GLOBAL SUMMARY
Client insights and CGI perspectives on digital transformation
Each year, CGI’s executives and local leaders meet face-to-face with business and IT leaders to hear their perspectives on the trends affecting their organizations and the implications for their business.

We conducted 1,300 in-person interviews

40% business leaders

60% IT leaders

with 20% of responses coming from prospective clients

17 countries
Percentage of interviews covered by CGI’s major regions

- Canada 15%
- Asia Pacific 2%
- France 15%
- Nordics 15%
- United States 19%
- Eastern, Central and Southern Europe 19%
- United Kingdom 12%
- United States 19%
- Canada 15%
- France 15%
- Nordics 15%
- United States 19%

10 industries
Percentage of interviews covered by CGI’s major sectors

- Risk and Investment Intensive 45%
- Asset Intensive 24%
- Consumer Intensive 31%
- Manufacturing 10%
- Retail and Consumer Services 10%
- Utilities 9%
- Transportation 5%
- Government 30%
- Healthcare 7%
- Insurance 5%
- Oil and Gas 3%
- Communications 6%
- Banking 15%
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The findings demonstrate an even greater urgency for clients to transform to meet the digital expectations of their customers and citizens.

The top three trends this year are consistent with 2016, with each becoming more pronounced.

Top 2017 trends across all industries with 2016 comparison

1. Becoming digital to meet customer expectations (85% vs 71%)
2. Growing cyber risk (74% vs 62%)
3. Increasing regulatory demands (60% vs 51%)

Next top commercial trends
4. Growing use of digital technologies
5. Growing collaboration and interoperability

Next top government trends
4. Cost pressures slowing the pace of change
5. Increasing use of public and private cloud
### Business and IT leaders are aligned when it comes to prioritizing their digital transformation

<table>
<thead>
<tr>
<th>Rank</th>
<th>Top business priorities</th>
<th>Top IT priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Become a digital organization to meet customer/citizen expectations</td>
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</tr>
<tr>
<td>2</td>
<td>Apply analytics to optimize the business</td>
<td>Modernize the business</td>
</tr>
<tr>
<td>3</td>
<td>Address growing cyber risk</td>
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</tr>
<tr>
<td>4</td>
<td>Modernize the business</td>
<td>Implement new delivery models/agile</td>
</tr>
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<td>5</td>
<td>Increase collaboration and interoperability</td>
<td>Address increasing cyber risks</td>
</tr>
</tbody>
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While in 2016, 12% of executives had an enterprise-wide digital strategy, this number rose to 40% in 2017.

There is a significant acceleration in implementing a digital strategy across the enterprise.
56% of executives are either in the proof-of-concept stage or “in process” with digitizing customer touch points.

### Dominant stage of transformation

- **44% (In progress)** Discrete digital
- **38% (In progress)** Omnichannel
- **29% (In progress)** Digital only
- **47% (In progress)** Automation
- **31% (Investigating)** Robotics
- **43% (Investigating)** Artificial intelligence

### Transformation initiatives underway

- **67%** Applying analytics to optimize the business
- **64%** Becoming digital to meet customer/citizen demands
- **59%** Experimenting more with digital technologies
- **50%** Addressing culture, talent and digital employee challenges
- **32%** Establishing digital leaders within the organization

56% of executives are either in the proof-of-concept stage or “in process” with digitizing customer touch points.
Executives from different industries transform at different paces — yet all are prioritizing their digital transformation.

Contact us to request a copy of the full global report and a report on the insights and perspectives for your industry.

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