

Information and communication technologies in enterprises

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Istat disseminates the main findings of the survey on the use of information and communication technologies (ICT) in enterprises with at least 10 persons employed working in industry and services. The data refer to the use of ICT in January 2011, while those on electronic commerce and the use of online services offered by the Public Administration are given for 2010.

In 2010 the survey included a special section regarding eGovernment to identify the services mostly used by enterprises and progress in eProcurement¹.

- In 2011, 94.3% of enterprises with 10 persons employed has a Internet connection; saturation levels have been reached in many economic sectors.
- 88.3% of companies is connected to the Internet via fixed or mobile broadband, but 73.3% of businesses connected to the Internet still uses speeds up to 10 Mbit/s; in terms of diffusion of the mobile broadband usage, only 8,4% of the persons employed are provided by the enterprises with devices for a mobile broadband connections to the internet.
- 62.6% of businesses has a website, but only 35% of these sites provides at least one service characterized by a high interaction with the user.
- In 2010, 65.2% of companies used information services offered online by the Public Sector (eGovernment) and 39.3% of enterprises sent a filled in forms online to the Public Administrations (PA). Among them 84.5% did so for at least one of the statements relating social contributions, corporate tax, VAT declaration and forms for customs/excise.
- The two main obstacles to on-line interaction with the PA are due to the fact that electronic procedures are too complicated or too time consuming and that electronic procedures still require exchange of paper mail or personal visits to PA. .
- The interaction with third parties' (other businesses, banks, PA) information systems is automated for 56% of enterprises; in about two enterprises out of ten the information relating to purchases and sales of the company are shared internally among the business functions with IT applications or software.
- E-commerce is carried out by three companies out of ten but only 5.4% sells online own goods or services accounting for 5% of on-line sales out of the total one.
- The gap between small and large enterprises is still very pronounced and it is more than 30 percentage points in activities such as using 3G technology for Internet access via mobile devices, the online submission of completed forms to the PA, the conclusion on Internet of the entire administrative procedures, the use of software to share information internally, e-commerce.
- The theme of 'green ICT' is addressed by one enterprise out of two through the adoption of initiatives to reduce energy consumption of ICT equipment or the use of IT applications to reduce energy consumption of business processes.

¹ Complete information on ICT usage at European level (Eurostat) and latest publication are available at the following link: http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/introduction. For latest news release on ICT see the link http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/4-13122011-AP/EN/4-13122011-AP-EN.PDF and http://epp.eurostat.ec.europa.eu/portal/page/portal/product_details/publication?p_product_code=KS-SF-11-065 .

MAIN TECHNOLOGICAL INDICATORS FOR ENTERPRISES WITH AT LEAST 10 PERSONS EMPLOYED.

Year 2011, % on total of enterprises (unless otherwise stated)

ICT USAGE	
Enterprises using computers	96,0
Enterprises using open source software	52,0
Enterprises with Internet access	94,3
Enterprises with fixed broadband Internet access	84,1
Enterprises with mobile broadband Internet access	47,0
Persons employed provided by the enterprises with devices for a mobile broadband connections to the internet	8,4
Enterprises with web site/homepages	62,6
Enterprises using the internet for interacting with public authorities (Year 2010)	75,8
ICT FOR ORGANIZATIONAL PROCESSES	
Enterprises sending/receiving of messages suitable for automatic processing to/from systems outside the enterprise	55,9
E-invoices in a standard structure (suitable for automatic processing) that may be processed automatically	14,9
Enterprises using software for Automatic share of information within the enterprise	49,1
Enterprises using RFID technologies	2,7
GREEN ICT	
Enterprises that have adopted initiatives aimed at reducing the energy consumption of ICT equipment or IT applications dedicated to reducing the energy consumption of business processes	47,1
ELECTRONIC COMMERCE	
Enterprises doing e-commerce transactions (sales or purchases)	29,3
Enterprises selling on-line (Year 2010)	5,4
On-line turnover out of total turnover (Year 2010)	5,0
Enterprises purchasing on-line (Year 2010)	26,7

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