



Survey on ICT Usage and E-commerce in Enterprises 2026

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You are completing this for CSO (Central Statistics Office)
If the company details or structure have changed contact us by email ict@cso.ie

The survey on ICT Usage and E-commerce in Enterprises is an annual survey conducted by the Central Statistics Office collecting data on the use of Information and Communication Technologies (ICTs) in Irish businesses.

This is a statutory survey conducted under the Statistics (Information and Communication Technologies Survey) Order 2026 No. 90 of 2026 made under the Statistics Act, 1993.

Harmonised surveys collecting comparable data are conducted annually across the EU and all results are available from Eurostat. These surveys provide many of the statistical indicators needed under the 2010 European Information Society Initiative.

Please ensure you save or print a copy of your return as copies will not be available later.

Previous survey results can be found here: [Previous Survey Results](#)

A1. Details of Enterprise Activity and Access to the Internet

A1.1 What is the main activity of the enterprise?

A1.2 Does your enterprise have access to the internet?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

A2. Average number of persons employed and self-employed persons in Ireland during 2025

If figure is nil, please enter zero.



Display if A2 = 0

A2.1 Please confirm that there were no persons employed in Ireland by the enterprise in 2025

Confirm

Only answer this question if A1.2 = Yes And A2 is Greater than 0

A3. Number of persons employed with internet access for business purposes:

Include: Fixed line and mobile connections.

Persons with internet access employed in Ireland.

If you cannot provide this number please enter zero.

Display if A3 = 0

A3.1 Persons with internet access employed in Ireland.

As you cannot supply the number of persons, please indicate an estimate of the percentage of the total number of persons employed who have access to the internet for business purposes:

 %

Only answer this question if A1.2 = yes and A2 is greater than 0

A4. Does your enterprise use any type of fixed broadband connection to the internet?

(e.g. Fibre optics technology (FTTP), cable technology)

Yes
 No



Only answer this question if A1.2 = Yes And A2 is Greater than 0 And (A4 = Yes)

A4.1 What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?

- Less than 30 Mb/sec
- At least 30 Mb/sec but less than 100 Mb/Sec
- At least 100 Mb/sec but less than 500 Mb/sec
- At least 500 Mb/sec but less than 1 Gb/sec
- At least 1 Gb/sec

Only answer this question if A1.2 = Yes And A2 is Greater than 0

A5. Does your enterprise have a website?

If your enterprise is present on the website of its enterprise group or franchisor, it is also considered to have a website.

- Yes
- No

Only answer this question if A1.2 = Yes And A2 is Greater than 0

A6. Does your enterprise use any social media?

i.e. have a user profile or an account

(e.g. Facebook, Instagram, X (formerly Twitter), Snapchat, YouTube, LinkedIn, TikTok, Xing, Viadeo)

- Yes
- No



Answer this question if A1.2 = Yes And A2 is Greater than 0

B. E-Commerce sales

E-Commerce Transaction

E-commerce sales are orders of goods or services via websites, apps or EDI (Electronic Data Interchange).

The payment may be conducted online or offline.

Please report web and EDI-type sales separately. They are defined by the method of placing the order:

Web sales: the customer places the order on a website or app. Web sales covers orders, bookings and reservations placed by your customers via your enterprise's website or apps or an e-Commerce marketplace website or apps (used by several enterprises for trading goods or services)

EDI type sales: an EDI-type order message is created from the business system of the customer.

Exclude: Orders made by manually typed emails.

B1. Did your enterprise receive orders for goods or services via a website or apps during 2025?

Exclude: Manually typed emails

EDI type sales

Yes

No

If B1= Yes

B1.1 Through which websites or apps did your enterprise receive orders for goods or services during 2025

Select all that apply.

Your enterprise's website or apps

Include: Those of parent or affiliate enterprises, extranets.

An e-Commerce marketplace website or apps used by several enterprises for trading products

(e.g. Booking.com, eBay, Amazon, Alibaba, Hotels.com)



Answer if B1 = Yes

B1.2 What percentage of total turnover (by value) was represented by sales via a website or apps during 2025?

Please provide percentages to .1 decimal if less than 1%

Answer if both options selected – B1.3 asked if not B1.3 skipped, as if only one option selected taken that the percentage = 100%

B1.3 What was the percentage breakdown of the value of sales via a website or apps in 2025 using the following:

If you cannot provide the exact percentages an approximation will suffice.

