

21 November 2008

Coverage
United Kingdom

Theme
Economy



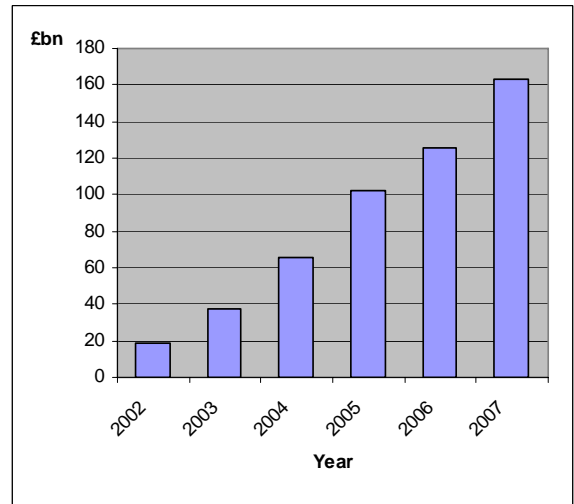
E-commerce and ICT Activity 2007 e-commerce Survey of Business

In 2007, the value of on-line sales, and the proportion of businesses selling on-line, rose to new highs. Internet sales by UK businesses rose to £163bn, an increase of 30.2 per cent on the 2006 figure of £125.2bn. The proportion of businesses selling on-line rose from 13.4 per cent in 2006 to 15 per cent in 2007.

On-line sales represented 7.7 per cent of the total sales of non-financial sector businesses surveyed in 2007, compared with 6.2 per cent in 2006 and just 1.1 per cent in 2002.

This is based on the results of the 2007 e-commerce survey of businesses with 10 or more employment.

Sales over the Internet by UK businesses, 2002 to 2007, £bn



Sales over the Internet by size of business, UK, 2002 to 2007, £bn

Employment size	10 - 49	50 - 249	250 - 999	1000 +	All sizebands
	<i>£bn</i>				
Year					
2002	1.3	1.9	4.7	10.7	18.6
2003	3.2	4.0	8.1	22.4	37.8
2004	4.7	6.9	17.6	36.5	65.8
2005	7.2	17.4r	28.9r	48.4r	101.9r
2006	8.8r	17.6r	35.7r	63.1r	125.2r
2007	12.8	26.0	44.0	80.2	163.0

Coverage: UK non-financial sector businesses with 10 or more employment
r - revised

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In 2007, 7 million people had Internet access through their work. This represented 44 per cent of the employees covered by the survey and an increase of 245,000 since 2006. Of the total proportion of people using computers for work, 80 per cent had Internet access.

Many businesses view ICT as an essential tool in maximising productivity, efficiency and profitability. This may be achieved through the adoption and exploitation of a range of Information and Communication Technologies (ICTs) that support business functions and offer methods for buying and selling that can complement, or in some cases replace, traditional modes.

Overview

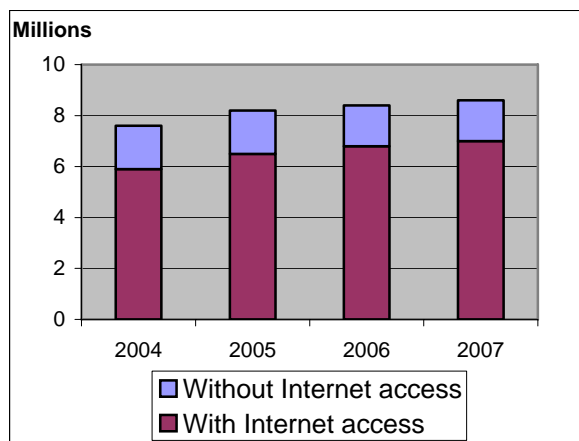
In 2007, businesses continued to more actively use the technology they had; more employees had access to the Internet from their work place; more was being bought and sold on-line, by more businesses; more businesses used ICT to ease administrative burdens when dealing with public authorities and a large proportion of businesses maintained an internal computer network (LAN or WLAN).

Saturation was being reached by most business groups surveyed in their use of computers and Internet access. Little change was reported in the level of businesses who had websites, and for these more established ICTs, the gap in take-up between early adopters and laggards reduced. It remained the case, however, that the largest businesses were more innovative in their application of new technology, reflecting the greater focus on the potential for ICT to leverage productivity.

