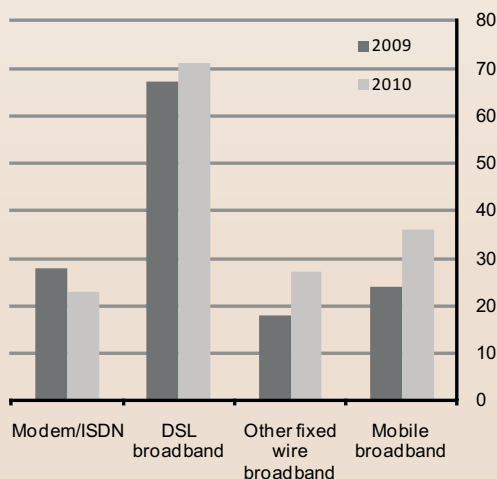




Type of internet connection



Information Society Statistics Enterprise Statistics 2010

Type of internet connection used by Enterprises

	2009	2010
	%	%
Internet Connection	90	92
<i>By Type of Connection</i>		
Modem/ISDN	28	23
Broadband	76	87
<i>Of which:</i>		
DSL	67	71
Other fixed wire	18	27
Mobile broadband	24	36

Use of broadband continues to increase

In 2010, 92% of all enterprises had a computer connected to the internet while 68% had a website or homepage. *See Table 1 and Table 2.*

Access to the internet using broadband increased in 2010 with 87% of all enterprises now having a broadband connection, while there was a decrease in the numbers of enterprises using a modem or ISDN connection. DSL broadband was used by 71% of enterprises compared with 67% in 2009. The use of mobile broadband reached a level of 36% in 2010 compared with 24% in 2009. *See Tables 5 and 6, and also the glossary of terms in the background notes.*

These results are based on the survey of e-Commerce and ICT usage by enterprises, which was conducted in the first half of 2010. This survey covers enterprises with 10 or more employees in the manufacturing, construction and selected services sectors. *See background notes.*

New industrial activity classification – NACE Rev.2

The introduction of the NACE Rev. 2 classification in this release, coupled with an increase in coverage of firms in 2010, has led to some significant changes to results by comparison with the previous NACE Rev. 1.1 results. The main changes that affected the results were the reclassification of some industrial enterprises from Industry to Services, principally in the software and publishing sectors. For further information on the NACE Rev. 2 classification of industrial activity, visit the CSO website:

http://www.cso.ie/surveysandmethodologies/classification_indus_act.htm.

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Table 1 Main results of enterprise ICT survey, as percentage of all enterprises, 2009 - 2010

	Unit	Manufacturing sectors		Construction sector		Selected services sectors		Total	
		2009	2010	2009	2010	2009	2010	2009	2010
General information about ICT systems									
Using a computer	%	98	99	96	97	92	92	93	93
Using intranet	%	54	47	31	36	40	40	41	41
Using LAN	%	70	74	59	62	57	60	59	62
Using extranet	%	16	22	12	15	19	20	18	20
Have a written ICT strategy	%	20	39	11	31	18	31	18	32
Use of the internet									
Using the internet	%	97	98	96	97	89	91	90	92
Having a website or homepage	%	76	84	58	64	60	66	62	68
Purposes of using the internet (as consumer)									
Training and education	%	38	45	31	42	36	41	36	42
Interaction with public authorities via internet									
For obtaining information	%	87	91	87	92	75	79	77	82
For obtaining forms	%	88	94	90	93	76	79	78	82
For returning filled-in forms	%	69	80	72	73	60	65	62	67
For full electronic case handling	%	66	76	68	76	56	63	58	66
Submit proposal by electronic tender system	%	28	37	44	55	23	29	26	32
Purposes of using the internet (as provider)									
Facilitating access to catalogues and price lists	%	44	50	23	27	35	39	35	40
Electronic sharing									
Uses an ERP software package	%	29	31	13	16	17	18	18	20
Capture, store and make available the information about clients	%	20	24	11	12	22	25	21	24
Analyse information about clients for marketing purposes	%	19	22	6	8	22	27	21	25

