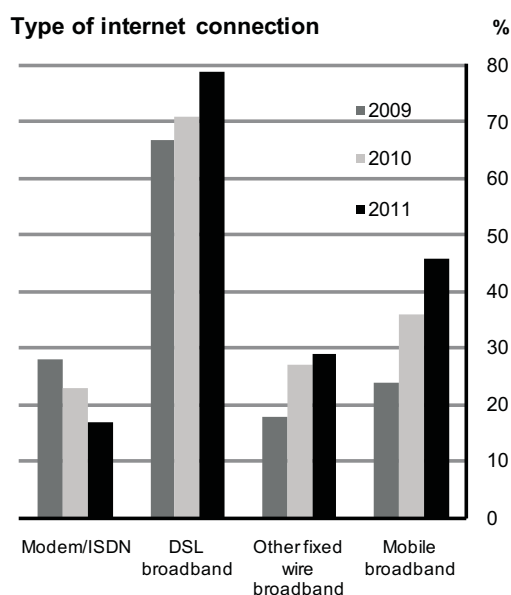


An Phríomh-Oifig Staidrimh
Central Statistics Office

Information Society Statistics

Enterprise Statistics 2011



Type of internet connection used by enterprises

	2009	2010	2011
Internet connection	90	92	93
<i>by type of connection</i>			
Modem/ISDN	28	23	17
Broadband	76	87	91
<i>of which</i>			
DSL	67	71	79
Other fixed wire	18	27	29
Mobile broadband	24	36	46

Use of broadband continues to increase

In 2011, 93% of all enterprises had a computer connected to the internet while 70% had a website or homepage. *See Table 1 and Table 2.*

The use of e-Commerce by enterprises increased in 2011, with 49% of enterprises now using it for purchases compared with 44% in 2010. The percentage of enterprises using e-Commerce for sales also increased with 23% using it in 2011 compared with 21% in 2010. *See Table 3.*

Access to the internet using broadband increased in 2011 with 91% of all enterprises now having a broadband connection. The number of enterprises using a modem or ISDN connection continues to decline, dropping to 17% in 2011. DSL broadband was used by 79% of enterprises compared with 71% in 2010. The use of mobile broadband reached a level of 46% in 2011 compared with 36% in 2010. *See above, Table 5, Table 6 and 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 2011. This survey covers enterprises with 10 or more employees in the manufacturing, construction and selected services sectors. *See background notes.*

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Table 1 Main results of enterprise ICT survey, as percentage of all enterprises, 2010 and 2011

	Manufacturing sectors		Construction sector		Selected services sectors		Total		%
	2010	2011	2010	2011	2010	2011	2010	2011	
General information about ICT systems									
Using a computer	99	99	97	98	92	93	93	94	
Using intranet	47	48	36	34	40	40	41	41	
Using LAN	74	74	62	66	60	63	62	64	
Using extranet	22	20	15	12	20	19	20	19	
Have a written ICT strategy	39	23	31	13	31	19	32	19	
Use of the internet									
Using the internet	98	99	97	98	91	92	92	93	
Have a website or homepage	84	85	64	70	66	68	68	70	
Purposes of using the internet (as consumer)									
Banking and financial services	92	94	94	90	83	84	85	86	
Training and education	45	50	42	46	41	45	42	46	
Interaction with public authorities via internet									
For obtaining information	91	92	92	93	79	81	82	83	
For obtaining forms	94	95	93	90	79	83	82	85	
For returning filled-in forms	80	91	73	94	65	80	67	82	
For full electronic case handling	76	58	76	72	63	54	66	55	
Submit proposal by electronic tender system	37	45	55	80	29	34	32	38	
Purposes of using the internet (as provider)									
Facilitating access to catalogues and price lists	50	48	27	17	39	39	40	38	
Electronic sharing									
Uses an ERP software package	31	30	16	10	18	19	20	20	
Capture, store and make available information about clients	24	26	12	15	25	29	24	28	
Analyse information about clients for marketing purposes	22	23	8	10	27	28	25	26	

