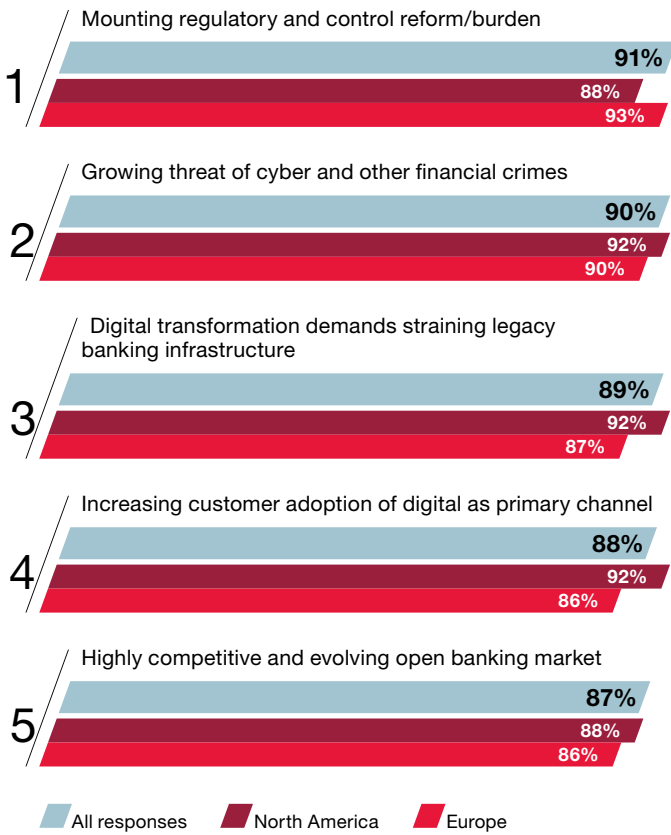




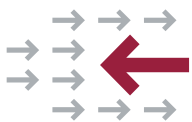
## RETAIL BANKING

### TOP TRENDS

% of retail banking executives citing top trends



### Top challenges to digital transformation

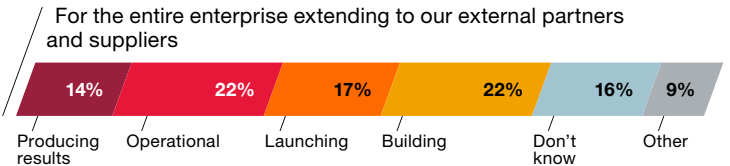


Once again this year, **cultural change and change management** is cited as the top barrier to digital transformation.

Discover additional retail banking insights and request access to more industry reports by contacting us at [info@cgi.com](mailto:info@cgi.com).

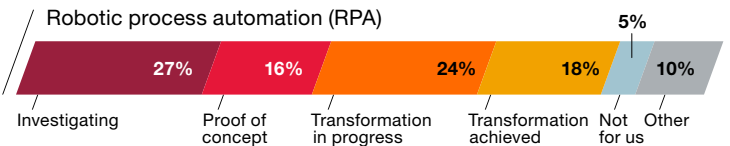
### TRANSFORMATION STAGE

#### Digital strategy implementation



Of executives who say they have a defined digital strategy, 53% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

#### Technology implementation



Retail banking executives indicate they are aggressively employing RPA, which is becoming mainstream technology.

### BENCHMARKING

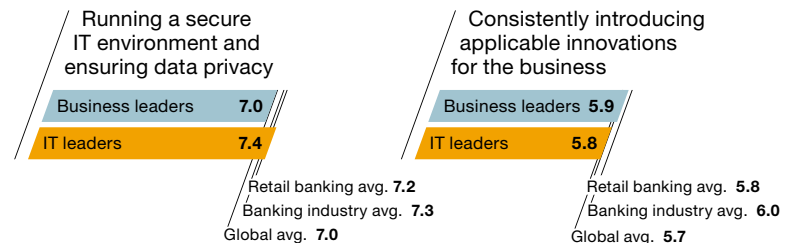


We asked business and IT executives to rank their satisfaction with their own IT organizations based on the 10 key attributes of a world-class IT organization.

Retail banking satisfaction scores are above the global average.

#### 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.