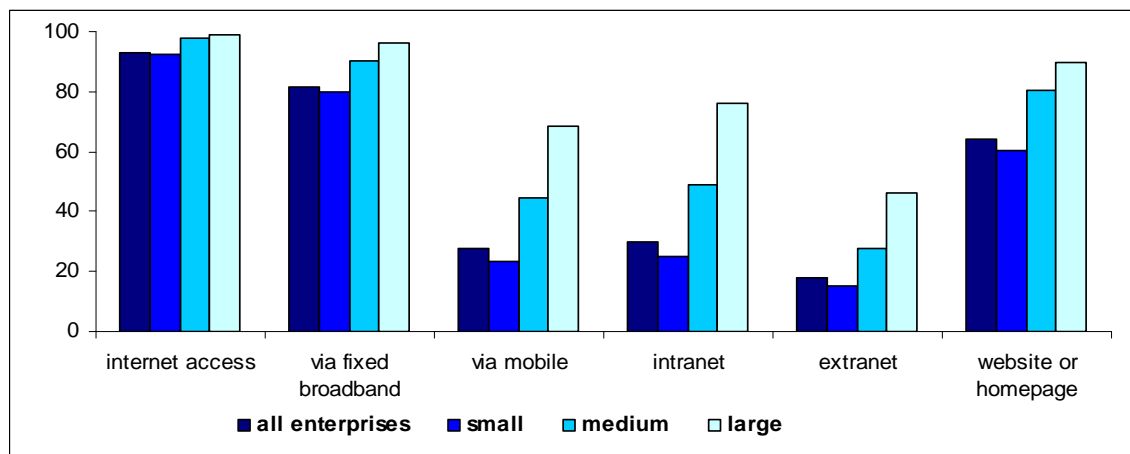


ICT usage in enterprises¹ 2009

Large enterprises are three times more likely to have intranet, extranet and mobile access to the internet than small enterprises.

Figure 1: Internet access, broadband and mobile connections to access the Internet, use of intranet and extranet², website/homepage by enterprises, by size class, EU-27, January 2009 (% of enterprises)

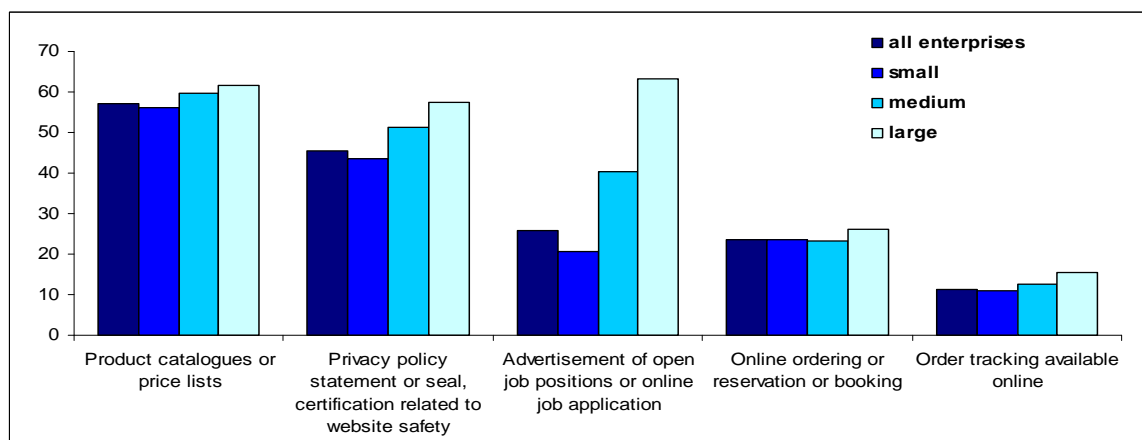


Note: EU-27 without BE.

Source: Eurostat ([isoc_ci_it_en2](#), [isoc_ci_in_en2](#), [isoc_ci_cd_en2](#))

Website safety plays an important role. Large enterprises make most use of advertising online job vacancies.