Table 2 Main results of enterprise ICT survey, as percentage of all enterprises by sector, 2011

	Manufacturing sectors					Construction sector	Selected services sectors								Total
NACE Division ¹	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	Total
General information about ICT systems															
Using a computer	98	100	99	99	99	98	96	95	81	99	94	98	94	93	94
Using intranet	44	68	37	53	48	34	39	38	26	73	44	53	44	40	41
Using LAN	69	85	68	80	74	66	62	61	47	93	73	77	70	63	64
Using extranet	18	29	16	23	20	12	20	16	11	46	24	22	17	19	19
Have a written ICT strategy	19	40	13	27	23	13	15	20	7	46	29	36	24	19	19
Use of the internet															
Using the internet	98	100	99	99	99	98	95	95	78	99	92	98	94	92	93
Have a website or homepage	82	91	83	88	85	70	61	68	62	97	83	78	77	68	70
Purposes of using the internet (as consumer)															
Banking and financial services	91	98	93	95	94	90	87	86	70	93	83	91	90	84	86
Training and education	43	72	42	54	50	46	45	36	27	79	54	67	52	45	46
Interaction with public authorities via internet															
For obtaining information	91	95	92	92	92	93	82	85	66	91	82	93	85	81	83
For obtaining forms	94	96	96	94	95	90	85	87	68	94	85	95	89	83	85
For returning filled-in forms	91	93	88	91	91	94	80	83	65	94	87	93	86	80	82
For full electronic case handling	55	61	51	65	58	72	53	56	40	68	52	68	63	54	55
Submit proposal by electronic tender system	36	50	58	44	45	80	31	45	13	53	36	58	57	34	38
Purposes of using the internet (as provider)															
Facilitating access to catalogues and price lists	44	57	44	51	48	17	41	29	45	53	39	22	31	39	38
Electronic sharing															
Uses an ERP software package	24	51	20	34	30	10	25	14	8	36	11	16	15	19	20
Capture, store and make available information about clients	21	37	27	28	26	15	27	21	15	65	36	41	37	29	28
Analyse information about clients for marketing purposes	22	34	18	22	23	10	28	21	19	57	33	27	33	28	26

¹ See Background notes for NACE Rev2 classification

Table 3 Purchases and sales via e-Commerce, 2010 and 2011

	Manufacturing sectors		Construction sector		Selected services sectors		Total		%
	2010	2011	2010	2011	2010	2011	2010	2011	
Use of e-Commerce for purchases									
(as % of total enterprises)									
by internet or EDI	49	52	38	39	43	49	44	49	
by internet	47	50	38	38	39	44	40	45	
by EDI	11	11	8	1	13	12	12	11	
Use of e-Commerce for sales									
(as % of total enterprises)									
by internet or EDI	31	35	11	5	20	23	21	23	
by internet	24	25	11	5	18	20	18	20	
by EDI	11	15	3	0	6	6	7	7	
Percentage of purchases by e-Commerce									
(as % of total purchases)									
by internet or EDI	19	18	7	14	23	21	21	20	
by internet	13	9	5	10	10	9	11	9	
by EDI	6	9	2	3	13	13	11	11	
Percentage of sales by e-Commerce									
(as % of total turnover)									
by internet or EDI	26	12	1	0	26	21	24	17	
by internet	11	3	1	0	8	10	8	7	
by EDI	16	9	0	0	18	11	16	10	

