

Survey on ICT and Electronic Commerce Use in Companies 2007/2008
Provisional results

94.9% of Spanish companies with 10 or more employees have an Internet connection; of these, 97.1% are broadband Internet users

The percentage of companies that interact via the Internet with the Public Administrations increases five points as compared with the previous year and reaches 67.1%

The purchase of goods and services via electronic commerce registers an interannual growth of 28.3%

94.9% of Spanish companies with 10 or more employees has an Internet connection, according to the Survey on the Use of Information and Communication Technologies (ICT) and Electronic Commerce in Companies.

The use of computers is widespread among almost all Spanish companies with 10 or more employees (97.8%). In turn, 78.5% have a Local Area Network (LAN) installed, and 29.2% have implemented a Wireless Local Area Network.

Regarding electronic communications, **93.3% of companies have e-mail and 91.2% are set up with mobile phones.**

57.5% of companies with an Internet connection have a website/page. In the group comprised of companies with 250 employees or more, 89.2% state that they have a website, representing an increase of more than two points as compared with the previous period.

Percentage distribution of the use of ICT products by company size

January 2008

	Total	10 to 49	50 to 249	250 or more
Computers	97.8	97.5	99.6	99.9
Local Area Network	78.5	76.1	90.5	98.0
Wireless local area network	29.2	26.4	42.3	59.3
Internet connection	94.9	94.2	98.6	99.7
Internet connection and website/webpage	57.5	54.1	72.7	89.2
Mobile Telephony	91.2	90.3	96.0	97.9
Email	93.3	92.4	98.3	99.7

On the other hand, **14.7% of companies use teleworking**, that is, they have employees who regularly work off-site (at least part-time, one day per week), and that they connect to their ICT systems via external telematic networks. This figure represents an interannual increase of 19.4%.

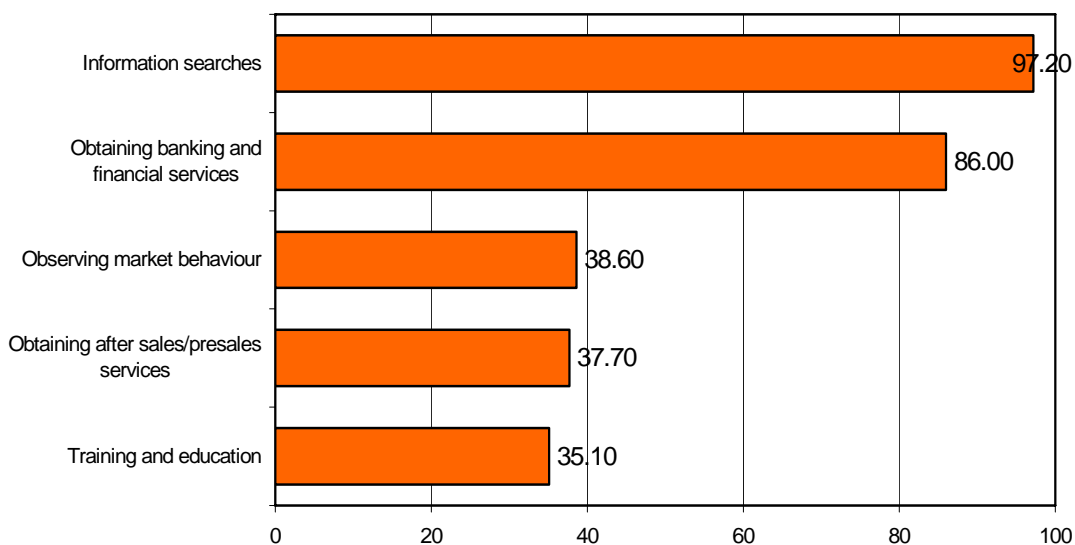
Companies in Comunidad de Madrid, Cataluña, País Vasco and Comunidad Foral de Navarra use ICT the most

By Autonomous Community, the companies located in Comunidad de Madrid, Cataluña, País Vasco and Comunidad Foral de Navarra showed the most intense use of ICT.

Conversely, the companies in Castilla-La Mancha, the autonomous cities of Ceuta and Melilla, Extremadura and Cantabria have the lowest percentages in the use of new technologies.

Use of the different ICTs by Autonomous Community in which the company headquarters are located, as a percentage

January 2008



97.1% of Spanish companies with an Internet connection use broadband access

97.1% of Spanish companies with 10 or more employees with an Internet connection, access it via a broadband solution. The technology used the most is a connection via XDSL solutions (with 94.4%), while access via other fixed connections account for 8.1%.