Please provide percentages to .1 decimal if less than 1%

Your enterprise's websites or apps?

E-Commerce marketplace websites or apps used by several enterprises for trading goods or services

(e.g. e-Bookers, Booking.com, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom)

Answer this question if A1.2 = Yes And A2 is Greater than 0 Must = 100%

B1.4 Of the sales ordered via a website or apps in 2025, what percentage was represented by:

If you cannot give exact percentages, your best estimate will suffice.

Sales to private consumers

%

Sales to other enterprises and sales to public sector

%



Answer this question if A1.2 = Yes And A2 is Greater than 0 and B1 = yes .

B1.5 Of the sales ordered via a website or apps in 2025, what was the percentage breakdown of the value of web sales by type of products?

Please provide percentages to .1 decimal if less than 1%.
Exclude: Manually typed emails.

<input type="text"/>	% Physical goods
<input type="text"/>	% Digital goods or services Digitally delivered. (e.g. software or other digital content as downloads or as a streaming service (software licences, e-books, e-newspapers, apps, online courses/webinars))
<input type="text"/>	% Services not digitally delivered (e.g. accommodation, travel, maintenance or repair services)

*Answer this question if A1.2 = Yes And A2 is Greater than 0 and B1 = yes .
If only one option selected in B1.6 go to B2 as it is taken that the percentage must = 100*

B1.6 Did your enterprise receive orders placed via a website or apps by customers located in the following geographical areas during 2025?

Select all that apply

<input type="checkbox"/>	Ireland
<input type="checkbox"/>	Other EU countries
<input type="checkbox"/>	Rest of the world Include: United Kingdom

*Answer this question if A1.2 = Yes And A2 is Greater than 0 and B1 = yes . Must = 100
And B1.6 Contains more than one selection*

B1.6.1 What was the percentage breakdown of the value of these orders placed via a website or app in 2025 by customers located in the following geographical areas?

Please provide percentages to .1 decimal if less than 1%.

<input type="text"/>	% Ireland
<input type="text"/>	% Other EU countries
<input type="text"/>	% Rest of the world Include: United Kingdom



Answer this question if A1.2 = Yes And A2 is Greater than 0

B2. Did your enterprise receive orders for goods or services via Electronic Data Interchange (EDI) during 2025?

EDI-type sales covers orders placed by customers via EDI-type messages (EDI: Electronic Data interchange) meaning:

- In an agreed or standard format suitable for automated processing
- EDI-type order message created from the business system of the customer

Include:

Orders transmitted via EDI-service provider
Automatic system generated demand driven orders
Orders received directly into your ERP system

Exclude: Manually typed emails.

Yes

No

Answer if B2 = Yes

B2.1 What percentage of total turnover (by value) was represented by sales via Electronic Data Interchange (EDI) during 2025?

EDI-type sales covers orders placed by customers via EDI-type messages (EDI: Electronic Data Interchange) meaning:

- In an agreed or standard format suitable for automated processing
- EDI-type order message created from the business system of the customer

Include:

Orders transmitted via EDI-service provider
Automatic system generated demand driven orders
Orders received directly into your ERP system

Exclude: Emails

Please provide percentages to .1 decimal if less than 1%



Answer this question if A1.2 = Yes And A2 is Greater than 0

C. E-commerce Purchases

C1. Did your enterprise place orders for goods or services via a website, apps or Electronic Data Interchange (EDI) during 2025?

Exclude: Manually typed emails.

Electronic Data Interchange (EDI):

EDI-type sales covers orders placed by customers via EDI-type messages (EDI: Electronic Data Interchange) meaning:

In an agreed or standard format suitable for automated processing
EDI-type order message created from the business system of the customer

Include:

Orders transmitted via EDI-service provider
Automatic system generated demand driven orders
Orders received directly into your ERP system
Orders via a website
Orders via an app

Exclude: Manually typed emails

Yes

No

Answer if C1 = Yes

C1.1 What percentage of total purchases (by value) was represented by electronic purchases during 2025?

Please provide percentages to .1 decimal if less than 1%

%

Answer this question if A1.2 = Yes And A2 is Greater than 0

D. ICT Specialists and Skills

D1. Does your enterprise currently employ ICT specialists?



ICT specialists are persons employed for whom ICT is their main job, for example to develop, operate or maintain ICT systems or applications.

Include: Only ICT specialists employed directly.