Below is a link to the full set of data tables. A selection of key tables discussed in this release are included in Annex 1, beginning at page 11.

http://www.statistics.gov.uk/downloads/theme_economy/ecommerce-2007/2007-datasets.pdf

People with computers and Internet access at work, 2004 to 2007



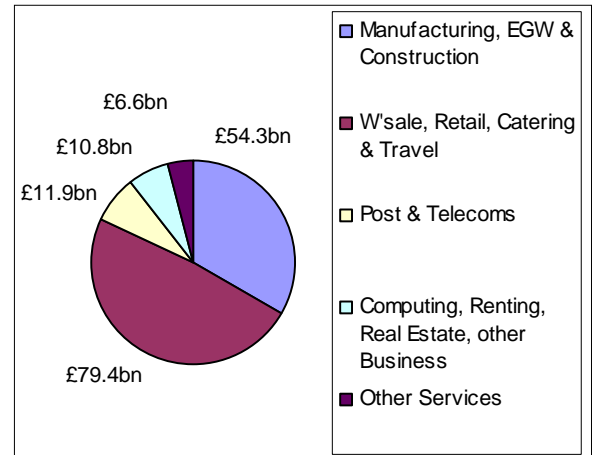
Internet Sales by Broad Industrial Sector and size of business

(Table 2)

Anecdotally, while some businesses reported a withdrawal of the facility to sell on-line, more was sold on-line by more businesses in all employment sizebands. Businesses with fewer than 250 employees showed the largest year on year rise in the proportion selling on-line.

The Wholesale, Retail, Catering and Travel sector continued to be the sector that sold the most on-line, with £79.4bn of sales in 2007.

Sales over the Internet by Broad Industrial Sector, 2007



Purchases over the Internet (Tables 4 and 9)

Internet purchases represented 9.8 per cent of the total purchases of non-financial businesses compared with 6.9 per cent in 2006 and 1.4 per cent in 2002. The Wholesale, Retail, Catering and Travel sector once again enjoyed the largest share of on-line spend, £71 of every £100 bought on-line.

Sales and Purchases over non-Internet ICTs (Tables 7 and 8)

Despite reports from some larger businesses that they switched from non-Internet to Internet purchasing, the estimated value of sales made over ICTs other than the Internet continued to rise in 2007. Of the value of all ICT sales, 61 per cent were made over non-Internet ICTs. The estimated value of purchases over non-Internet ICTs was £305.9bn.

Internet Connections (Table 14)

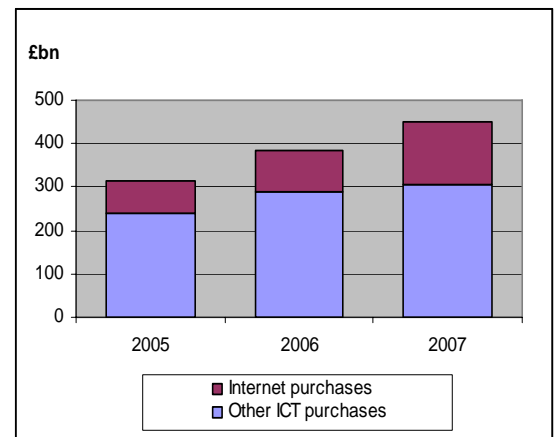
Just over 29 per cent of businesses used a mobile connection to access the Internet in 2007, with extremes of 24 per cent for the smallest businesses, and 86 per cent for the largest businesses. Broadband connections dominated both business size and business sector.

ICT Networks (Table 16)

A little over 72 per cent of businesses used an internal computer network (e.g. wirebased {LAN} or wireless {WLAN}) in 2007. An intranet for sharing information with employees was in use by over 23 per cent of businesses, and just under 8 per cent of businesses used a human resources system that employees could access electronically.

An extranet was in use by fewer than 13 per cent of businesses and was again dominated by larger businesses.

Value of ICT purchases, Internet and non-Internet, 2005 to 2007



Although from a low base, the proportion of businesses using a digital signature to authenticate messages rose by 68 per cent to just over 13 per cent.

Websites (Table 17)

The proportion of businesses with a website has remained at around 70 per cent for the last three years. Close to saturation has been reached in businesses with 50 or more employees. Businesses use these websites for a variety of reasons apart from selling, including access to catalogues or price lists (29.8 per cent of businesses) and access to job vacancies and job application forms (19.2 per cent of businesses).

Interaction with Public Authorities (Table 20)

Nearly 61 per cent of businesses used the Internet to interact with public authorities in 2007, and did so for a wide variety of reasons. These included obtaining information (57.3 per cent) and submitting a proposal in an electronic tender system (8.2 per cent).

Businesses in the Banking and Financial sector interacted with public authorities via the Internet most, nearly 78 per cent did so in 2007. Businesses in the Wholesale, Retail, Catering and Travel sector interacted least, at a little under 50 per cent.