Figure 2: Enterprises' websites by facilities provided, EU-27, January 2009 (% of enterprises having a website)

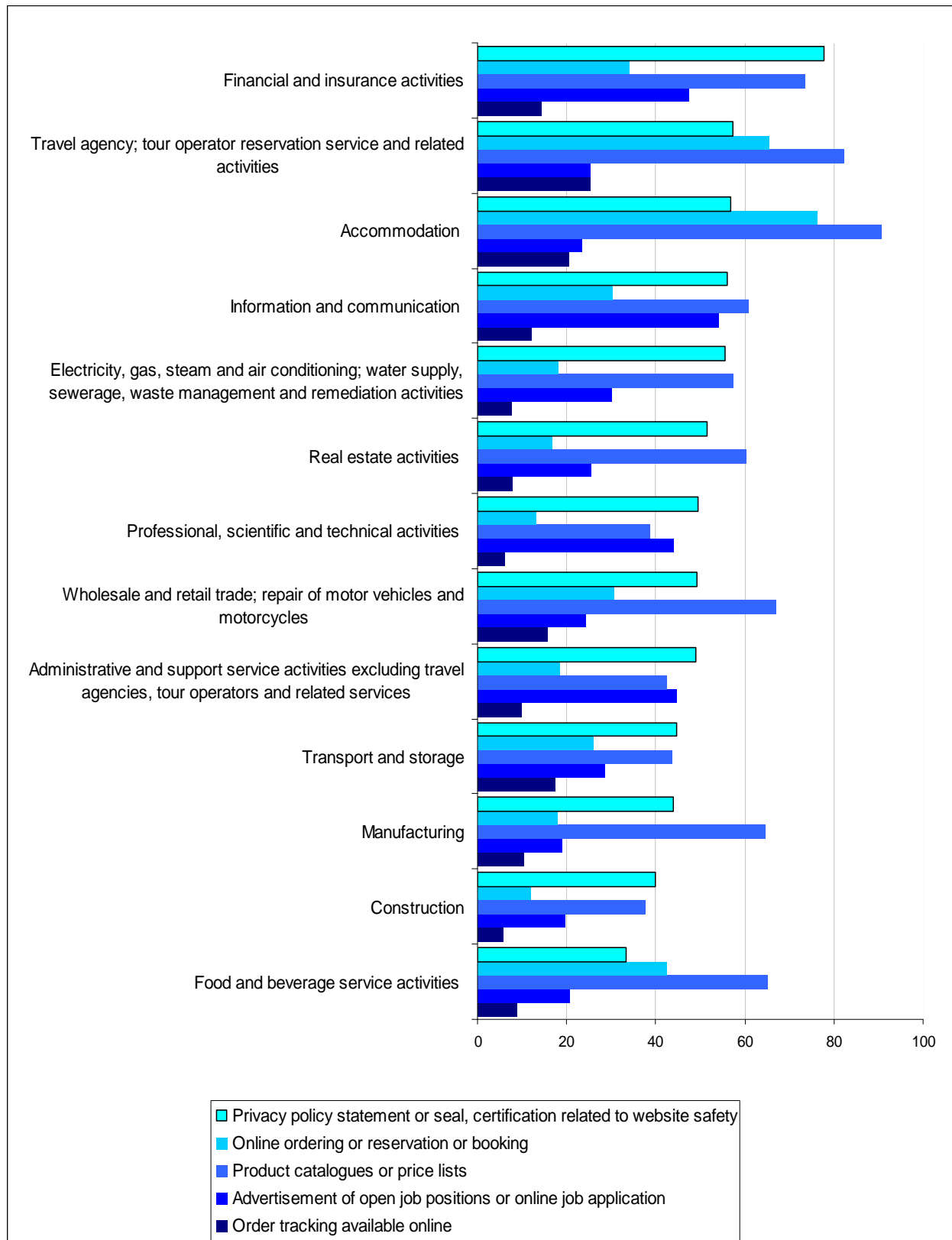


Note: EU-27 without BE.

Source: Eurostat ([isoc_ci_cd_en2](#))

Website safety related facilities most frequently available in financial and insurance sector; online ordering, reservation or booking most often found facility on websites of enterprises in tourism.

Figure 3: Enterprises' websites by facilities provided and by economic activity, EU-27, January 2009 (% of enterprises having a website)



Note: EU-27 without BE.