Companies with an Internet connection by connection type, as a percentage
January 2008

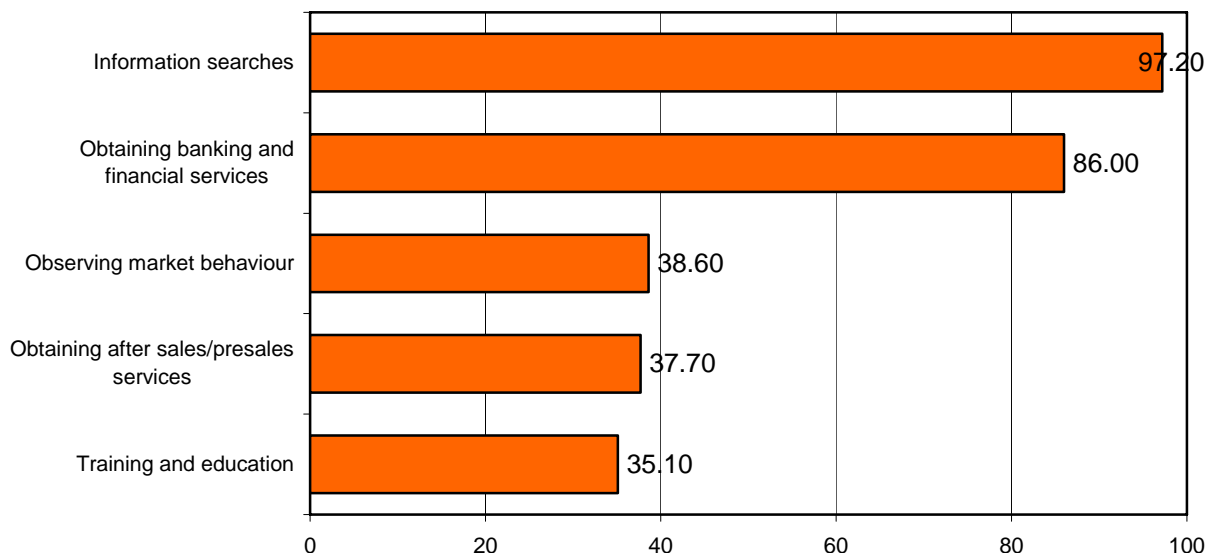
	Total	10 to 49	50 to 249	250 or more
Modem	9.6	9.9	7.4	10.9
RDSI	15.1	14.9	15.2	21.6
Broadband:	97.1	96.8	98.6	99.6
- XDSL (ADSL, SDSL,...)	94.4	94.5	94.5	91.6
- Other fixed connections (Cable, LMDS,...)	8.1	6.2	14.8	39.7
Mobile telephony (GSM, GPRS, UMTS,...)	29.4	26.4	42.3	66.2

Information searches, the main business use of the Internet

Most companies use the Internet to search for information (97.2 %) and to obtain banking and financial services (86.0%).

Internet service use, as a percentage

January 2008



Conversely, in 2007, **67.1% of companies** with 10 or more employees **interacted with Public Administrations via the Internet**, representing an increase of more than five points as compared with the previous year.

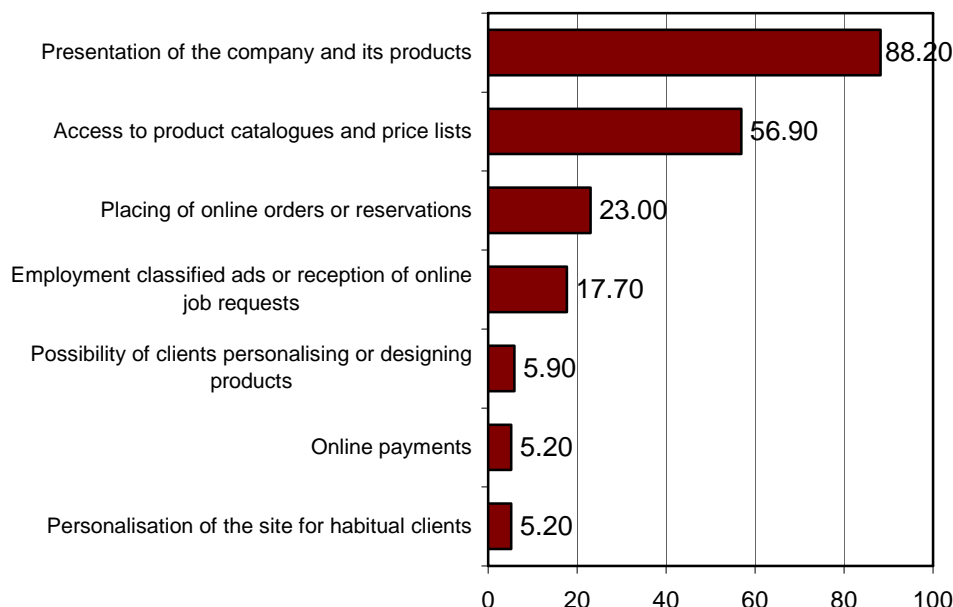
The main objectives were to download forms (63.0%), to obtain information from the websites of Public Administrations (62.0%), and to send completed forms (47.3%).

