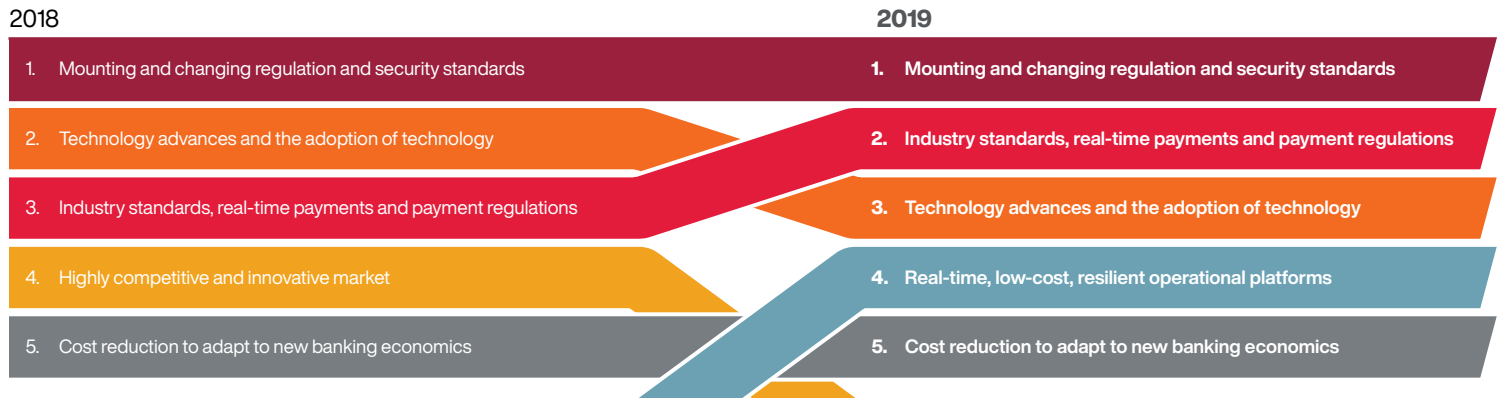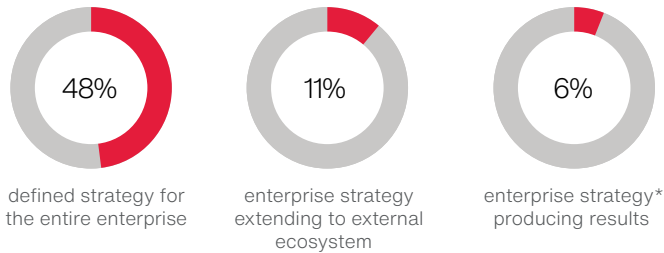# Top trends at a glance

CORPORATE AND TRANSACTION BANKING

In 2019, CGI leaders met face-to-face with more than 1,550 business and IT executives to gather their perspectives on the trends affecting their enterprises. This infographic shares sample insights. Discover additional insights and request the complete industry report by contacting us at **info@cgi.com.**
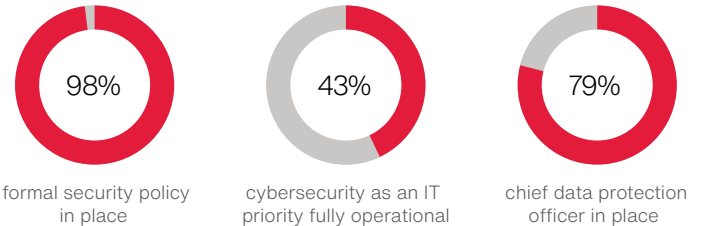
Top trends ranked by impact

2018

1. Mounting and changing regulation and security standards
2. Technology advances and the adoption of technology
3. Industry standards, real-time payments and payment regulations
4. Highly competitive and innovative market
5. Cost reduction to adapt to new banking economics

2019

1. Mounting and changing regulation and security standards
2. Industry standards, real-time payments and payment regulations
3. Technology advances and the adoption of technology
4. Real-time, low-cost, resilient operational platforms
5. Cost reduction to adapt to new banking economics

Stage of **digital strategy** implementation

48% — defined strategy for the entire enterprise

11% — enterprise strategy extending to external ecosystem

6% — enterprise strategy* producing results

*Includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of **digital technology** implementation

Discrete digital

- 2%
- 7%
- 3%
- 35%
- 40%
- 13%

Analytics & business intelligence

- 9%
- 10%
- 28%
- 38%
- 10%
- 5%

Legend:
- Investigating
- Proof of concept
- In progress
- Done (in continuous improvement)
- Not for us
- Other

Cybersecurity and data privacy

98% — formal security policy in place

43% — cybersecurity as an IT priority fully operational

79% — chief data protection officer in place

Cloud usage

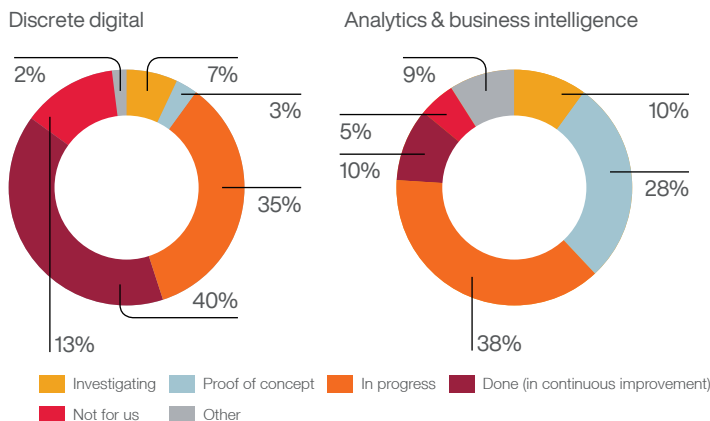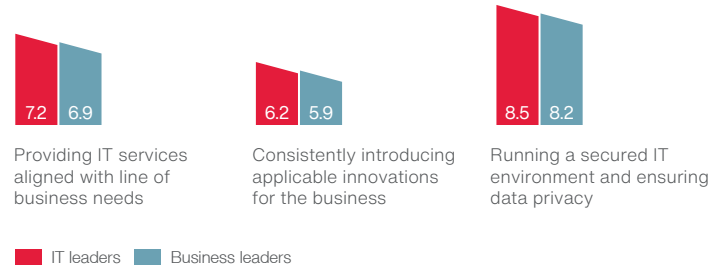|	For own organization	For customers
Private cloud	69%	70%
Public cloud	54%	39%
Hybrid cloud	49%	48%
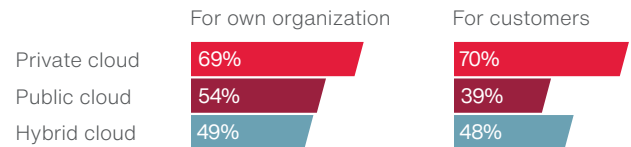
Percentages represent "yes" answers. Executives can select multiple cloud usage types. "No" and "other" answers are not shown.

Business leader satisfaction vs IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied (showing 3 out of 10 available attributes)

Attribute	IT leaders	Business leaders
Providing IT services aligned with line of business needs	7.2	6.9
Consistently introducing applicable innovations for the business	6.2	5.9
Running a secured IT environment and ensuring data privacy	8.5	8.2

Legend: IT leaders · Business leaders

Learn more about how we benchmark IT satisfaction through our Journey to World-Class IT methodology: **cgi.com/journey**