Electronic Management Systems (Table 24)

While electronic sales, purchases and use of websites offer some high profile measures of the impact of ICT, the productivity benefits of electronically linking work processing, or 'back room' systems, is of increasing interest and to larger businesses in particular. Supply Chain Management (SCM) systems are several times more likely to be in use by larger businesses than smaller ones. Businesses are increasingly using SCM systems to share information on the availability and delivery of products or services electronically with both customers and suppliers. Larger businesses are using both Automated Data Exchange and their websites for sharing such SCM information. The largest businesses continue to lead the way in the take-up and exploitation of these technologies.

Business Planning (Table 19)

In 2007, the survey asked questions for the second time about businesses' use of software for planning and about the use of free 'open source' software.

Fewer than 1 in 20 businesses used an Enterprise Resource Planning (ERP) system, a slight fall from 2006, driven by a fall among businesses with fewer than 250 employees.

Larger businesses, employing 1,000 or more, were 15 times more likely to use ERP than those with 10 to 49 employees; 38.5 per cent and 2.5 per cent respectively. The use of Customer Relationship Management (CRM) systems has grown marginally over the two years this question has been asked of businesses. Twelve per cent used CRM systems to share information about customers with other business functions in 2007. Also, nearly 12 per cent used CRM to analyse information about their customers for marketing purposes, and just over 6 per cent used free or 'open source' operating systems.

All the data referenced in this release and more are available at:

http://www.statistics.gov.uk/downloads/theme_economy/ecommerce-2007/2007-datasets.pdf

BACKGROUND NOTES

Basic Quality Information

1. Key issues specific to this release

The 2007 annual e-commerce survey provides information on UK businesses' use of information communication technologies (ICTs). The survey was sent to approximately 8,000 UK businesses with employment of 10 or more. Most economic sectors of the economy were covered (see 6. Coverage).

The estimates in this release provide information to policy makers to help direct efforts to support ICT innovation, and to businesses to help them benchmark their own ICT use against other comparable businesses. The survey is part of a European Union (EU) initiative providing EU-comparable estimates on ICT use and e-commerce. The definition of e-commerce used is that agreed by the Organisation for Economic Co-operation and Development (OECD) and the EU: it is the method by which the order is placed which determines whether a transaction is e-commerce – not the payment or delivery channels.

The 2002 survey results were designated as experimental statistics due to the methodological and questionnaire developments that were taking place in the first few years of the survey. This status remained until the 2005 results were published. In 2007 the survey was evaluated, and its methodological processes were compared with the criteria set by the Quality Centre, Methodology Directorate, Office for National Statistics. As a result of this review, the 2006 and 2007 survey results are published with National Statistics status.

2. Link to Summary Quality Report

A Summary Quality Report for this publication is available at:
http://www.statistics.gov.uk/about/data/methodology/quality/information_business_statistics.asp This report describes, in detail, the intended uses of the statistics presented in this publication, their general quality and the methods used to produce them.

Common pitfalls in interpreting the series

3. Related information

This report should not be confused with the Internet Access First Release. The latter is a separate release that contains estimates on Internet access and use of the Internet, by households and individuals.

4. Notes on tables

The estimates of the percentages of businesses are weighted to be consistent with the number and profile of businesses in the UK economy. Results weighted by business give an equal weight to every business irrespective of size. This method of calculation better reflects the contribution made by the large number of small businesses and is appropriate when assessing, for example, ICT penetration. Employment weighted results give weight to businesses relative to their size i.e. each business' employment as a share of the employment total. This method of calculation is most appropriate when assessing the dominance of large businesses.

The annex in this report contains tables of estimates referred to in this release.

5. Rounding

All estimates in the tables are rounded to one decimal place.

6. Coverage

Most of the results from the e-commerce survey are based on the whole UK economy excluding the following sectors:

UK SIC(2003)

Div	Title
01	Agriculture
02	Forestry, logging and related activities
05	Fishing
10	Mining of coal and lignite and extraction of peat
11	Extraction of crude petroleum and natural gas
12	Mining of uranium and thorium
13	Mining of metal ores
14	Other mining, quarrying
75	Public administration, defence and social security
80	Education
90	Sewage and refuse disposal and similar activities
91	Membership organisations not elsewhere classified
95	Private households as employers of domestic staff
99	Extra-Territorial organisations

Because of the difficulty in identifying and measuring the value of electronic trade in the Banking and Financial sector, these businesses are excluded from estimates of the proportions of businesses buying and selling, and the values of their sales and purchases. A small number of estimates relating to ICT use also exclude the Banking and Financial sector, as shown in the appropriate table footnotes. Estimates relate to businesses with 10 or more employment.

