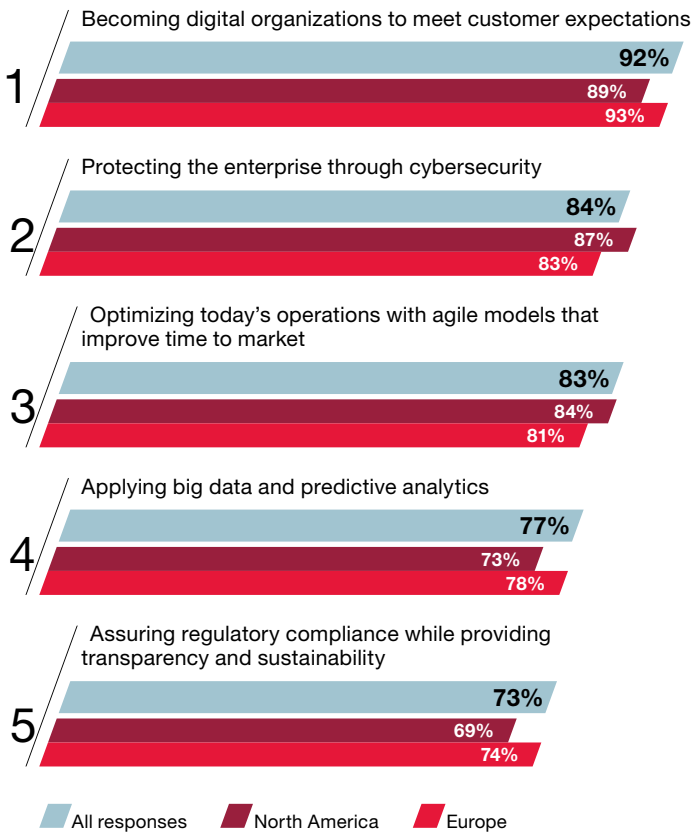




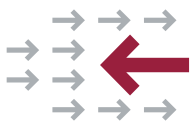
RETAIL AND CONSUMER SERVICES

TOP TRENDS

% of retail and consumer services executives citing top trends



Top challenges to digital transformation

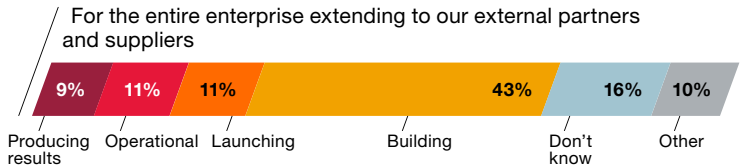


Once again this year, **cultural change and change management** is cited as the top barrier to digital transformation.

Discover additional retail and consumer services insights and request access to more industry reports by contacting us at info@cgi.com.

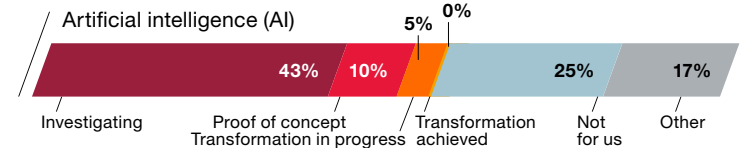
TRANSFORMATION STAGE

Digital strategy implementation



Of the executives who say they have a defined digital strategy, 31% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Technology implementation



A majority of retail and consumer services executives indicate they see artificial intelligence as an enabler of digital change in the future.

BENCHMARKING

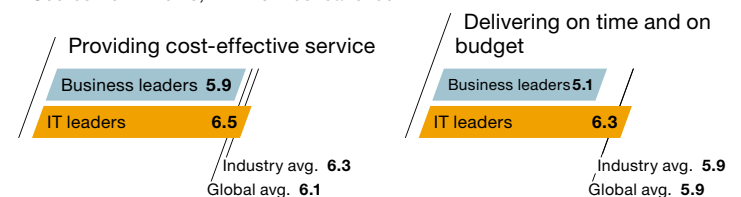


We asked business and IT executives to rank their satisfaction with their own IT organizations based on the 10 key attributes of a world-class IT organization.

Retail and consumer services satisfaction scores are on par or above the global average, particularly among IT leaders.

Business leader satisfaction vs. IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied



CGI can provide a discussion of all available benchmarking from our interview data, including each client's positioning, on topics such as IT satisfaction, IT budgets, innovation investments, digital maturity and more.