Table 2 Main results of enterprise ICT survey as percentage of all enterprises by sector, 2010

NACE Division ¹	Manufacturing sectors					Construction sector	Selected services sectors							Total		
	10-18	19-22	23-25	26-33	Total	41-43	45-47	49-53	55-56	58-63	68	69-74	77-82		Total	
Unit																
General information about ICT systems																
Using a computer	%	97	100	100	98	99	97	96	93	78	100	94	97	97	92	93
Using intranet	%	46	65	37	48	47	36	41	34	22	83	45	51	44	40	41
Using LAN	%	72	83	64	79	74	62	62	60	41	93	64	70	67	60	62
Using extranet	%	20	23	12	30	22	15	20	13	10	56	21	26	22	20	20
Have a written ICT strategy	%	36	52	26	47	39	31	29	30	15	62	30	52	37	31	32
Use of the internet																
Using the internet	%	97	100	99	98	98	97	94	92	76	100	94	97	96	91	92
Having a website or homepage	%	81	89	81	88	84	64	58	65	57	97	69	86	78	66	68
Purposes of using the internet (as consumer)																
Banking and financial services	%	91	96	90	94	92	94	85	78	69	97	83	96	90	83	85
Training and education	%	41	57	32	56	45	42	40	36	20	82	34	61	51	41	42
Interaction with public authorities via internet																
For obtaining information	%	88	98	92	93	91	92	79	80	62	95	85	97	88	79	82
For obtaining forms	%	92	97	95	94	94	93	80	82	61	96	82	94	88	79	82
For returning filled-in forms	%	83	89	67	81	80	73	65	61	48	89	71	80	70	65	67
For full electronic case handling	%	77	83	70	78	76	76	62	62	48	83	68	85	64	63	66
Submit proposal by electronic tender system	%	35	34	37	39	37	55	23	37	11	51	33	54	51	29	32
Purposes of using the internet (as provider)																
Facilitating access to catalogues and price lists	%	42	55	50	59	50	27	40	30	45	55	41	26	38	39	40
Electronic sharing																
Uses an ERP software package	%	25	57	20	38	31	16	25	12	8	36	4	11	16	18	20
Capture, store and make available the information about clients	%	20	31	19	28	24	12	27	15	10	54	36	35	30	25	24
Analyse information about clients for marketing purposes	%	20	30	17	24	22	8	29	14	19	54	25	28	29	27	25

¹ See Background notes for NACE Rev2 classification

Table 3 Purchases and sales via e-Commerce, 2009 - 2010

	Unit	Manufacturing sectors		Construction sector		Selected services sectors		Total	
		2009	2010	2009	2010	2009	2010	2009	2010
Use of e-Commerce for purchases (as % of total enterprises)									
by internet or EDI	%	63	49	32	38	41	43	44	44
by internet	%	60	47	30	38	38	39	40	40
by EDI	%	12	11	5	8	12	13	12	12
Use of e-Commerce for sales (as % of total enterprises)									
by internet or EDI	%	26	31	8	11	19	20	19	21
by internet	%	19	24	8	11	17	18	16	18
by EDI	%	11	11	2	3	5	6	6	7
Percentage of purchases by e-Commerce (as % of total purchases)									
by internet or EDI	%	22	19	8	7	36	23	30	21
by internet	%	12	13	7	5	17	10	15	11
by EDI	%	10	6	2	2	19	13	16	11
Percentage of sales by e-Commerce (as % of total turnover)									
by internet or EDI	%	17	26	1	1	32	26	26	24
by internet	%	2	11	1	1	12	8	8	8
by EDI	%	15	16	0	0	21	18	18	16