Exclude: ICT specialists contracted or commissioned.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

D2. Did your enterprise recruit or try to recruit ICT specialists during 2025?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Answer if D2= Yes

D3. Did your enterprise have vacancies for ICT specialists that were difficult to fill during 2025?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

D4.1 Did your enterprise provide any type of training to develop ICT related skills of persons employed during 2025?

Exclude: ICT Specialists.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

D4.2 Did your enterprise provide any type of training to develop ICT related skills for ICT specialists employed during 2025?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No



(Answer this question if A1.2 = Yes) And (A2 is Greater than 0)

E. Data Utilisation and Analytics

E1.1 Does your enterprise use Enterprise Resource Planning (ERP) software?

ERP software is used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing). ERP software can be off-the-shelf software, customised to the needs of the enterprise or self-created software.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

E1.2 Does your enterprise use Customer Relationship Management (CRM) software?

CRM software manages information about customers (e.g. relations or transactions). CRM facilitates communication with the customer and helps track customer interests, purchasing habits.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

E1.3 Does your enterprise use Business Intelligence (BI) software?

BI software accesses and analyses data (e.g. from data warehouses, data lakes) from internal IT systems and/or external sources and presents analytical findings in reports, summaries, dashboards, graphs, charts or maps, to provide users with detailed insights for decision-making or strategic planning.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

E2. Does your enterprise share data electronically with suppliers or customers within the supply chain?

(e.g. via websites or apps, EDI-systems, real-time sensors or tracking)

Enterprise Shared Data:

This data may be exchanged via websites, networks or other means of electronic data transfer, excluding e-mails not suitable for automated processing or manually typed.



Some of the examples of data exchange: Information on inventory levels, progress of deliveries, progress in service provision, demand forecasts, products availability, customer requirements, e-commerce data, information regarding production or maintenance.

Exclude: Emails not suitable for automated processing
Manually typed emails

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Data Analytics

The following questions relate to Data Analytics.

Data Analytics refers to the use of technologies, techniques or software tools for analysing data to extract patterns, trends and insights to make conclusions, predictions and better decision-making with the aim of improving performance (e.g. increase production, reduce costs). Data may be extracted from your own enterprise's data sources or from external sources (e.g. suppliers, customers, government).

E3. Does your enterprise perform data analytics by own employees?

Include: Both internal and external data sources.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Answer if E3 = Yes

E3.1 Does your enterprise perform data analytics on data from the following sources?

Select all that apply.

<input type="checkbox"/>	Transaction records such as sale details, payments records (e.g. from Enterprise Resource Planning system (ERP) or own webshop)
<input type="checkbox"/>	Customers such as customer purchasing information, location, preferences, customer reviews, searches (e.g. from Customer Relationship Management system (CRM) or own website)
<input type="checkbox"/>	Social media (e.g. personal information, comments, video, audio, images) Include: Data from your enterprise's own social media profiles.



- | | |
|--------------------------|---|
| <input type="checkbox"/> | Web data (e.g. search engine trends, web scraping - use of computer program for extracting data from websites) |
| <input type="checkbox"/> | Location data from the use of portable devices or vehicles (e.g. portable devices using mobile telephone networks, wireless connections or GPS) |
| <input type="checkbox"/> | Smart devices or sensors (e.g. Machine to Machine (M2M) communications, sensors installed in machinery, manufacturing sensors, smart meters, Radio frequency identification tags (A Radio Frequency Identification-RFID tag is a device that can be applied to or incorporated into a product or an object and transmits data via radio waves)) |
| <input type="checkbox"/> | Government authorities open data (e.g. enterprise public records, weather conditions, topographic data, transport data, housing data, buildings data) |
| <input type="checkbox"/> | Satellite data (e.g. satellite imagery, navigation signals, position signals) Include: data acquired from enterprise's own infrastructure or from externally provided service (e.g. AWS Ground Station). Exclude: Location data from the use of portable devices or vehicles using GPS. |
| <input type="checkbox"/> | None of the above |

E4. Does an external enterprise or organisation perform data analytics for your enterprise?

Include: Data analytics based on data from internal and external sources.

- | | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |

(Ent_ WebAccess Contains Any 1 Yes) And (Empl_ AvgNum2 Greater than 0)

F. Use of Cloud Computing Services

Cloud computing refers to ICT services that are used over the internet to access software, computing power, storage capacity etc., where the services have all of the following characteristics:

Are delivered from servers of service providers

Can be easily scaled up or down (e.g. number of users or change of storage capacity)

Can be used on-demand by the user, at least after the initial setup (without human interaction with the service provider)

Are paid for per user or capacity used, or are pre-paid

Cloud computing may include connections via Virtual Private Networks (VPN).



F1. Does your enterprise use any paid cloud computing services?

(e.g. Microsoft OneDrive, Apple iCloud, Dropbox.)

Exclude: Free of charge services.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Display if F1 = Yes

F1.1 Which of the following paid cloud computing services does your enterprise use:

Exclude: Free of charge services

<input type="checkbox"/>	Email
<input type="checkbox"/>	Office software (e.g. word processors, spreadsheets)
<input type="checkbox"/>	Finance or accounting software applications
<input type="checkbox"/>	Enterprise Resource Planning (ERP) software applications
<input type="checkbox"/>	Customer Relationship Management (CRM) software applications
<input type="checkbox"/>	Security software applications (e.g. antivirus program, network access control)
<input type="checkbox"/>	Hosting the enterprise's database(s)
<input type="checkbox"/>	Storage of files
<input type="checkbox"/>	Computing power to run the enterprise's own software
<input type="checkbox"/>	Computing platform providing a hosted environment for application development, testing or deployment (e.g. reusable software modules, application programming interfaces (APIs))
<input type="checkbox"/>	Artificial Intelligence (AI) software or systems generating text, images, video, audio content or code. Please do not consider AI features if they are embedded in other software or systems you are using.
<input type="checkbox"/>	None of the above



Display if F1 = Yes

F2. What was the total cost of the cloud computing services for your enterprise in 2025?

Please provide the total cost to the nearest €.

Include: Only the cost paid to the cloud computing service provider or seller.

Exclude: VAT.

If your enterprise only started purchasing cloud computing services in 2026, please enter zero.

(Answer this question if A1.2 = Yes) And (A2 is Greater than 0)

G. Artificial Intelligence (AI)

Artificial intelligence (AI) refers to systems that use technologies such as: text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning to gather, use and/or produce data, for example to make predictions, recommendations, or decisions, with varying levels of autonomy.

AI systems can be software-based, e.g.

systems that create content (generative AI)

chatbots and business virtual assistants based on natural language processing

face recognition systems based on computer vision or speech recognition systems

data analysis based on machine learning, etc.

or **embedded in devices**, e.g.

autonomous robots for warehouse automation or production assembly works

autonomous drones for production surveillance or parcel handling, etc.

G1. Does your enterprise use any of the following AI technologies?

Select all that apply.

AI technologies performing analysis of written language (e.g. data mining)

AI technologies converting spoken language into machine-readable format (e.g. speech recognition)

AI technologies generating written language, spoken language or programming code (e.g. natural language generation, speech synthesis)



- | | |
|--------------------------|---|
| <input type="checkbox"/> | AI Technologies generating pictures, videos, sound/audio |
| <input type="checkbox"/> | AI technologies identifying objects or person based on images (e.g. image recognition, image processing) |
| <input type="checkbox"/> | Machine learning (e.g. deep learning) for data analysis. |
| <input type="checkbox"/> | AI technologies automating different workflows or assisting in decision-making (e.g. AI based software robotic process automation) |
| <input type="checkbox"/> | AI technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings (e.g. autonomous robots, self-driving vehicles, autonomous drones) |
| <input type="checkbox"/> | None of the above |

Display if G1 not = None of the above

G2.1 Does your enterprise use AI software or systems for marketing or sales?

Examples may include:

- Customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning
- Chatbots based on natural language processing for customer support
- Autonomous robots for order processing

- | | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |

Display if G1 not = None of the above

G2.2 Does your enterprise use AI software or systems for production or service processes?

Examples may include:

- Predictive maintenance or process optimisation based on machine learning
- Tools to classify products or find defects in products based on computer vision
- Autonomous drones for production surveillance, security or inspection tasks
- Assembly works performed by autonomous robots

- | | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |



Display if G1 not = None of the above

G2.3 Does your enterprise use AI software or systems for organisation of business administration processes or management?

