

# CGI and BAFT Survey Results



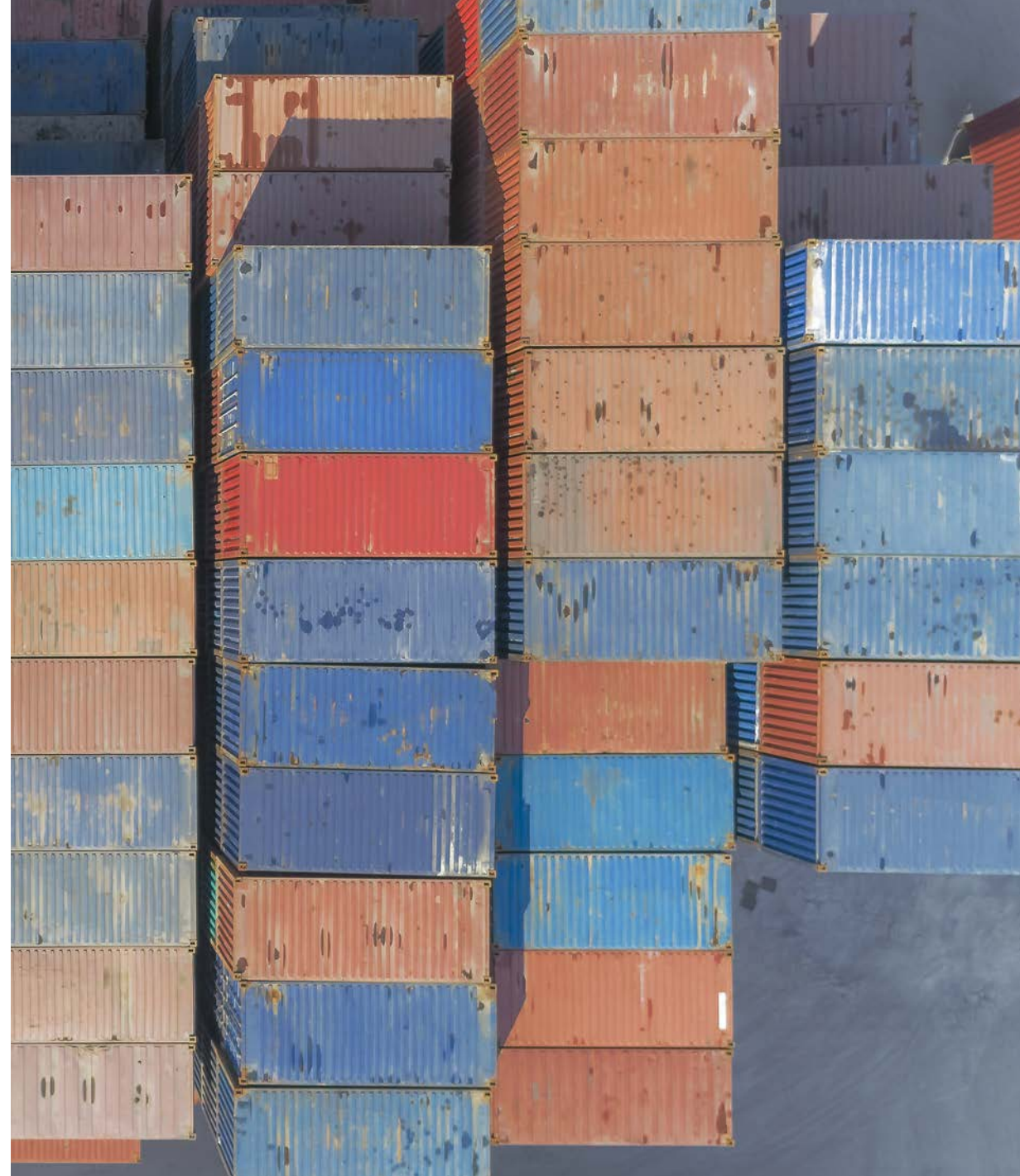
November 2020



# Introduction

The influx of new and innovative technologies has given rise to a variety of initiatives in banking and trade finance to support digital acceleration, collaboration, increasing compliance requirements, and process improvement to drive efficiencies. These initiatives are underpinned by technologies such as blockchain/DLT platforms, intelligent process automation, artificial intelligence, machine learning, natural language processing, and robotic process automation. Despite initial enthusiasm, implementations and resulting outcomes have been inconsistent since the first proofs of concept launched.