7. Definition of Broad Industrial Sectors

The following UK SIC(2003) Divisions define the broad sectors used in this report:

Manufacturing, Electricity, Gas and Water Supply and Construction - Div 15-45

Wholesale, Retail, Catering and Travel - Div 50-63

Post and Telecommunications - Div 64

Computing, Renting, Real Estate and Other Business Services - Div 70-74

Banking and Financial - SICs 65.12/1, 65.12/2, 65.22/2, 65.22/3, 65.22/9, 67.12/1, 67.12/2, 67.13, 67.2

Other Services - Div 85; 92-93.

Relevance to users

8. Sample information

In this release, estimates relate to businesses with 10 or more employment from most sectors of the economy (see 6. Coverage).

Businesses with employment of less than 10 were not included in the 2005, 2006 and 2007 surveys. These businesses had previously been included in the survey and the published estimates for 2002 to 2004. Therefore, estimates that relate to "all businesses" in this

release are not comparable to estimates relating to “all businesses” in the releases that were published prior to the 2005 survey results.

The exclusion of the businesses with less than 10 employment has had an effect on the results published for 2005, 2006 and 2007, due to the relatively low ICT activity among smaller businesses and the number of businesses of that size. All estimates presented in this report, therefore, relate to businesses with 10 or more employment and are compared to previous years on that basis.

To ensure the best possible estimates are produced, the sample was re-optimised for the 2006 survey. As a consequence, some discontinuity between the 2005 and 2006 estimates may occur due to the sampling changes made. This should be taken into account when making comparisons.

9. International developments

The survey is run in all countries of the European Union (EU) and also in some non-EU countries. The measurement of e-commerce and ICT usage are still under continuing review and development, both within the EU and worldwide, in the context of the Statistical Office of the European Communities (Eurostat) and OECD discussions. The outputs of the e-commerce survey are therefore likely to remain under development, and subject to change, for a number of years.

Comparative data for European countries can be found at <http://epp.eurostat.ec.europa.eu>.

Accuracy

10. Revisions to earlier years

As in previous years, estimates are subject to revision, and some 2005 and 2006 estimates have been revised by businesses contacted in the process of validating the 2007 data. Where this is the case, the estimates are marked 'r'. 2002, 2003 and 2004 estimates have not been revised in this release.

As a result of the developments in the survey, and subsequent misreporting by businesses in the first two years' results, comparison is not advisable with any estimates prior to 2002, even at an aggregate level.

11. Sampling variability

The Inter-Departmental Business Register (IDBR) was used as the sampling frame, and approximately 8,000 UK businesses were sampled. The estimates are subject to sampling variability, as are those from all sample surveys.

The estimates of the ICT sales and purchases as a proportion of total sales and purchases were calculated using estimates from the 2006 Annual Business Inquiry.

12. Confidence Intervals

The following table contains the 95 per cent confidence intervals for the 2007 estimates of sales and purchases over the Internet and other ICTs.

	Confidence Intervals		Survey estimate
	Lower limit	Upper limit	
£bn			
Sales over the Internet, 2007	149.4	176.6	163.0
Purchases over the Internet, 2007	121.3	170.1	145.7
Sales over ICTs other than the Internet, 2007	233.8	270.2	252.0
Purchases over ICTs other than the Internet, 2007	280.6	331.2	305.9

13. Response rates

71.1 per cent of the 2007 survey questionnaires were returned and validated. Response by employment sizeband of business is shown below.

Employment Sizeband	
10 to 49	77.1%
50 to 249	70.7%
250 to 999	65.7%
1000+	65.8%

14. Editing Rates

72 per cent of returned questionnaires were edited during the validation process, before inclusion in the final results.

15. Imputation process

No imputations were made for contributor or item non-response as all data items on a questionnaire had to be validated prior to feeding into results. The only exceptions to this were where, under certain conditions, a missing value data item was estimated based on other contributors in the same employment sizeband and SIC. For this to take place, the business had to have returned all non-value data items and all these items had to have passed validation.

16. Coherence

The ONS conducts a quarterly survey of Internet Service Providers which is used to produce the Index of Internet Connectivity. This measures the change in the levels of all connections (business and non-business) to the Internet. The release includes the broadband and dial-up component indices. Further information is available at <http://www.statistics.gov.uk/statbase/Product.asp?vlnk=8251>

The ONS also conducts an annual survey of households and individual's use of the Internet and other ICTs. Further information is available at: <http://www.statistics.gov.uk/statbase/Product.asp?vlnk=5672>

All ICT, e-commerce and related reports are available here: http://www.statistics.gov.uk/about/Methodology_by_theme/e-commerce_related_activities/default.asp

