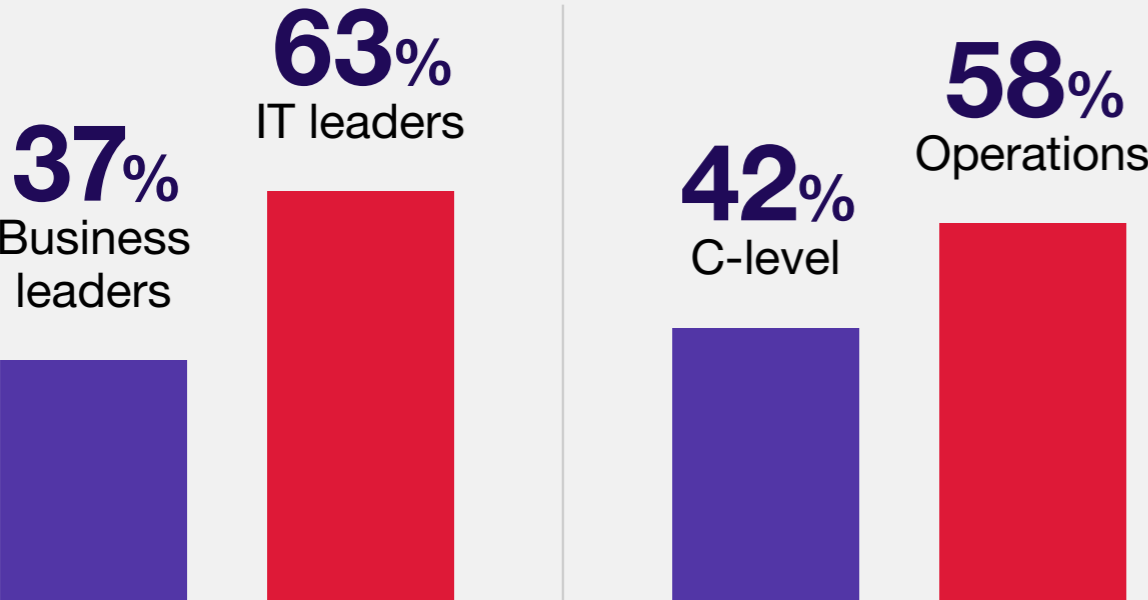
Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Technology and digital acceleration	Protecting client data through cybersecurity	Protect the bank and clients	Ensure regulatory and control compliance
2	Fight against climate change	Use of analytics, automation and new technology	Demonstrate control to regulators and clients	Simplify IT and adopt new delivery models
3	Social demographic change	Digital business model innovation	Reduce costs	Reduce run costs via efficiencies and suppliers



Executives we interviewed

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

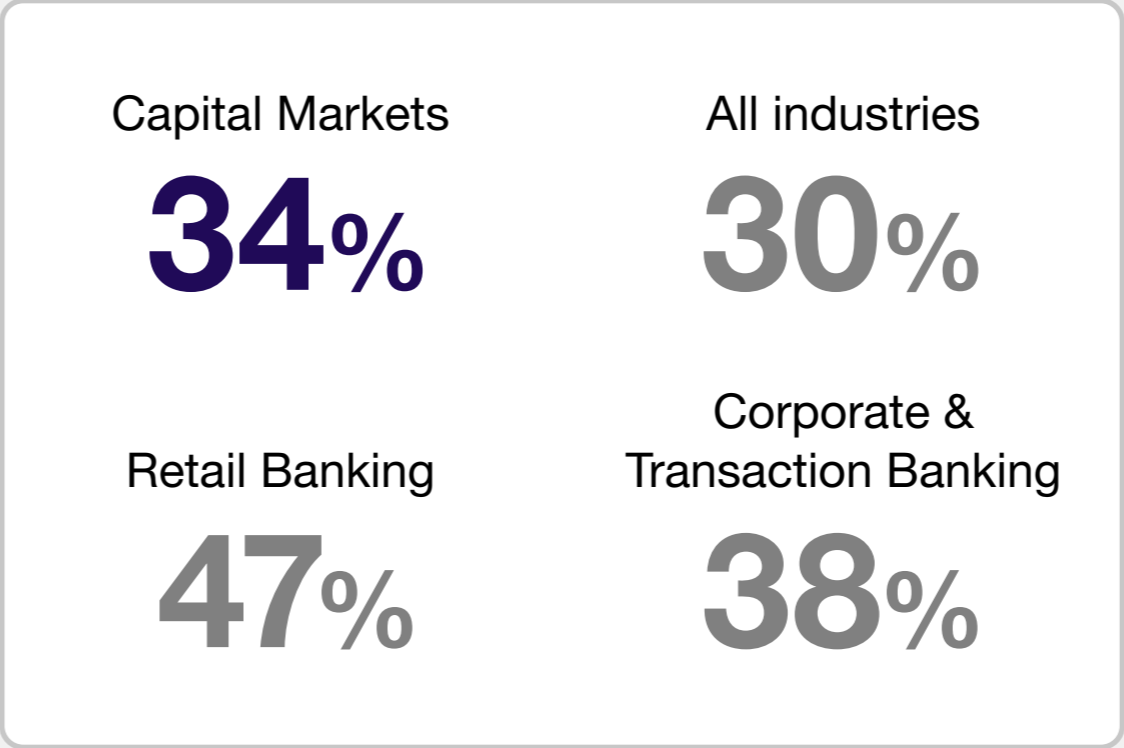


Digital strategy progress

34% of executives in Capital Markets are producing results from their digital strategies in 2023, up from 31% in 2022. This exceeds the all-industry average of 30%, but trails behind Retail Banking (47%) and Corporate and Transaction Banking (38%).



Producing results from digital strategies

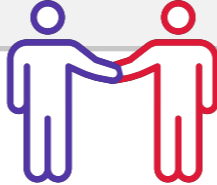


Key findings in Capital Markets



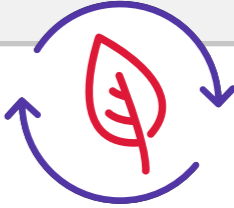
Digital acceleration impacts rise
+14pp

Compared to the rest of banking, the impact of digital acceleration is rising the most for this sector



IT hiring challenge lessens
-29pp

Executives say difficulty in finding IT talent decreased significantly for Capital Markets



Sustainability creates future value
67%

view sustainability as highly core to creating future value, and sustainable investing is rising



Ecosystems included in cyber strategy
47% are extending cybersecurity strategies across their ecosystem








Analytics empowers advisors
#3 trend Using data and insights to empower advisors is rising in impact as a trend

Digital leaders in Capital Markets

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

While there are significant gaps between leaders and aspirants in terms of cybersecurity results, cloud migration and application modernization (with leaders far ahead), gaps narrow for business and IT alignment and business agility.

		Digital leaders	Digital aspirants
	Are highly agile in addressing digitization	25%	10%
	Closely align business and IT operations to support strategy	58%	40%
	Produce results from cybersecurity strategies	80%	11%
	Migrate more applications to the cloud (<20%)	50%	0%
	Modernize more applications (<20%)	63%	0%

5 recommendations for achieving your top priorities

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

2 Modernize legacy
and amplify your modernization investment via business process improvement.

3 Use automation
to accelerate the delivery of insights and advice.

4 Extend your data strategy
across the entire value chain to improve customer outcomes.

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



At CGI, we help capital market firms protect client data and use advanced analytics, automation and other technologies to respond to evolving business demands.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)