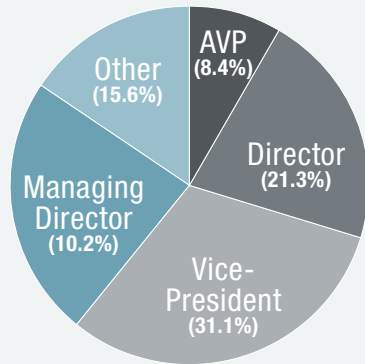
CGI and BAFT set out to better understand the current state of technological advancements in trade and how the pandemic has accelerated their importance and need. A survey of more than 200 BAFT members was conducted in the summer of 2020 and this report summarizes the results.



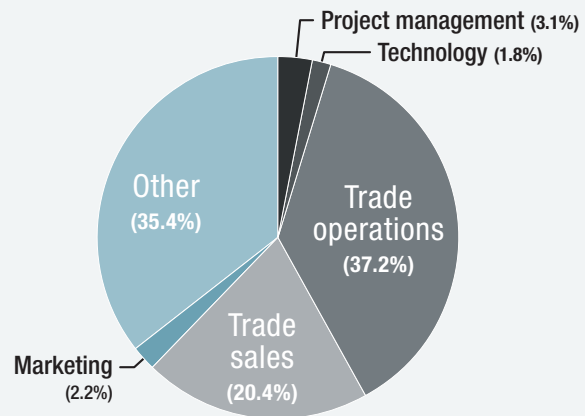
# Survey participants

## RESPONDENT PROFILE

### Title

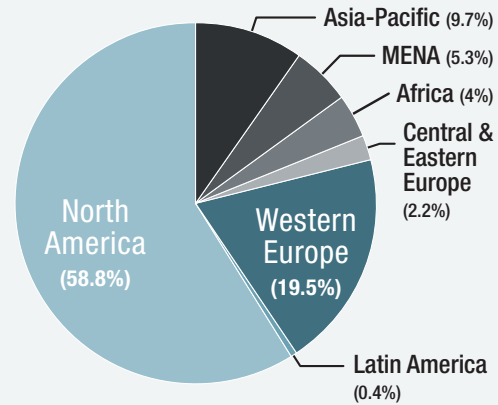


### Primary focus

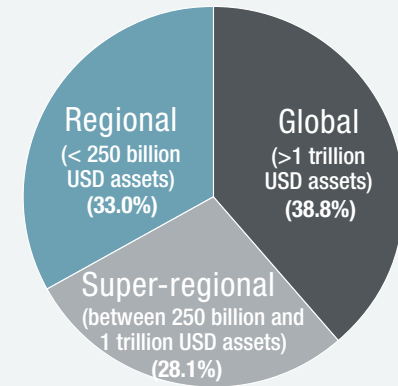


## BANK PROFILE

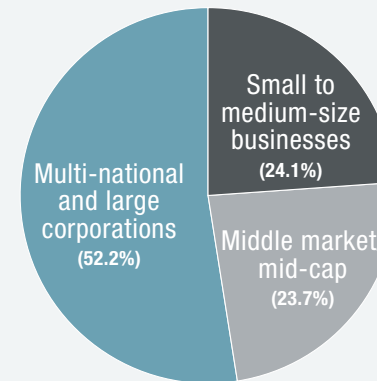
### Region



### Type

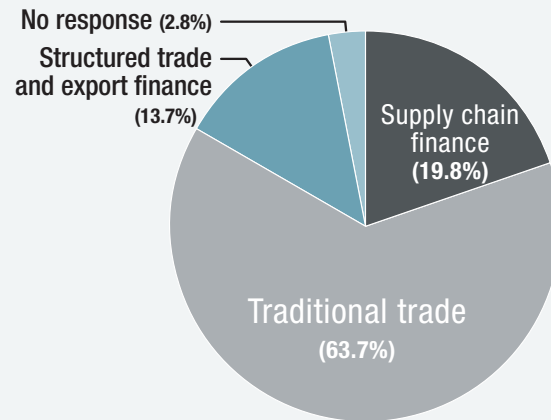


### Client portfolio

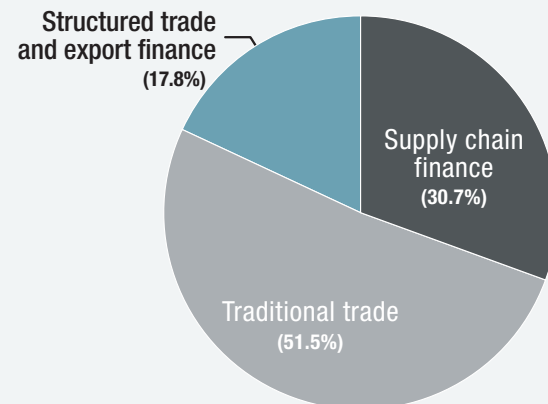


# Bank's volume across international trade portfolio

## Volume breakdown by percentage across international trade portfolio



## Expected percentage allocation in five years



# Challenges and investments

## Top challenges in meeting business shifts

1. Regulatory, legal and compliance