Table 4 Purchases and sales via e-Commerce by sector, 2011

															%
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	
Use of e-Commerce for purchases															
(as % of total enterprises)															
by internet or EDI	49	61	45	58	52	39	53	44	35	77	49	54	51	49	49
by internet	46	60	43	56	50	38	43	41	33	74	48	54	50	44	45
by EDI	8	21	7	14	11	1	19	10	3	15	9	5	6	12	11
Use of e-Commerce for sales															
(as % of total enterprises)															
by internet or EDI	46	37	21	30	35	5	24	29	25	31	13	11	18	23	23
by internet	31	27	19	21	25	5	20	24	24	29	11	11	18	20	20
by EDI	22	15	4	14	15	0	8	11	4	8	7	1	3	6	7
Percentage of purchases by e-Commerce															
(as % of total purchases)															
by internet or EDI	15	17	9	22	18	14	25	17	10	15	31	15	18	21	20
by internet	11	6	7	10	9	10	7	10	5	12	30	12	16	9	9
by EDI	4	11	2	12	9	3	18	8	5	3	1	3	2	13	11
Percentage of sales by e-Commerce															
(as % of total turnover)															
by internet or EDI	20	3	6	18	12	0	22	57	8	16	2	4	11	21	17
by internet	2	2	2	6	3	0	7	46	8	7	2	3	8	10	7
by EDI	18	2	4	12	9	0	15	11	1	9	0	1	2	11	10

¹ See Background notes for NACE Rev2 classification

Table 5 External connection to the internet, as a percentage of all enterprises, by sector, 2010 and 2011

	Manufacturing sectors		Construction sector		Selected services sectors		Total	
	2010	2011	2010	2011	2010	2011	2010	2011
Type of external connection to the internet¹								
Modem/ISDN	24	17	20	15	23	17	23	17
Broadband	91	96	91	93	85	90	87	91
Broadband connection as % of all enterprises¹								
DSL	72	79	73	76	71	79	71	79
Other fixed wire connection	34	33	27	26	26	29	27	29
Mobile broadband connection	41	56	54	54	33	44	36	46
Other mobile connection	22	28	24	28	18	24	19	25
Enterprises with broadband								
Using Intranet	49	49	38	37	45	44	45	44
Using LAN	76	76	65	71	69	69	70	70
Using extranet	24	21	17	13	23	21	22	20
Using ERP ² software	34	31	17	10	21	21	22	22
Using CRM ³ software	29	30	17	17	36	37	34	35
Purchases by internet or EDI	50	53	40	45	49	54	49	53
Sales by internet or EDI	31	35	12	5	23	25	23	25

¹ Enterprises may have more than one internet connection. Similarly, those with broadband may use more than one type of connection.

² Enterprise Resource Planning.

³ Customer Relationship Management.

Table 6 External connection to the internet, as a percentage of all enterprises, by sector, 2011

	Manufacturing sectors					Construction sector	Selected services								%
NACE Division ¹	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	Total
Type of external connection to the internet²															
Modem/ISDN	15	15	22	15	17	15	19	19	13	16	7	16	15	17	17
Broadband	94	100	97	97	96	93	93	92	78	99	92	98	91	90	91
Broadband connection as % of all enterprises²															
DSL	81	80	75	77	79	76	83	76	69	80	80	85	77	79	79
Other fixed wire broadband connection	26	41	34	37	33	26	25	36	20	62	34	31	40	29	29
Mobile broadband connection	55	67	53	56	56	54	41	48	25	72	58	60	58	44	46
Other mobile connection	26	35	25	30	28	28	22	30	15	43	40	34	31	24	25
Enterprises with broadband															
Using Intranet	45	68	38	54	49	37	42	41	33	73	47	55	49	44	44
Using LAN	72	85	69	82	76	71	66	66	60	93	79	79	76	69	70
Using extranet	18	29	17	24	21	13	21	17	14	46	26	22	19	21	20
Using ERP ³ software	26	51	21	36	31	10	27	15	10	37	12	16	17	21	22
Using CRM ⁴ software	28	39	29	30	30	17	35	26	28	69	45	45	44	37	35
Purchases by internet or EDI	51	61	45	59	53	45	56	47	45	77	53	55	55	54	53
Sales by internet or EDI	47	37	22	30	35	5	26	32	32	32	14	11	19	25	25

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 Enterprise Resource Planning.

⁴ 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. The survey on ICT is carried out annually under EU Regulation (EC) No. 808/2004.

Enterprise survey This postal survey, of approximately 9,000 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 2011 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.

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.