



2020 CGI CLIENT
GLOBAL INSIGHTS

Transportation, Post and Logistics Insights Summary

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our transportation, post and logistics client executives.

Meeting customers' digital expectations still dominates

Becoming digital to meet customer expectations is the top trend by impact once again in 2020. The most important business and IT priorities continue to focus on optimizing operations, and on digitizing and automating business processes, respectively.

> Top trend by impact

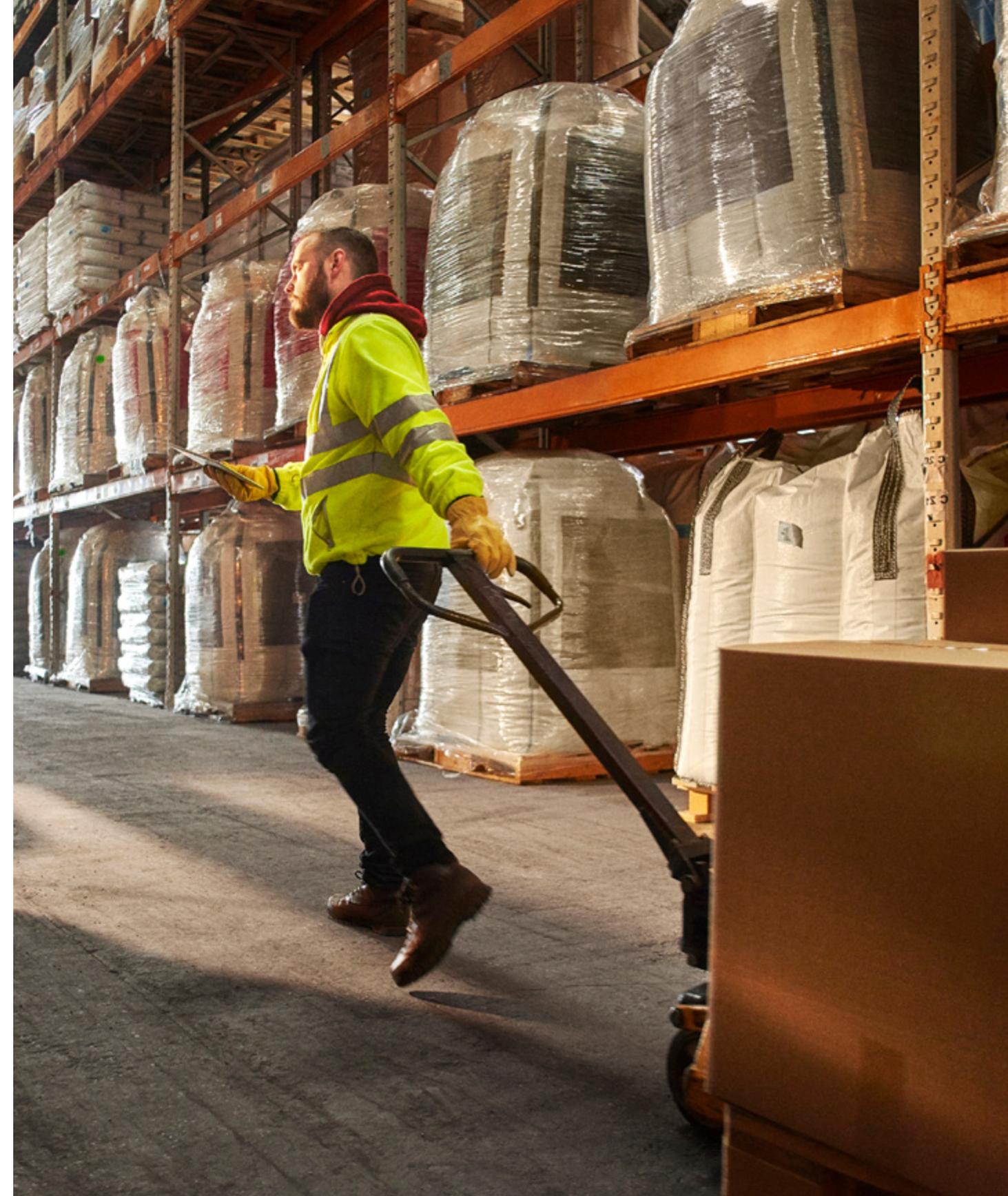
Become a digital organization

> Top business priority by importance

Optimize operations

> Top IT priority by importance

Digitize and automate business processes



> **Post-pandemic declaration trends show a rise in becoming digital**

For interviews conducted after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, protecting through cybersecurity as a trend lessens in impact (-24%) while becoming digital organizations rises (+22%), compared to earlier interviews.

> **Results from digital strategies are still low**

18 % of executives say their organizations are producing results from digital strategies, up from 15% in 2019; 88% have a strategy in place, up from 79% last year.

> **Few executives cite highly agile business models for digitization**

15 % report their business model is highly agile when it comes to addressing digitization (score of 8 or higher*), up 2 points from 2019.

> **Business agility drives new IT application managed services**

36 % of executives say business agility is the primary driver for expected changes in IT application management; 61% expect to use managed services substantially or fully for such applications in 3 years, compared to 48% using them now.

> **Data and analytics is the top innovation investment priority within 3 years**

83 % of executives indicate they plan to invest in data and predictive analytics as an innovation area within the next 3 years. Cybersecurity drops in mentions for such investments to 37%, from 75% in 2019.

> **Very few executives are highly satisfied with innovation investment ROI**

11 % of business executives rate their satisfaction with innovation investment ROI at 8 or higher*.

> **IT modernization is the top IT spending driver**

88 % say the main spending trend for IT budgets is IT modernization, followed closely by cybersecurity (87%).

Learn more at cgi.com/client-global-insights.
For a complete set of industry insights and to consult with one of our experts, contact us at info@cgi.com.

About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 61 executives across the passenger (36%), freight transport (18%) and infrastructure management (46%) sectors.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

Interview demographics

Pre-March 11**	Post
66%	34%
Business leaders	IT leaders
43%	57%
Europe	North America
89%	11%
C-level	Ops-level
56%	44%

*Scale of 1 to 10 with 10 highest

**Pandemic declaration by WHO