2. Technology investment
3. COVID-19 pandemic
4. Capital allocation requirements
5. Competition

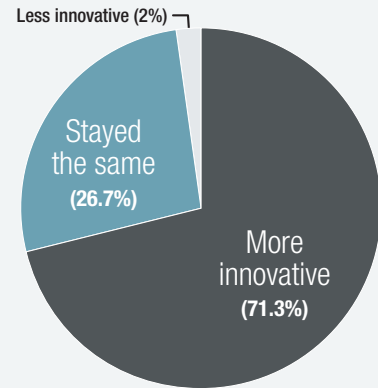
## Top technology solution investments over the next five years

1. Intelligent process automation
2. Enhanced interoperability through APIs
3. Robotic process automation
4. Blockchain/distributed ledger technology

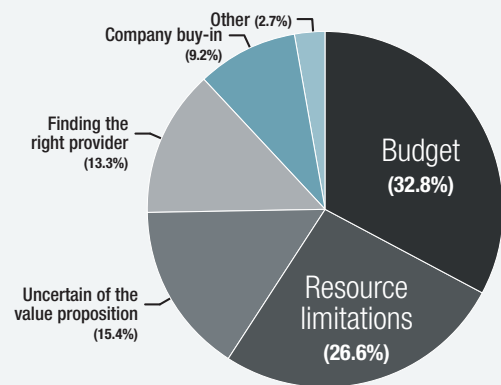


# Culture of innovation

**Culture of innovation change over the past 12 months**

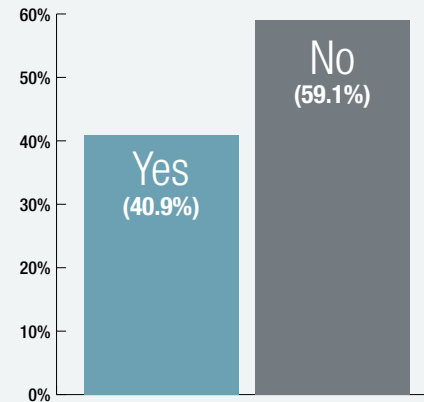


**Greatest barriers to embracing innovation**

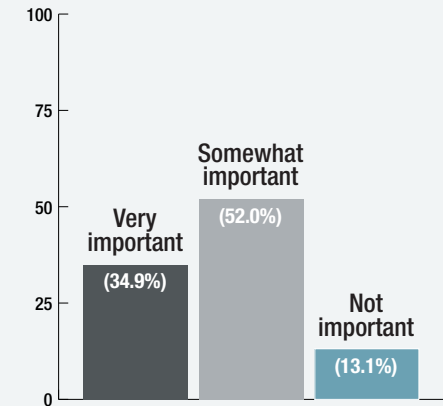


# FinTech collaboration

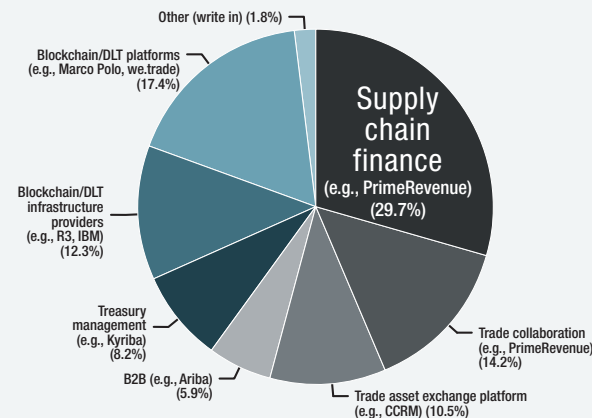
**Increasing demand from corporate clients to work with FinTechs**