Source: Eurostat ([isoc_ci_cd_en2](#))

8 out of 10 enterprises use broadband to connect to the Internet; 3 out of 10 use a mobile connection.

Table 1: Internet access, broadband and mobile connections to access the Internet, intranet and extranet by enterprises, January 2009 (% of enterprises)

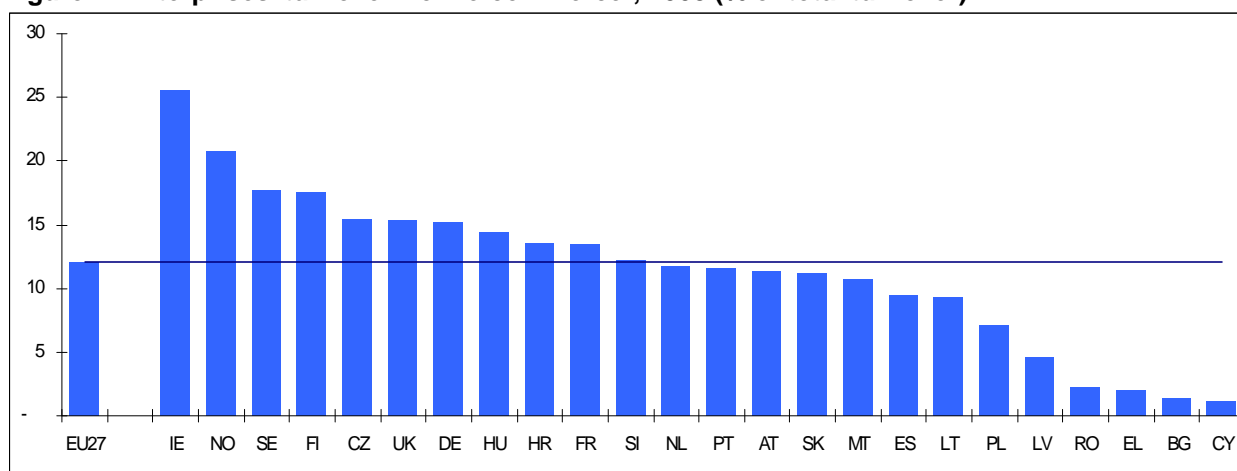
	Internet access	Fixed broadband connections	Mobile connections	Intranet	Extranet
EU-27	93	82	28	30	18
BE	:	:	:	:	:
BG	83	68	21	39	15
CZ	95	77	30	20	14
DK	98	82	33	39	22
DE	97	88	26	40	22
EE	95	86	22	25	17
IE	91	76	24	41	18
EL	89	81	8	25	16
ES	95	93	32	23	14
FR	96	92	28	41	32
IT	94	83	21	21	15
CY	88	82	9	18	7
LV	87	61	17	35	8
LT	95	57	29	31	12
LU	96	87	38	40	33
HU	87	74	26	18	9
MT	94	93	21	29	30
NL	96	86	22	32	18
AT	98	76	38	29	17
PL	90	58	25	28	10
PT	93	82	22	26	20
RO	72	40	11	21	8
SI	96	85	28	28	13
SK	98	78	30	54	24
FI	100	94	55	42	32
SE	95	88	46	43	29
UK	91	85	39	23	14
HR	95	72	40	29	13
NO	97	88	38	38	20

Note: EU-27 without BE.

Source: Eurostat ([isoc_ci_it_en2](#), [isoc_ci_cd_en2](#))

The highest share of turnover from e-commerce is realised by enterprises in Ireland.

Figure 4: Enterprises' turnover from e-commerce³, 2008 (% of total turnover)

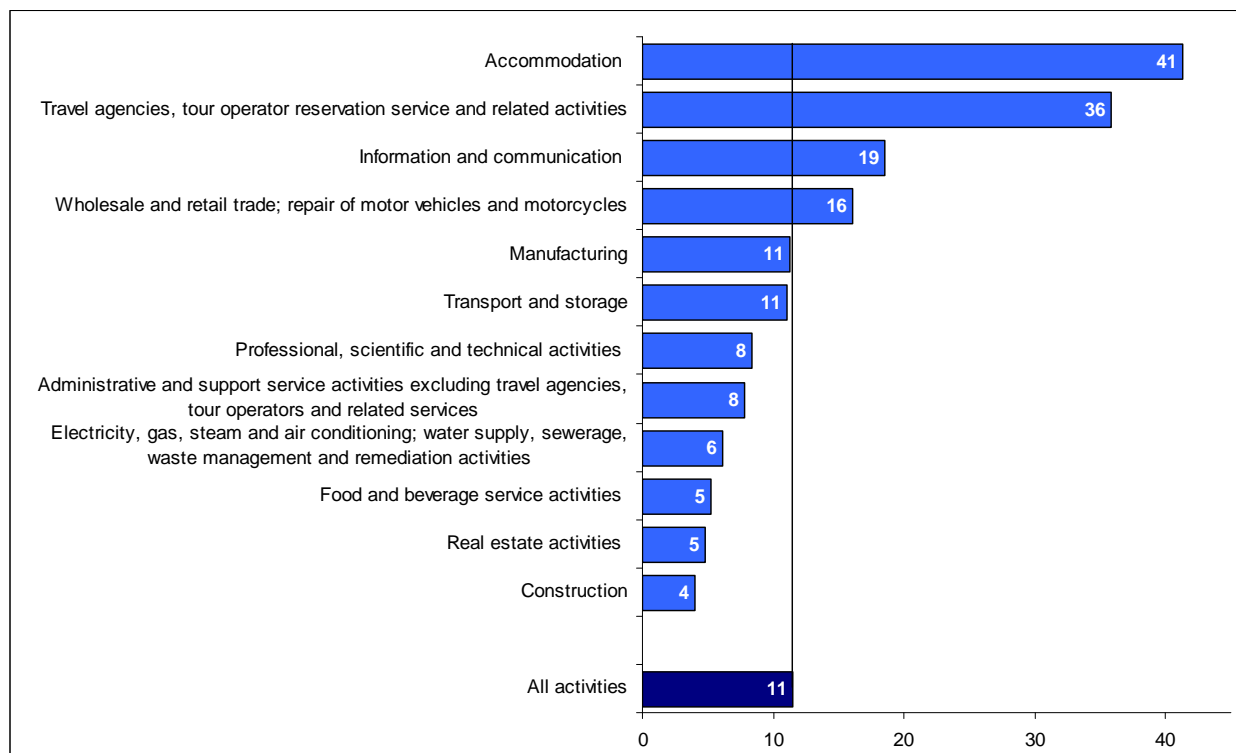


Note: EU-27 without BE.

Source: Eurostat ([isoc_ec_evaln2](#))

Enterprises in tourism are by far the most active online sellers.

Figure 5: Electronic sales* by economic activity, EU-27, 2008 (% of enterprises)



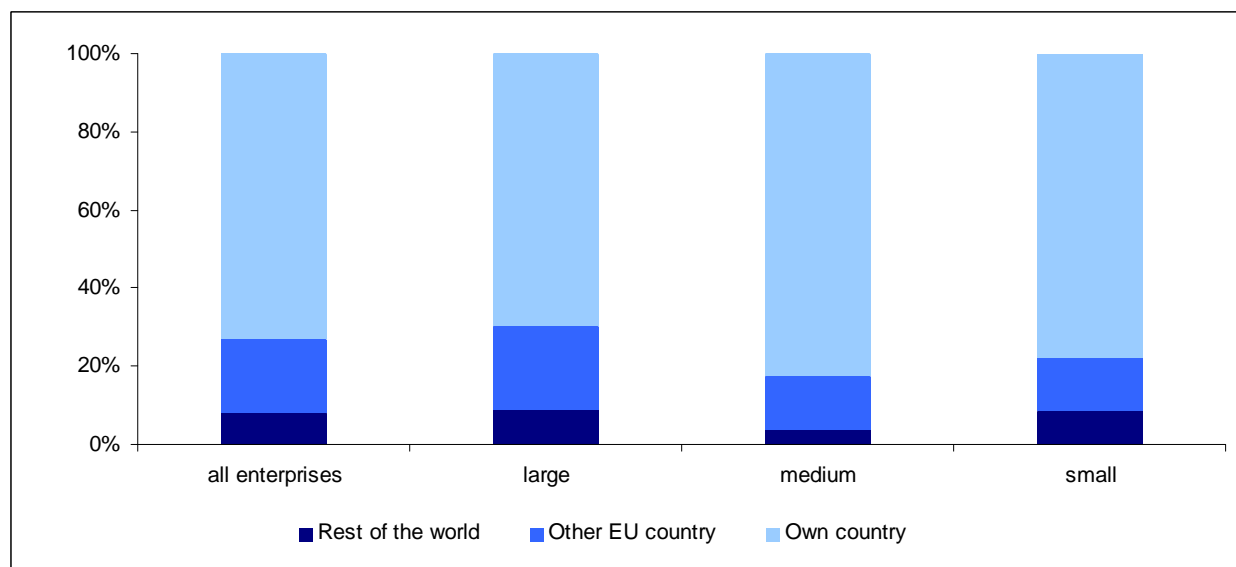
* Enterprises selling online via computer networks of at least 1% of total turnover.