17. Disclosure

Statistical disclosure control methodology is applied to the e-commerce estimates. This ensures that information attributable to an individual is not disclosed in any publication. The National Statistics Code of Practice, and specifically the Protocol on Data Access and Confidentiality, set out principles for how we protect data from being disclosed. The Protocol includes a guarantee to survey respondents that "no statistics will be produced that are likely to identify an individual unless specifically agreed with them". For more information on ONS statistical disclosure control methodology, see http://www.statistics.gov.uk/about/data/methodology/general_methodology/sdc.asp

18. Symbols used in the tables

'-' estimate is greater than zero but less than 0.04(9)
'r' revised estimate
'D' estimate is disclosive
'*' base is UK businesses with 10 or more employment
'+' base is UK non-financial sector businesses with 10 or more employment
'..' estimates not available

19. Publication Policy

Details of the policy governing the release of new estimates are available from the press office.

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ANNEX 1

Table 2: Sales over the Internet, by broad industrial sector and size of business, 2002 to 2007

Employment size		10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>						
Manufacturing/ EGW/ Construction	2002	0.4	0.5	1.6	4.5	6.9
	2003	0.4	0.8	1.2	12.7	15.1
	2004	1.0	2.0	7.0	16.8	26.9
	2005	1.1	6.4	10.7	20.4	38.5
	2006	0.9	4.4r	15.2r	26.8r	47.2r
	2007	1.8	5.9	13.7	32.9	54.3
W'sale/Retail/ Catering/Travel	2002	0.6	1.2	2.9	4.4	9.0
	2003	1.9	2.9	6.1	7.0	17.9
	2004	3.2	4.0	9.4	12.2	28.9
	2005	5.4	9.2r	16.0r	18.8r	49.3r
	2006	6.8r	10.4r	17.5r	21.3r	56.1r
	2007	9.1	17.0	25.2	28.0	79.4
Post and Telecommunications	2002	0.2	0.0	-	1.5	1.7
	2003	0.2	-	0.1	1.7	1.9
	2004	0.1	-	0.1	5.3	5.6
	2005	-	0.3	0.3r	4.1	4.8r
	2006	D	D	0.7	7.4r	8.3r
	2007	0.1	-	0.1	11.7	11.9
Computing, Renting, Real Estate and other Business Activities	2002	0.1	0.1	0.1	0.1	0.4
	2003	0.7	0.2	0.5	0.4	1.8
	2004	0.4	0.5	0.2	1.0	2
	2005	0.6	1.2	0.7	1.6r	4.1r
	2006	0.9	2.1	1.1	2.4r	6.5r
	2007	1.2	2.9	4.0	2.7	10.8
Other Services	2002	-	0.1	0.1	0.3	0.6
	2003	0.2	0.1	0.3	0.6	1.1
	2004	-	0.3	1.0	1.2	2.4
	2005	0.1	0.3	1.2	3.6r	5.1r
	2006	0.2	0.4	1.2r	5.3r	7.2r
	2007	0.6	0.1	0.9	5.0	6.6
Total	2002	1.3	1.9	4.7	10.7	18.6
	2003	3.2	4.0	8.1	22.4	37.8
	2004	4.7	6.9	17.6	36.5	65.8
	2005	7.2	17.4r	28.9r	48.4r	101.9r
	2006	8.8r	17.6r	35.7r	63.1r	125.2r
	2007	12.8	26.0	44.0	80.2	163.0

Coverage: UK non-financial sector businesses with 10 or more employment

- too small to display

r - revised

D - disclosive

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 4: Purchases over the Internet, by broad industrial sector and size of business, 2002 to 2007