**Importance of working with FinTechs**

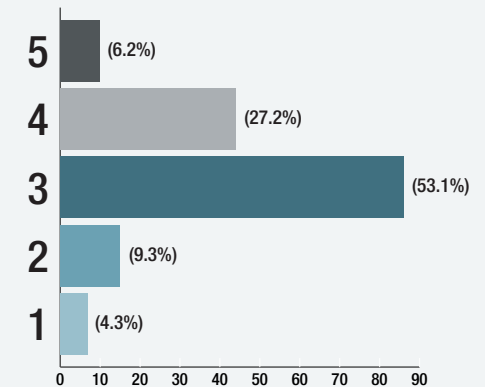


**Types of FinTechs in demand**

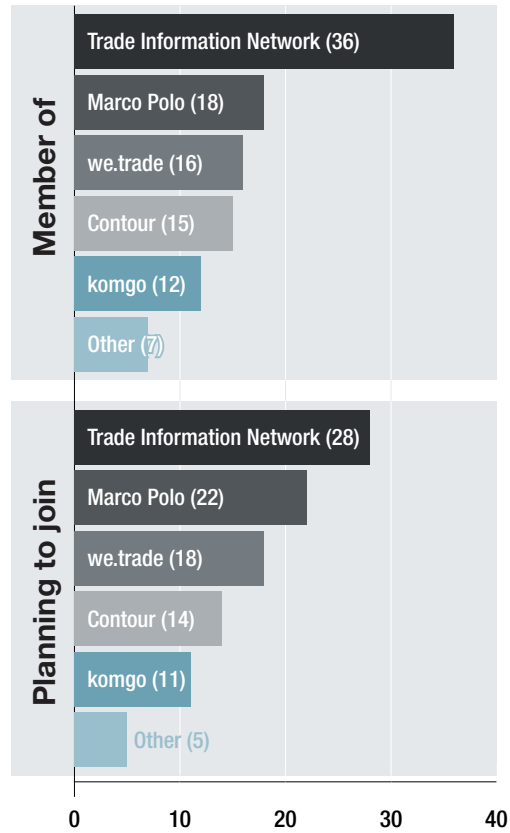


**Satisfaction of performance and progress working with FinTechs**

(5 is most satisfied, 1 is least satisfied)



## Participation in trade networks and national trade platforms (number of respondents)



## Awareness of national trade platforms

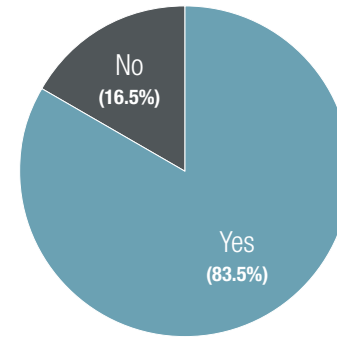
I am not aware of national trade platforms  
**65.2%**

National trade platform (Singapore)  
**17.9%**

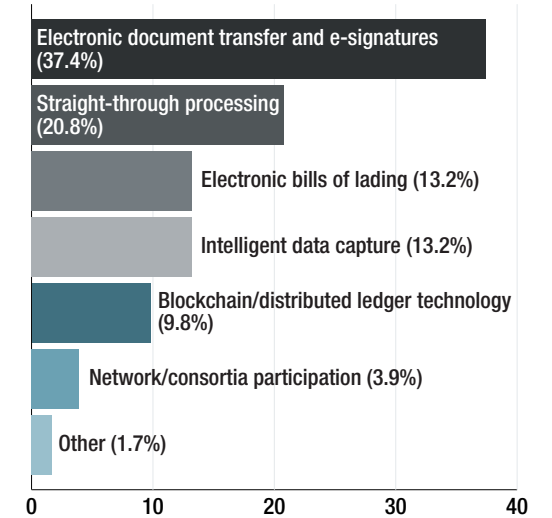
eTradeConnect (Hong Kong)  
**16.4%**

Other  
**0.5%**

## Has the COVID-19 pandemic advanced digitization initiatives?



## Types of digitization initiatives accelerated



## About BAFT

BAFT, the leading global financial services association for international transaction banking, helps bridge solutions across financial institutions, service providers and the regulatory community that promote sound financial practices enabling innovation, efficiency, and commercial growth. BAFT engages on a wide range of topics affecting transaction banking, including trade finance, payments, and compliance.

Learn more at [baft.org](http://baft.org).



## About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 77,500 consultants and other professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organizations and accelerate results.

Learn more at [cgi.com](http://cgi.com).