Note: EU-27 without BE.

Source: Eurostat ([isoc_ec_eseln2](#))

Small and medium enterprises realise a higher share of electronic sales in their own country than large enterprises.

Figure 6: Electronic sales by destination and size class, EU-27, 2008 (% of turnover from e-commerce)

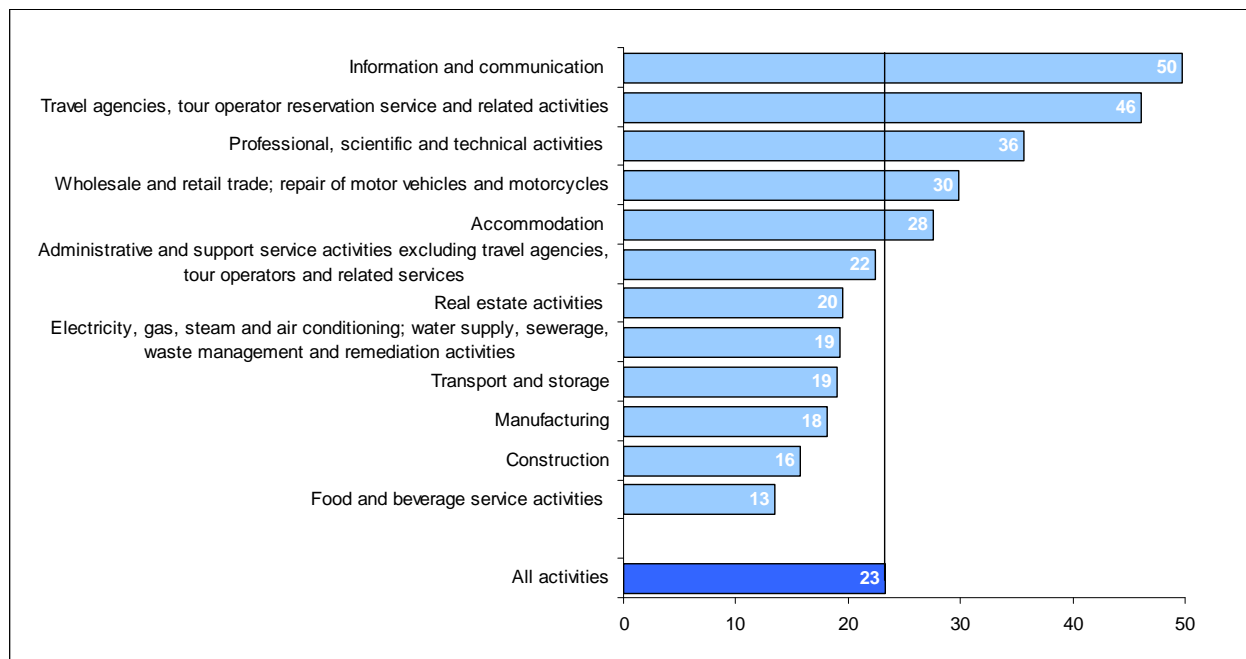


Note: EU-27 without BE.

Source: Eurostat ([isoc_ec_evaln2](#))

Twice as many enterprises make electronic purchases than electronic sales.
Every second enterprise in Information and communication purchases on-line.