Employment size		10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>						
Manufacturing/ EGW/ Construction	2002	0.2	0.5	1.1	1.9	3.7
	2003	0.7	1.1	1.9	3.7	7.3
	2004	1.1	1.9	3.3	6.0	12.3
	2005	1.0	2.4r	4.7	7.0r	15.2r
	2006	1.1	2.4r	6.5r	9.8r	19.8r
	2007	1.4	3.7	5.8	11.5	22.3
W'sale/Retail/ Catering/Travel/	2002	1.5	2.5	1.4	3.0	8.4
	2003	3.8	4.9	4.3	5.1	18.2
	2004	5.8	7.0	6.9	7.2	27.0
	2005	9.0	10.8	12.0r	12.8r	44.5r
	2006	11.8r	12.5r	14.5r	21.1r	59.9r
	2007	11.8	16.6	23.7	51.0	103.1
Post and Telecoms	2002	0.1	-	-	0.5	0.7
	2003	0.2	0.1	0.1	0.9	1.4
	2004	0.2	0.1	0.1	1.3	1.7
	2005	0.2	0.2	0.2	1.5	2.1
	2006	0.1	0.2	0.2	2.6	3.0r
	2007	0.2	0.1	0.2	3.5	4.1
Computing, Renting, Real Estate and other Business Activities	2002	0.4	0.7	0.6	0.2	1.9
	2003	1.5	1.4	0.7	0.9	4.5
	2004	1.5	1.6	0.8	2.4	6.3
	2005	2.1	2.0r	1.1	2.4r	7.6r
	2006	2.2	2.2	1.5	2.6r	8.5r
	2007	2.1	2.6	1.4	3.2	9.2
Other Services	2002	-	0.1	0.1	0.2	0.4
	2003	0.1	0.1	0.1	0.4	0.7
	2004	0.2	0.2	0.1	0.8	1.2
	2005	0.2	0.5	0.6	1.6r	3.1r
	2006	0.3	0.2	0.3	4.1r	4.9r
	2007	0.5	0.7	0.5	5.3	7.0
Total	2002	2.3	3.8	3.2	5.7	15.1
	2003	6.4	7.6	7.0	11.1	32.1
	2004	8.8	10.8	11.2	17.6	48.4
	2005	12.5	15.9r	18.6r	25.4r	72.4r
	2006	15.4r	17.5r	22.9r	40.2r	96.0r
	2007	16.0	23.7	31.5	74.5	145.7

Coverage: UK non-financial sector businesses with 10 or more employment

- too small to display

r - revised

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 9: Sales and purchases over ICTs as a proportion of total sales and purchases, 2002 to 2007

Employment size	2002	2003	2004	2005	2006	2007
<i>Per cent</i>						
Sales over the Internet	1.1	2.2	3.7	5.4	6.2r	7.7
Sales over ICTs other than the Internet	9.9	11.2	10.3	10.9	11.3r	11.8
Purchases over the Internet	1.4	2.8	4.0	5.6r	6.9r	9.8
Purchases over ICTs other than the Internet	18.6r	20.7r	20.6

Table 7: Sales over ICTs other than the Internet, by broad industrial sector, 2002 to 2007

Broad Industrial Sector		Manufacturing / EGW/ Construction	W'sale/ Retail/ Catering/ Travel	Post and Telecoms	Computing, Renting, Real Estate and other Business Activities	Other Services	Total
<i>£bn</i>							
Sales over ICTs other than the Internet	2002	99.3	53.3	3.3	3.5	1.0	160.5
	2003	112.0	67.7	3.8	5.8	0.5	189.9
	2004	102.2	63.6	5.0	10.0	0.9	181.7
	2005	110.5r	71.5r	5.2	14.8r	3.0r	205.1r
	2006	104.7r	90.1r	6.6r	18.5r	5.6r	225.5r
	2007	117.4	101.0	7.5	18.9	7.1	252.0

Coverage: UK non-financial sector businesses with 10 or more employment

r - revised

.. - not available

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 8: Purchases over ICTs other than the Internet, by broad industrial sector and size of business, 2005 to 2007

Employment size		10-49	50-249	250-999	1000+	All sizebands
<i>£bn</i>						
Manufacturing/ EGW/ Construction	2005	2.1	7.4r	11.8r	31.6r	52.9r
	2006	2.0r	6.1	12.1r	35.9r	56.1r
	2007	2.6	6.9	16.6	49.1	75.2
W'sale/Retail/ Catering/Travel/	2005	10.1r	21.6r	26.4r	97.7r	155.8r
	2006	15.0r	28.6r	35.3r	119.2r	198.1r
	2007	18.1	27.4	33.8	109.7	189.1
Post and Telecommunications	2005	0.1	0.4	0.2	15.8	16.5
	2006	D	D	0.9r	13.4r	15.1r
	2007	0.4	D	0.6	16.1	17.1
Computing, Renting, Real Estate and other Business Activities	2005	1.6	2.3r	1.6r	2.9r	8.4r
	2006	1.2r	2.0	1.5	3.6r	8.3r
	2007	1.6	3.1	3.2	4.0	11.9
Other Services	2005	0.1	0.4	0.5	5.9r	6.9r
	2006	D	D	0.7r	9.3r	10.4r
	2007	0.2	0.5	0.8	11.2	12.7
Total	2005	14.0r	32.1r	40.5r	153.8r	240.5r
	2006	18.7r	37.3r	50.6r	181.4r	288.0r
	2007	22.9	37.9	55.1	190.0	305.9

Coverage: UK non-financial sector businesses with 10 or more employment

r - revised

D - disclosive

Note: Discrepancies may occur between totals and the sum of their independently rounded components

Table 14: Businesses with Internet access by type of connection, by size of business, 2005 to 2007

