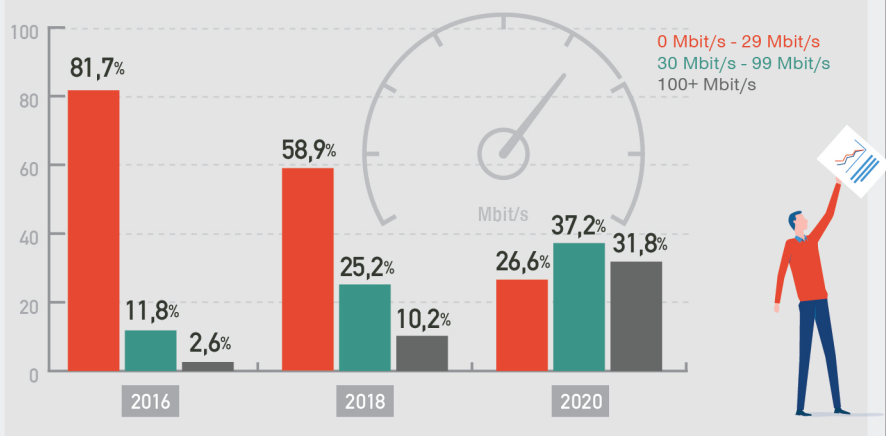# INFORMATION AND COMMUNICATION
TECHNOLOGIES USAGE AND E-COMMERCE IN ENTERPRISES 2020
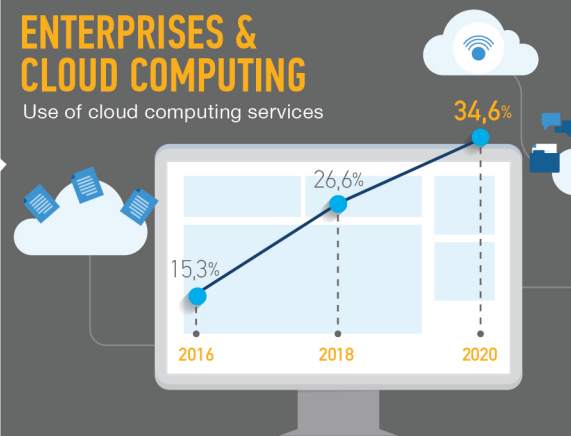
INTERNET SPEED
Maximum contracted download speed of the fastest internet connection of the enterprise

0 Mbit/s - 29 Mbit/s
30 Mbit/s - 99 Mbit/s
100+ Mbit/s

Mbit/s

2016: 81,7% 11,8% 2,6%
2018: 58,9% 25,2% 10,2%
2020: 26,6% 37,2% 31,8%

ENTERPRISES & CLOUD COMPUTING
Use of cloud computing services

- 2016: 15,3%
- 2018: 26,6%
- 2020: 34,6%

SERVICES
Most popular cloud computing services

EMAIL 29,8%
Gmail Enterprise, Microsoft Exchange Online/Office 365, etc.

OFFICE SOFTWARE 24,9%
Word processors, spreadsheets (e.g. Microsoft Office Cloud, Google G Suite), etc.
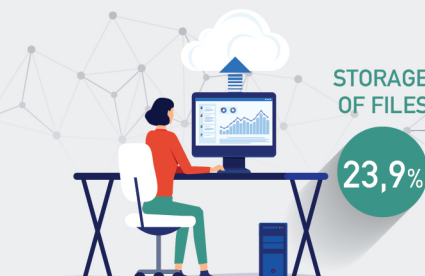
STORAGE OF FILES 23,9%
Dropbox, Amazon S3, Carbonite, Acronis Online, Box, OneDrive for Business etc.

ENTERPISES HAVING A WEBSITE

TOTAL (10+) 66,6%

- SMALL (10-49): 62,6%
- MEDIUM (50-249): 88,9%
- LARGE (250+): 96,3%

WEBSITE FACILITIES

	SMALL (10-49)	MEDIUM (50-249)	LARGE (250+)	TOTAL (10+)
Description of goods or services, price lists	62,6%	88,8%	96,3%	66,5%
Links or references to the enterprise's social media profiles	42,8%	70,1%	80,2%	47,0%
Online ordering or reservation or booking	7,8%	25,4%	29,6%	10,5%

E-COMMERCE (SALES)
Web sales via websites or "Apps"

- 2016: 12,4%
- 2018: 13,3%
- 2020: 15,2%

	SMALL (10-49)	MEDIUM (50-249)	LARGE (250+)	TOTAL (10+)
Enterprise's own websites or "Apps"	11,3%	27,4%	30,9%	13,7%
e-commerce marketplace websites or "Apps" used by several enterprises	5,3%	16,8%	16,0%	7,0%

ENTERPRISES THAT EMPLOY ICT SPECIALISTS

SMALL (10-49)	MEDIUM (50-249)	LARGE (250+)	TOTAL (10+)
19,8%	50,7%	81,5%	24,9%

	SMALL (10-49)	MEDIUM (50-249)	LARGE (250+)	TOTAL (10+)
To private consumers (B2C)	11,7%	28,6%	32,1%	14,2%
To other enterprises (B2B) and to public authorities (B2G)	9,4%	20,1%	19,8%	11,0%

Notes: - Data refer to % on total number of enterprises
- Enterprise size is determined according to the number of persons employed
- The reference period for e-commerce data concerns the previous year

SUMMERCLIFF