



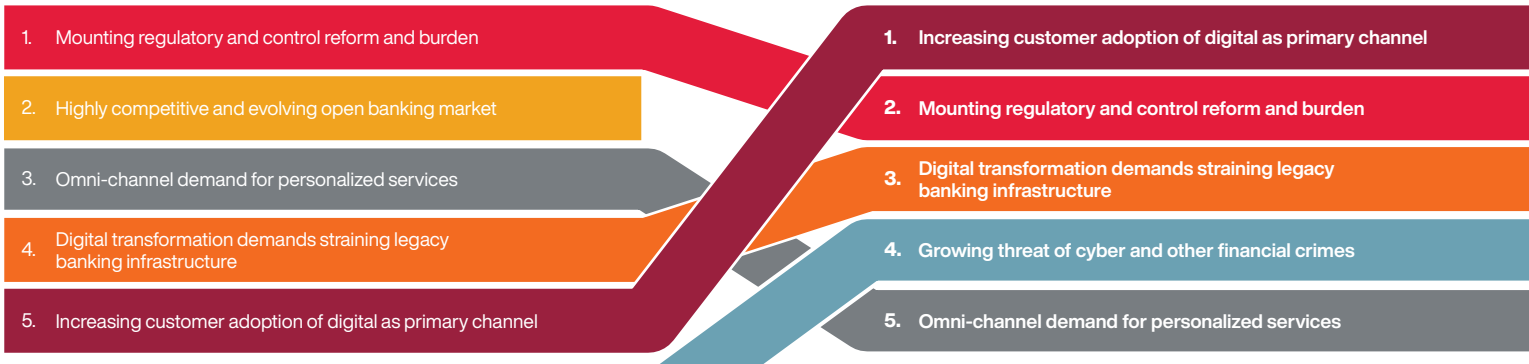
## RETAIL BANKING

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](mailto:info@cgi.com).

### Top trends ranked by impact

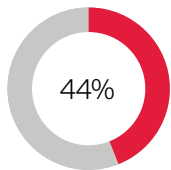
2018

2019

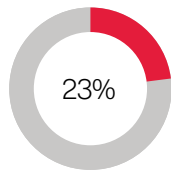


### Stage of digital strategy implementation

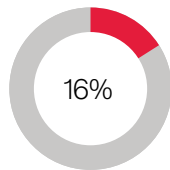
### Cybersecurity and data privacy



defined strategy for the entire enterprise

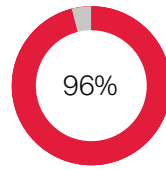


enterprise strategy extending to external ecosystem

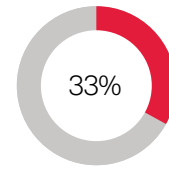


enterprise strategy\* producing results

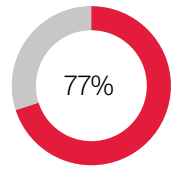
\*Includes enterprise strategy and enterprise strategy extending to external ecosystem



formal security policy in place



cybersecurity as an IT priority fully operational



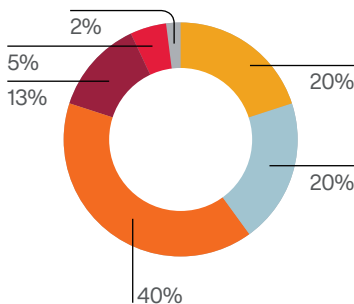
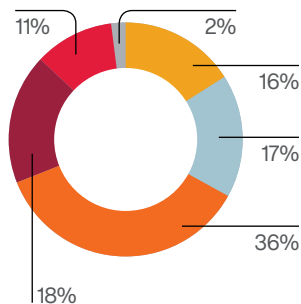
chief data protection officer in place

### Cloud usage

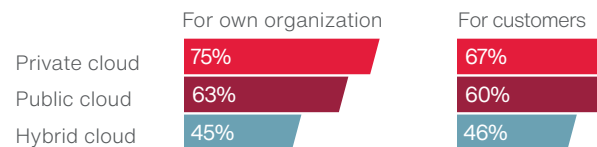
### Stage of digital technology implementation

Robotic process automation

Analytics & business intelligence



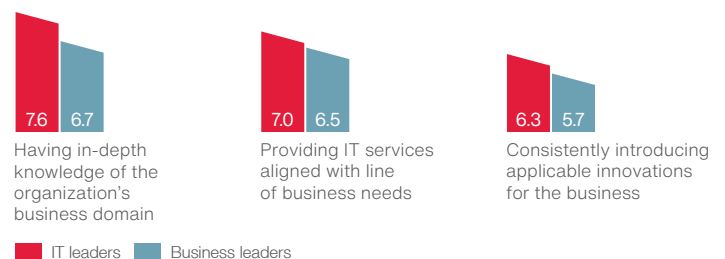
■ Investigating 
 ■ Proof of concept 
 ■ In progress 
 ■ Done (in continuous improvement) 
 ■ Not for us 
 ■ Other



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)



Learn more about how we benchmark IT satisfaction through our Journey to World-Class IT methodology: [cgi.com/journey](http://cgi.com/journey)