Employment size		10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>						
<i>Type of connection</i>						
Dial-up connection	2005	31.2	43.3r	56.5r	64.6r	33.9
	2006	25.5r	42.2r	48.7r	57.0r	28.7r
ISDN	2005	26.6	41.3r	52.7r	63.2r	29.7
	2006	26.1r	44.1r	42.7r	59.5r	29.4r
Dial-up connection or ISDN	2007	27.2	38.0	48.2	60.8	29.5
DSL	2005	64.4	79.8r	82.0r	85.8r	67.3
	2006	67.5	81.9r	84.3r	90.0r	70.1r
	2007	74.3	85.5	89.0	92.7	76.4
Other fixed Internet connection	2005	8.0	29.7	59.8	77.0r	13.0
	2006	8.0r	29.8r	56.1r	77.7r	12.8r
	2007	12.6	33.4	58.8	81.5	17.2
Mobile Internet connection	2005	18.1r	41.4	59.4r	66.2r	23.0
	2006	23.6r	49.9r	62.7r	78.4r	28.7r
	2007	24.1	50.0	66.2	85.8	29.3
Broadband (DSL and/or other fixed Internet connection)	2005	68.4r	87.2r	95.1r	98.6r	72.1r
	2006	70.4r	89.1r	96.0r	98.7r	73.9r
	2007	78.8	93.3	98.6	99.5	81.5

Base: UK businesses with 10 or more employment

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Table 16: Businesses' use of ICTs, by size of business, 2002 to 2007

Employment size		10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>						
Intranet (using Internet technology over private or internal network)	2002	19.4	44.1	65.0	82.0	24.5
	2003	23.1	47.2	69.0	83.9	28.2
	2004	24.9	45.2	69.0	84.7	29.4
	2005	24.6	47.6	73.8	86.0r	29.7
	2006	22.5r	50.4r	70.6r	87.0r	28.2r
Intranet (for sharing information with employees)	2007	17.7	43.5	67.6	85.4	23.1
Extranet (an Intranet allowing external access)	2002	3.7	9.6	23.4	35.4	5.2
	2003	5.3	11.0	23.8	39.7	6.9
	2004	4.5	13.5	26.7	40.9	6.6
	2005	5.5	13.9	30.9	45.0r	7.7
	2006	5.8r	13.8r	25.4r	46.8r	7.8r
Extranet (for securely sharing information with selected businesses)	2007	10.3	20.1	32.2	55.2	12.6
Wirebased local area network (LAN)	2004	50.0	78.5	90.7	96.0	55.5
	2005	57.7	86.2	94.5	98.7r	63.2
	2006	55.3r	86.8	91.3r	98.1r	61.0r
Wireless local area network (WLAN)	2004	13.6	25.0	40.5	49.8	16.2
	2005	17.0	38.8	51.3r	58.7r	21.4
	2006	21.6r	40.1r	55.1r	66.1r	25.4r
Wirebased or wireless LAN (internal computer network)	2007	68.0	91.6	96.3	99.4	72.3
<i>of these</i> wireless LAN (WLAN)	2007	27.9	46.6	58.9	69.4	31.6
Send e-invoices in a digital format that allowed their automatic processing	2006	4.1r	9.1r	20.7r	25.6r	5.3r
Receive e-invoices in a digital format that allowed their automatic processing	2006	7.7r	11.3r	15.9r	29.8r	8.6r
Use digital signature in any message sent	2006	6.1r	14.5r	18.9r	25.4r	7.8r
	2007	10.8	22.1	31.5	38.4	13.1
Human resources system for employees to access electronically	2007	5.4	15.5	33.0	48.8	7.9

Base: UK businesses with 10 or more employment

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Table 17: Businesses with a website, by size of business, 2002 to 2007

Employment size		10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>						
Website, own or third party	2002	53.9	77.0	88.1	95.1	58.3
	2003	57.5	82.6	89.8	96.8	62.2
	2004	62.7	85.0	92.4	97.8	66.9
	2005	65.0	86.6	94.7	97.6r	69.2
	2006	65.5r	89.0r	96.0r	97.9r	69.9r
	2007	66.1	89.0	95.9	98.1	70.3
<i>Businesses used their website to:</i>						
Market their business' products*	2005	58.2	80.9	87.4	91.0	62.4
	2006	56.8	81.3r	87.8r	91.8r	61.3
Provide access to product catalogues and price lists*	2005	22.5	32.7	39.1	44.6r	24.6
	2006	33.4r	48.6r	47.2r	55.0r	36.0r
Provide after-sales support*	2005	14.9	23.7r	33.1r	39.3r	16.8
	2006	13.9r	23.6r	27.6r	43.5r	15.8r
<i>Businesses used their website to enable:</i>						
access to catalogues or price list	2007	28.1	36.5	40.8	55.5	29.8
the customisation or design of products	2007	8.5	8.0	11.0	16.3	8.6
on-line ordering or reservations	2007	16.8	23.3	26.4	44.1	18.1
on-line payments	2007	11.7	16.8	21.0	37.3	12.8
personalised pages for regular visitors	2007	6.5	9.7	12.8	23.3	7.2
access to job vacancies/applications	2007	13.8	40.4	59.6	77.4	19.2