More than half of companies with an Internet connection have a website

57.5% of Spanish companies with an Internet connection have a website, representing an interannual increase of 10.8%.

Companies use their websites mainly to introduce the company and its products (88.2%) and to enable access to catalogues and price lists (56.9%).

Website usage, as a percentage
January 2008



One out of every two companies uses digital signatures in some communication with external agents. Out of the companies that use this, 91.7% use it with the Public Administration, while 19.8% use it with suppliers and clients.

The security services most frequently used by companies with Internet connections are protection software or virus checks (97.1%), *firewalls* (76.8%) and authentication mechanisms (68.1%).

11.2% of companies state that they have had a security problem in the last 12 months, this percentage being almost five points lower than that registered in the previous period. The main problem relating to security is caused by computer viruses (10.6%).

E-Business

32.0% of companies carry out automatised data exchanges with other, external ITC systems. The messages most frequently exchanged are the sending of payment instructions to banking institutions (72.0%) and the exchange of information with the Public Administration (58.8%).

One out of every four companies shares information electronically with suppliers and clients regarding the chain of supply. 59.3% of these companies share information regarding the state of mailings with suppliers, and 45.8% with clients.

Regarding the implementation of e-business systems, 23.2% of companies state that they use ERP (Enterprise Resource Planning) computer tools to share information electronically between different areas. In turn, 23.8% have CRM (Client Relations Management) applications available to manage information on clients.

E-commerce

In 2007, 11.0% of companies made sales via e-commerce (via the Internet or other telematic networks). Turnover generated by these sales reached 140,975 million euros, for an interannual increase of 11.1%.

The branch of activity with the highest percentage of companies (calculated over the total companies in the branch) which made sales via e-commerce was *Hotels and camp sites* (64.0%).

Sales via e-commerce represented 8.3% of total sales for Spanish companies. The *Manufacture of coke oven products, petroleum refinement; chemicals; rubber and plastic products and plastic materials* branch of activity showed the highest proportion of sales by e-commerce on its total sales, with 21.5%.

93.5% of e-commerce sales were to companies (so-called business to business, B2B). Conversely, the percentage of sales to end consumers (business to consumer, B2C) was 5.5% and sales via the Internet to the Public Administration (business to Government, B2G) accounted for the remaining percentage.

In geographical terms, 84.0% of sales were to Spain, while sales to other EU countries represented 10.1% of the total.

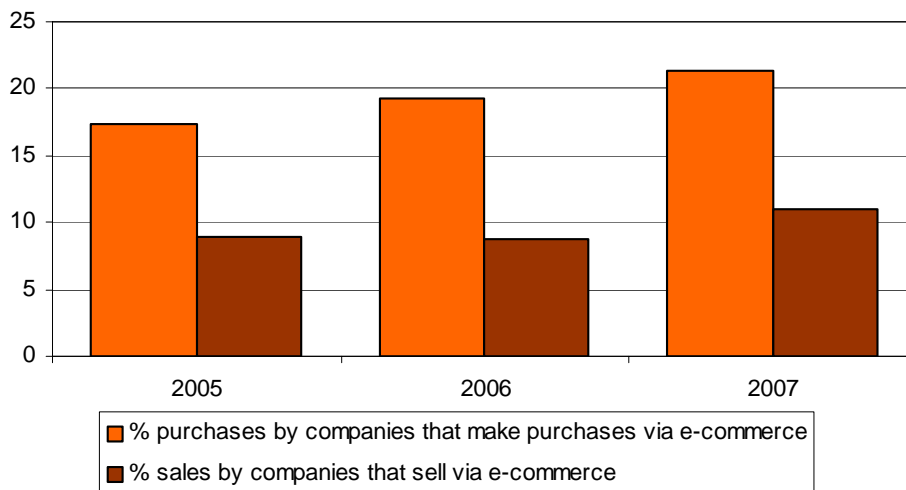
21.4% of companies make purchases via e-commerce

In 2007, 21.4% of companies made purchases via the Internet or other telematic networks, representing an interannual increase of 11.1%. The total volume of orders made for goods and services via e-commerce registered a 28.3% increase and reached 153,889 million euros.