Table 4 Purchases and sales via e-Commerce by sector, 2010

NACE Division ¹	Manufacturing sectors					Construction sector	Selected services sectors								Total	
	10-18	19-22	23-25	26-33	Total	41-43	45-47	49-53	55-56	58-63	68	69-74	77-82	Total		
Unit																
Use of e-Commerce for purchases (as % of total enterprises)																
by internet or EDI	%	47	51	38	60	49	38	48	39	26	76	49	46	45	43	44
by internet	%	43	50	37	58	47	38	38	39	25	73	44	46	44	39	40
by EDI	%	11	12	5	15	11	8	19	4	4	20	19	9	8	13	12
Use of e-Commerce for sales (as % of total enterprises)																
by internet or EDI	%	38	31	21	29	31	11	22	21	22	33	14	8	17	20	21
by internet	%	28	24	18	24	24	11	18	19	21	31	14	8	16	18	18
by EDI	%	16	11	5	10	11	3	8	7	4	9	7	3	4	6	7
Percentage of purchases by e-Commerce (as % of total purchases)																
by internet or EDI	%	10	14	3	37	19	7	18	13	10	55	7	19	12	23	21
by internet	%	7	10	2	23	13	5	6	11	3	29	4	13	7	10	11
by EDI	%	2	4	0	14	6	2	12	2	8	27	3	6	5	13	11
Percentage of sales by e-Commerce (as % of total turnover)																
by internet or EDI	%	33	7	3	48	26	1	18	47	10	51	2	8	11	26	24
by internet	%	19	1	2	17	11	1	4	33	9	9	2	7	7	8	8
by EDI	%	14	6	0	31	16	0	14	14	1	41	0	1	4	18	16

¹ See Background notes for NACE Rev2 classification

Table 5 External connection to the internet, as a percentage of all enterprises, 2009 and 2010

	Unit	Manufacturing sectors		Construction ¹ sector		Selected services sectors		Total	
		2009	2010	2009	2010	2009	2010	2009	2010
Type of external connection to the internet²									
Modem/ISDN	%	28	24	31	20	27	23	28	23
Broadband	%	84	91	75	91	75	85	76	87
Broadband connection as % of all enterprises²									
DSL	%	68	72	69	73	66	71	67	71
Other fixed wire connection	%	26	34	11	27	18	26	18	27
Mobile broadband connection	%	25	41	35	54	22	33	24	36
Enterprises with broadband									
Using intranet	%	57	49	35	38	46	45	47	45
Using LAN	%	77	76	69	65	68	69	70	70
Using extranet	%	18	24	13	17	22	23	21	22
Having employees who e-work ³	%	38	45	31	45	33	34	33	37
Using ERP ⁴ software	%	32	34	14	17	20	21	21	22
Using CRM ⁵ software	%	25	29	14	17	34	36	31	34
Purchases by internet or EDI	%	67	50	38	40	49	49	51	49
Sales by internet or EDI	%	27	31	10	12	22	23	22	23

¹ The 2009 results are not strictly comparable with the 2010 results due to increased coverage in 2010.

² Enterprises may have more than one internet connection. Similarly, those with broadband may use more than one type of connection.

³ Enterprises who have employees who regularly work part of their time (at least 1/2 day per week) away from the premises and use electronic networks to communicate with the enterprise's ICT system.

⁴ Enterprise Resource Planning.

⁵ Customer Relationship Management.

Table 6 External connection to the internet, as a percentage of all enterprises, by sector, 2010

NACE Division ¹	Manufacturing sectors					Construction sector	Selected services sectors							Total		
	10-18	19-22	23-25	26-33	Total	41-43	45-47	49-53	55-56	58-63	68	69-74	77-82		Total	
	Unit															
Type of external connection to the internet²																
Modem/ISDN	%	22	27	25	24	24	20	25	31	20	20	17	16	25	23	23
Broadband	%	92	91	89	92	91	91	88	81	71	99	94	95	87	85	87
Broadband connection as % of all enterprises²																
DSL	%	78	69	64	72	72	73	76	62	57	66	79	83	69	71	71
Other fixed wire broadband connection	%	32	45	28	37	34	27	24	25	23	63	24	24	27	26	27
Mobile broadband connection	%	39	48	37	42	41	54	32	40	19	66	24	40	39	33	36
Enterprises with broadband																
Using Intranet	%	49	70	38	49	49	38	45	38	28	83	48	54	48	45	45
Using LAN	%	75	87	66	81	76	65	69	68	55	93	68	73	74	69	70
Using extranet	%	22	25	14	33	24	17	22	15	13	57	23	27	25	23	22
Having employees who e-work ³	%	43	60	38	46	45	45	31	33	15	84	38	41	49	34	37
Using ERP ⁴ software	%	27	60	22	39	34	17	28	14	11	36	4	11	17	21	22
Using CRM ⁵ software	%	26	40	24	32	29	17	36	22	26	62	41	42	40	36	34
Purchases by internet or EDI	%	49	54	37	60	50	40	52	47	37	77	52	46	50	49	49
Sales by internet or EDI	%	40	31	20	30	31	12	24	25	30	32	15	9	20	23	23