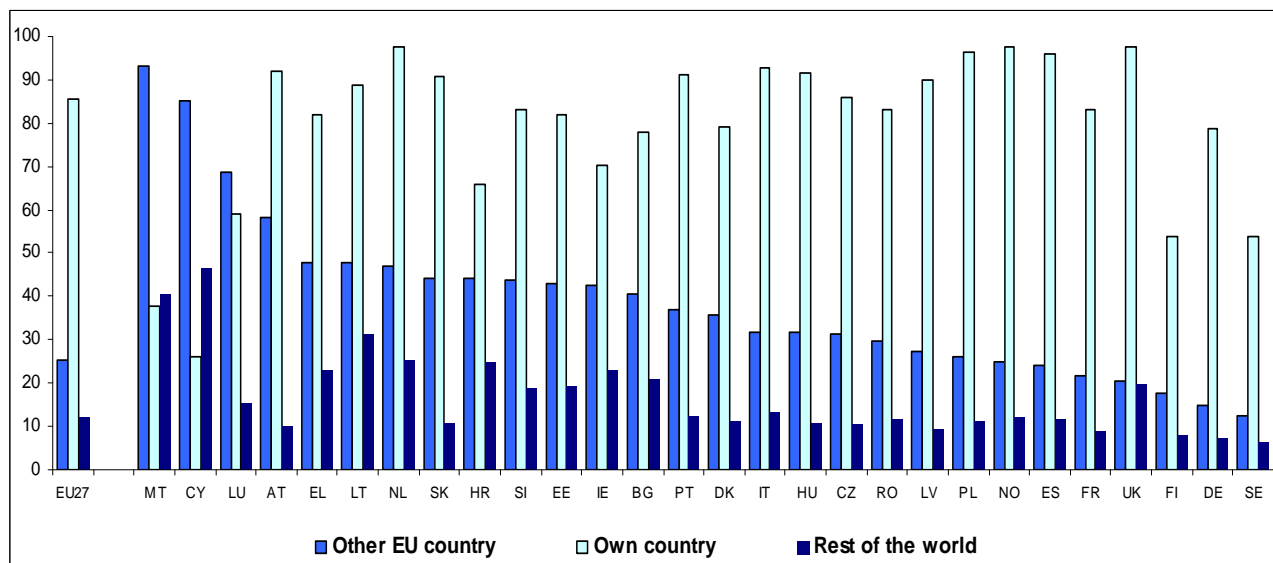
Figure 7: Electronic purchases* by economic activity, EU-27, 2008 (% of enterprises)



* Enterprises purchasing online via computer networks of at least 1% of total purchases.
Note: EU-27 without BE.
Source: Eurostat ([isoc_ec_ebuy2](#))

Fewer enterprises located in large countries regularly send e-commerce orders to suppliers in other EU countries.