The branch of activity with the highest percentage of companies which made purchases via e-commerce was *Computer activities* (59.5%).

In turn, purchases via e-commerce represented 12.6% of the total orders for companies using this channel, 7.9% more than the previous year.

Evolution of the use of e-commerce



Use of ICT in companies with fewer than 10 employees (micro-companies)

Although notable differences are still observable with regard to the population of companies with more than 10 employees, the results referring to the population of companies with fewer than 10 employees reveal a maintained rising trend, both in infrastructure and in the use of ICT.

Thus, in January 2008, **64.7% of companies with fewer than 10 employees had computers** and 20.9% had a Local Area Network (LAN) installed.

Regarding Internet use, 53.0% of small companies had Internet access, indicating an increase of 10.4% as compared with January 2007. 92.3% of Spanish companies with an Internet connection accessed it via a broadband solution, with an increase of 2.2% as compared with the previous period.

49.1% used e-commerce, whilst the percentage of companies with fewer than 10 employees which used mobile phones reached 69.1%.

Regarding online presence, **21.4% of Spanish companies with an Internet connection had a website**, representing an increase of 2.9% as compared with January 2007.

ICT infrastructure of companies with fewer than 10 employees, as a percentage

	Jan-07	Jan-08
Computers	61.2	64.7
Internet connection:	48.0	53.0
- Internet connection and website	20.8	21.4
Internet connection via broadband (% on total of companies with an Internet connection)	90.3	92.3
Mobile telephony	69.6	69.1
E-mail	44.1	49.1

Methodology Annex

The Survey on ICT and Electronic Commerce Use in Companies is a survey integrated in the EU statistical plans to quantify the Information Society. It is governed by European Parliament and Council Regulation No. 808/2004 for carrying out statistics on the Information Society. The purpose of this statistical operation is to obtain the information necessary to measure the use of ICTs and Electronic Commerce by companies in the Member States and thus provide a response to the comparative eEurope2005 and i2010 indicators as regards the business sector.

The Survey was carried out by the National Statistics Institute (INE), in cooperation with the Statistics Institute of Navarra (IEN). Likewise, the INE has signed a cooperation agreement with the Fundación Centro Tecnológico de la Información y Comunicación (Information and Communication Technologies Foundation Centre - CTIC) in Principado de Asturias.

In addition, on a national level, there is a cooperation agreement with the Ministry of Industry, Tourism and Trade, through Public Business Entity Red.es, for the statistical measurement of the penetration of ICT and Electronic Commerce in the Spanish business network.

Following the methodological recommendations of the Statistical Office of the European Communities (Eurostat), the Survey considers a double time scope; the variables on ICT use refer to January 2008, whereas the reference period for electronic commerce and e-skills (level and demand for ICT knowledge) is the year 2007.

This study included 17,208 companies with 10 employees or more, and 12,222 companies with fewer than 10 employees, in the national territory and belonging to sections D, E, F, G, H, I, J, and K and groups 92.1 and 92.2 of section O, according to the National Classification of Economic Activities 93 (NACE-93).

The sample was designed to offer results by branch of economic activity and by Autonomous Community.

For the purpose of facilitating the comparability with the European data, the aggregated results have been calculated without considering the companies belonging to the financial sector. Following the European guidelines, this sector is studied by means of a specific questionnaire and the results are published separately.

As regards Electronic Commerce, it is considered as is any transaction carried out through telematic networks. Goods and services are procured via these networks, but the payment or dispatch of the good or service may be performed using this channel or others.

For further information see [INEbase-**www.ine.es/en/welcome_en.htm**](http://INEbase-www.ine.es/en/welcome_en.htm) All press releases at: www.ine.es/en/prensa/prensa_en.htm

Press office: Telephone: 91 583 93 63 / 94 08 – Fax: 91 583 90 87 - gprensa@ine.es

Information area: Telephone: 91 583 91 00 – Fax: 91 583 91 58 – www.ine.es/infoine