¹ See Background notes for NACE Rev2 classification.

² Enterprises may have more than one internet connection. Similarly, those with broadband may use more than one type of connection.

³ Enterprises who have employees who regularly work part of their time (at least 1/2 day per week) away from the premises and use electronic networks to communicate with the enterprise's ICT system.

⁴ Enterprise Resource Planning.

⁵ Customer Relationship Management.

Background Notes

Introduction The enterprise survey of ICT and e-commerce usage is conducted to provide harmonised enterprise statistics at EU level on indicators required under the i2010 European Information Society initiative designed to foster growth and jobs in the information society and media industries. The survey on ICT is carried out annually under EU Regulation (EC) No. 808/2004.

Enterprise survey This postal survey, of approximately 7,000 enterprises, was first conducted by the CSO in October 2002 and since then has been conducted as a full survey in March of each year. The overall results are released by Eurostat on an EU27-wide basis. The results presented in this release are from the March 2010 survey. The results cover enterprises with ten or more employees in the manufacturing, construction and selected services sectors. Enterprises operating in the following NACE Rev.2 classifications were included in the coverage of this survey.

NACE Rev.2		
NACE category		Description
Section C	(10-33)	Manufacturing
Section D, E	(35-39)	Electricity, gas and steam, water supply, sewerage and waste management
Section F	(41-43)	Construction
Section G	(45-47)	Wholesale and retail trade; repair of motor vehicles and motorcycles
Section H	(49-53)	Transportation and storage
Section I	(55-56)	Accommodation and food service activities
Section J	(58-63)	Information and communication
Section L	(68)	Real estate activities
Division	(69-74)	Professional, scientific and technical activities (selected sectors)
Section N	(77-82)	Administrative and support service activities

Glossary of terms **Broadband:** High-speed, always-on internet access running with a speed of greater than 128Kb/sec (Kilobytes per second).

Digital Subscriber Line (DSL): Digital Subscriber Line technologies are designed to increase bandwidth available over standard copper telephone wires. Includes IDSL, HDSL, SDSL, ADSL, RADSL, VDSL, DSL-Lite and xDSL.

Electronic Commerce (e-Commerce): Transactions conducted over IP (Internet Protocol) based networks and over other computer mediated networks. The goods and services are ordered over those networks, but the payment and ultimate delivery of the goods or service may be conducted on or offline. Orders received via telephone, facsimile and non-interactive e-mails are not counted as electronic commerce.

Electronic Data Interchange (EDI): Electronic exchange of forms, such as for orders, between geographically dispersed locations.

Enterprise Resource Planning (ERP): Enterprise Resource Planning consists of one or a set of software applications that integrate information and processes across the several business functions of the enterprise.

Extranet: A secure extension of an intranet that allows external users to access some parts of an organisation's intranet.

Intranet: An internal company communications network using IP-based communications within an organisation.

Integrated Services Digital Network (ISDN): Integrated Services Digital Network is the digital version of the old telephone system. ISDN offers many services such as private virtual networks, high-speed facsimile (fax), video-conferencing and most importantly, high speed communications.

LAN: Local Area Network. This relates to your company's computer network, usually within an office, building or closed geographical area.

Mb/sec: Megabytes per second.

Modem: Device that converts outgoing digital signals from a computer to analogue signals which can be transmitted via a conventional copper telephone line and which converts incoming analogue signals to digital.