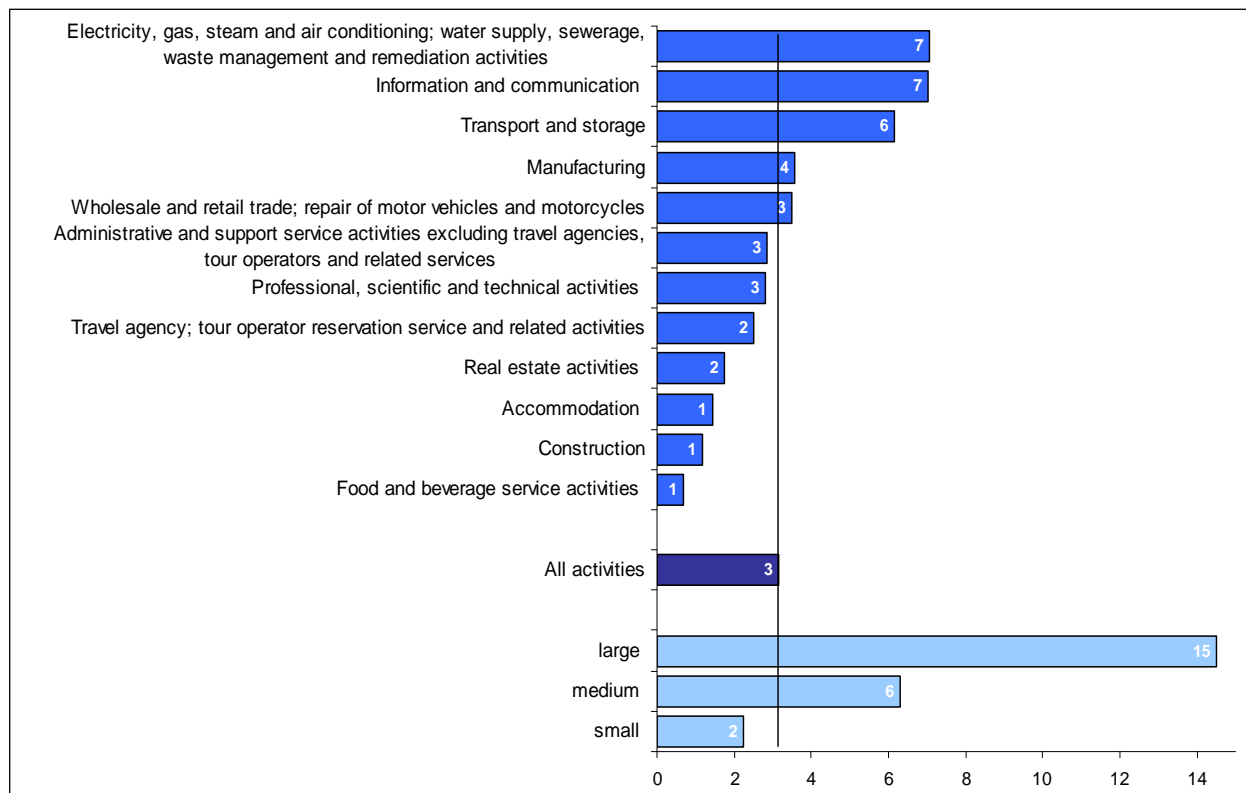
Figure 8: Enterprises regularly sending e-commerce orders, by geographical location of the supplier, 2008 (% of enterprises sending e-commerce orders)



Note: EU-27 without BE.
Source: Eurostat ([isoc_ec_ebuy2](#))

Uptake of RFID still limited: medium and large enterprises, enterprises in energy sector and Information and communication most often use RFID technologies.

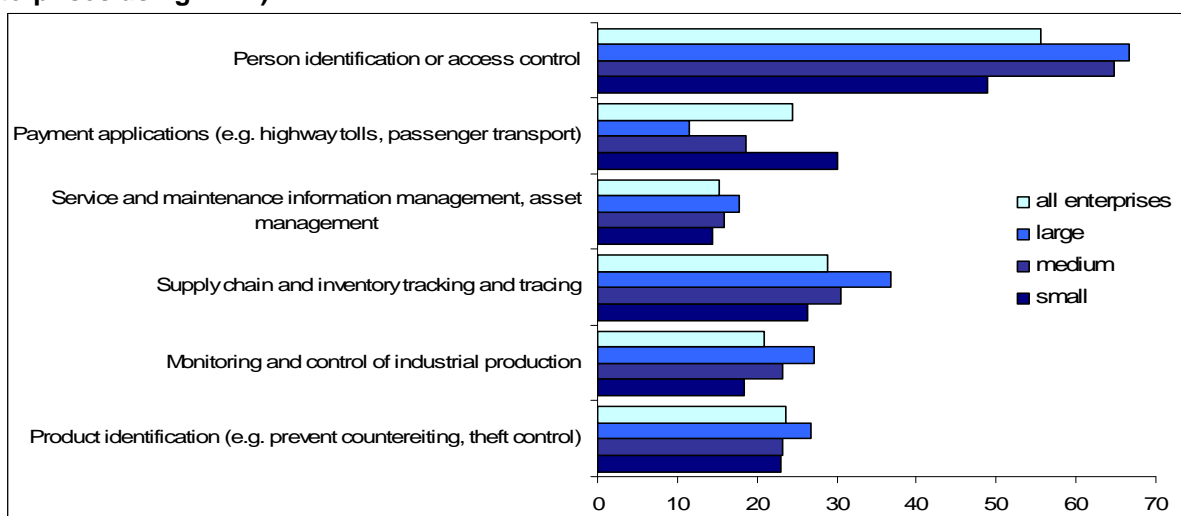
Figure 9: Use of Radio Frequency Identification (RFID⁴) technologies by economic activity and size class, EU-27, January 2009 (% of enterprises)



Note: EU-27 without BE.
Source: Eurostat ([isoc_ci_cd_en2](#))

Person identification or access control is the most frequent use of RFID technologies.

Figure 10: Use of RFID technologies by purpose and size class, EU-27, January 2009 (% of enterprises using RFID)



EU-27 without BE.
Source: Eurostat ([isoc_ci_cd_en2](#))

Methodology

Data presented in this publication are based on the results of the Community survey on ICT usage in enterprises.

The following explains some of the concepts referred to in this publication by notes.

1. The survey covered **enterprises** with at least 10 persons employed. The reference period was January 2009 or for some questions the year 2008. Economic activities presented here are broken down by activity according to classification NACE revision 2. The sectors covered are manufacturing, electricity, gas and steam, water supply, sewerage and waste management, construction, wholesale and retail trades, repair of motor vehicles and motorcycles, transportation and storage, accommodation and food service activities, information and communication, real estate, professional, scientific and technical activities, administrative and support activities. In addition, Figure 3 covers financial and insurance activities. Enterprises are broken down by small (10-49), medium (50-249) and large (250 and more persons employed) enterprises.
2. **Intranet** is an internal company communications network using Internet protocol allowing communications within an organisation. **Extranet** refers to a closed network that uses Internet protocols to securely share enterprise's information with suppliers, vendors, customers or other businesses partners. It can take the form of a secure extension of an Intranet that allows external users to access some parts of the enterprise's Intranet. It can also be a private part of the enterprise's website, where business partners can navigate after being authenticated in a login page.
3. **e-Commerce means:**
 - the placement of orders, where an order is a commitment to purchase goods or services,
 - via computer networks, not only the Internet but also other connections between computers of different enterprises,
 - where payment and delivery does not have necessarily to be done via computer networks.
 - e-Commerce may be done via websites or via automated data exchange but it excludes normal e-mail messages that are manually typed.
 - Sales via website, i.e. orders made at an online store or via web forms on the Internet or extranet.
4. **Radio-frequency identification (RFID)** is an automatic identification method, relying on storing and remotely retrieving data using devices called RFID tags or transponders. An RFID tag is an object that can be applied to or incorporated into a product for the purpose of identification using radio waves.

Sample size: 152 900 enterprises out of 1.6 million in EU-27 were surveyed.

Data in some figures depending on the detailed breakdown presented may be missing or unreliable for a small number of countries. Unreliable data are included in the calculation of European aggregates.

Data in 2009 have been reported twice, according to NACE Revision 1.1 and Revision 2. The difference in coverage between both NACE revisions causes a break in time series. For this reason all dissemination tables on the Eurostat website presenting enterprise results have been duplicated, the original tables with the mention "NACE Rev. 1.1" contain the time series until 2009, the new tables with the mention "NACE Rev. 2" start with data from 2009. A number of countries agreed to provide back-casted data also for years before 2009 which will become available soon.

The full set of data including also other new indicators like for instance on effects of and barriers to electronic sales can be found on the Eurostat website, under Statistics / Industry, trade and services / Information society / Data and in the dedicated section on Information society statistics / Data / Comprehensive databases (http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/data/comprehensive_databases). Please note that the data on the Eurostat website are grouped according to the year in which the survey was conducted: 2009; most data refer to the situation in January 2009 whereas some others (like e-commerce, e-Government) refer to the calendar year before the year of the survey.

Further information

Eurostat Website: <http://ec.europa.eu/eurostat>

Data on "Information Society Statistics"

http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/data/database

More information about "Information Society Statistics"

http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/introduction

European Statistical Data Support:

Contact details for this support network can be found on our Internet site:

<http://ec.europa.eu/eurostat/>

Manuscript completed on: 08.01.2010

Data extracted on: 06.01.2010

ISSN 1977-0340

Catalogue number: KS-QA-10-001-EN-N

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