Base: UK businesses with 10 or more employment

* Base: UK non-financial sector businesses with 10 or more employment

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Table 20: Businesses' Internet interaction with public authorities i.e. central government, local and regional authorities, by size of business, 2002 to 2007

Employment size		10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>						
Used Internet to interact with public authorities	2002	28.3	39.6	52.4	53.6	30.7
	2003	31.8	46.4	55.7	61.8	34.7
	2004	38.8	49.3	60.3	66.4	41.1
	2005	46.9	63.6	70.1	75.1r	50.2
	2006	47.8r	69.0r	68.7r	77.2r	51.6r
	2007	57.2	76.6	80.8	83.7	60.8
<i>Purpose of Internet interaction with public authorities:</i>						
to obtain information	2002	26.1	37.7	50.4	50.2	28.5
	2003	30.3	45.4	54.6	60.5	33.3
	2004	37.9	47.8	59.5	65.3	40.1
	2005	45.7	62.5r	68.6r	74.0r	49.0
	2006	45.9r	68.5r	66.8r	75.9r	49.8r
	2007	54.0	72.0	76.1	82.7	57.3
to obtain forms	2002	19.5	31.0	38.1	37.1	21.7
	2003	25.3	40.7	46.9	50.7	28.2
	2004	32.2	44.6	55.2	58.9	34.8
	2005	42.3	60.5	65.6r	70.6r	45.8
	2006	43.0r	67.1r	65.9r	73.7r	47.2r
	2007	49.6	71.9	73.0	80.2	53.6
to return completed forms	2002	8.4	14.8	19.5	22.0	9.6
	2003	11.7	21.6	28.7	30.4	13.7
	2004	18.1	29.5	39.6	40.5	20.4
	2005	31.9	47.4	56.4r	60.3r	35.0
	2006	34.0r	59.1r	57.4r	65.5r	38.4r
	2007	45.1	64.9	69.4	73.2	48.7
to submit a proposal in an electronic tender system	2005	7.4	16.5r	17.4r	21.6r	9.1
	2006	7.0r	15.7r	19.4r	26.6r	8.7r
	2007	7.1	12.1	15.7	25.9	8.2
to complete an administrative task entirely electronically	2007	38.3	54.4	55.1	55.3	41.1

Base: UK businesses with 10 or more employment

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Table 24: Businesses use of a Supply Chain Management system, by size of business, 2007

Employment size	10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>					
For sharing information on availability/delivery of products/services electronically with suppliers/customers	4.2	11.2	17.8	33.4	5.7
<i>For sharing information electronically with suppliers regarding:</i>					
stocks, production plans or demand forecasts	1.9	4.6	9.4	22.0	2.6
progress of deliveries	2.3	6.0	10.8	20.0	3.2
<i>For sharing information electronically with customers regarding:</i>					
stocks, production plans or demand forecasts	1.2	3.8	8.1	17.2	1.8
progress of deliveries	1.4	4.8	8.7	18.9	2.2
<i>Businesses use of the following for the electronic exchange of Supply Chain Management information:</i>					
websites	2.3	7.1	9.4	22.2	3.3
automated data exchange	1.2	5.0	10.9	23.6	2.1

Base: UK businesses with 10 or more employment

Table 19: Businesses' use of software, by size of business, 2006 and 2007

Employment size		10 - 49	50 - 249	250 - 999	1000+	All sizebands
<i>Per cent</i>						
Enterprise Resource Planning Software (ERP)	2006	3.3r	16.4r	26.7r	35.6r	6.0r
	2007	2.5	13.1	29.7	38.5	4.9
Free or open source operating systems	2006	4.1r	12.2r	18.6r	28.1r	5.8r
	2007	4.5	12.8	20.5	33.7	6.3
<i>Customer Relationship Management (CRM) Software to:</i>						
capture and share information about customers with other internal business functions	2006	8.4r	19.4r	27.0r	40.0r	10.6r
	2007	9.8	20.1	28.7	46.5	12.0
analyse information about customers for marketing purposes	2006	7.7r	20.3r	25.9r	40.0r	10.2r
	2007	9.3	21.3	28.1	48.7	11.7

Base: UK businesses with 10 or more employment

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