Examples may include:

- Business virtual assistants based on machine learning and/or natural language processing, e.g. for document drafting
- Data analysis or strategic decision making based on machine learning, e.g. risk assessment.
- Planning or business forecasting based on machine learning
- Human resources management based on machine learning or natural language processing, e.g. candidate pre-selection screening, employee profiling or performance analysis

Yes

No

Display if G1 not = None of the above

G2.4 Does your enterprise use AI software or systems for logistics?

Examples may include:

- Autonomous robots for pick-and-pack solutions in warehouses for parcel shipping, tracing, distribution or sorting
- Route optimisation based on machine learning

Yes

No

Display if G1 not = None of the above

G2.5 Does your enterprise use AI software or systems for ICT security?

Examples may include:

- Face recognition based on computer vision for authentication of ICT users
- Detection and prevention of cyber-attacks based on machine learning

Yes

No



Display if G1 not = None of the above

G2.6 Does your enterprise use AI software or systems for accounting, controlling or finance management?

Examples may include:

- Machine learning to analyse data that helps to make financial decisions
- Invoice processing based on machine learning
- Machine learning or natural language processing for bookkeeping documents

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Display if G1 not = None of the above

G2.7 Does your enterprise use AI software or systems for research and development (R&D) or innovation activity?

Examples may include:

- Analysis of data for conducting research, solving research problems
- Developing a new or significantly improved product/service based on machine learning

Exclude: Research on AI.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Display if G1 not = None of the above

G3. How did your enterprise acquire the Artificial Intelligence software or systems that it uses?

Select all that apply.

<input type="checkbox"/>	The software / system was developed for the enterprise by own employees Include: those employed in parent or affiliate enterprises
<input type="checkbox"/>	The software / system was developed for the enterprise by external providers
<input type="checkbox"/>	Open source software was used free of charge or for a fee. The source code of open-source software is openly shared



- which enables users to inspect, modify, use and redistribute the software. (e.g. OpenLLaMA)
- Closed-source software was used free of charge or for a fee
Access to the source code of closed-source software is restricted which constrains users' ability to inspect, modify, use and redistribute the software (e.g. ChatGPT, Jasper AI)
- Don't know/unsure

Display if G3 = 3 Open source software was used freeor 4 Closed-source software was

G3.1. Has the AI software been modified by your own employees (including those employed in parent or affiliate enterprises) and / or external providers?

Please refer only to the open-source and closed-source software mentioned in the previous question.

A software modification is the process of changing or adjusting software to meet specific needs or improve its functionality (e.g. adding functions, changing algorithms, setting parameters)

- Yes
- No

(Answer this question if A1.2 = Yes) And (A2 is Greater than 0)

H. ICT Security

ICT security monitoring system used to detect suspicious activity (e.g. intrusion detection or prevention systems, monitoring users' or devices' behaviour, network traffic).

Please exclude antivirus software and default firewall solution included in the operating system of personal computers and routers.

H1. Does your enterprise apply any of the following ICT security measures on its ICT systems?

Select all that apply.

- Authentication based on a combination of at least two authentication mechanisms
- For example:** A combination (e.g. User-defined password; One-time password (OTP); Code generated via a security token or received via a smartphone; Biometric method (e.g. based on fingerprints, voice, face)).



- Encryption of data, documents or e-mails
- Data backup to a separate location **Include:** Backup to the cloud.
- ICT security monitoring system used to detect suspicious activity (e.g. intrusion detection or prevention systems that monitor users' or devices' behaviour, network traffic).
Exclude: Antivirus software and default firewall solution included in the operating system of personal computers and routers.
- ICT risk assessment i.e. periodic assessment of probability and consequences of ICT security incidents
- None of the above

H2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?

Select all that apply.

- Voluntary training or internally available information (e.g. information on the intranet)
- Compulsory training courses or viewing compulsory material
- By contract (e.g. contract of employment)
- None of the above

H3. During 2025, did your enterprise experience any ICT related security incident leading to the following consequences?

Select all that apply.

- Unavailability of ICT services due to attack from outside (e.g. ransomware attacks, Denial of Service attacks)
- Destruction or corruption of data due to infection by malicious software or unauthorised intrusion
- Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees
- None of the above



Comments, Administration Burden and Contact Details

Please add any comments that would help us to interpret the data provided and avoid further queries:

How many minutes did it take you to collect the data for this form?

Declaration Please note: Queries or future surveys from the CSO may be directed to the email or phone number provided by you.

Name:

Position:

Phone:

Email:

Website of Enterprise:

Eircode of Enterprise: