

C Enterprises

Since 2003, the Czech Statistical Office has been conducting periodic annual surveys on ICT usage in enterprises. The pilot survey was carried out in a limited number of respondents in 2002.

In 2007, the Czech Statistical Office already carried out annual Enterprise's surveys on ICT usage and e-commerce in the Czech business sector. This survey was based on the Eurostat model for a Community survey on ICT usage and e-commerce in enterprises. The main aims of this survey were further harmonisation with the Eurostat model survey allowing international comparison and further data quality improvement.

Eurostat database was used as data source for international comparison.

Notes:

Reference period: December 2000 – 2004; January 2006 and 2007

As distinct from CZSO present Eurostat data for enterprises without Financial intermediations.

Definitions:

- **Antispam** – software that is used to prevent e-mail Spam (e-mails that are basically unwanted).
- **Antispyware software** – is an application that is used to remove a spyware program (programs that affix themselves to your operating system in reprehensible ways) from the user's computer without affecting or altering the system's settings.
- **EDI (Electronic Data Interchange)** – Electronic exchange of data usually in forms that are compatible so that software or a combination of individuals and software can put it in a compatible form at the receiving end if necessary.
- **Electronic commerce (e-commerce)** Transactions conducted over Internet Protocol-based networks and over other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce.
- **Intranet** – An internal company communications network using Internet protocol allowing communications within an organisation.
- **Firewall** – A hardware- and/or software-based system that is used as an interface between the internet and a computer system to monitor and filter incoming and outgoing communications.
- **LAN (Local Area Network)** – The electronic linking, by cable or infrared beams, of several or all computer workstations within a specific physical area to a file server or storage and processing device. It allows all users connected to the network to access the server's software and data files and to exchange electronic messages via an electronic mail system. Frequently includes printers, scanners, and other related equipment.

For more detailed information on this survey see: "Results of the Enterprise Survey on ICT usage and E-commerce in 2005; code: 9602-06" that is available free of charge on the Czech Statistical Office website address: <http://www.czso.cz/csu/2006edicniplan.nsf/engp/9702-06>

C Enterprises

Table C1 Enterprises using selected information technologies, January 2007

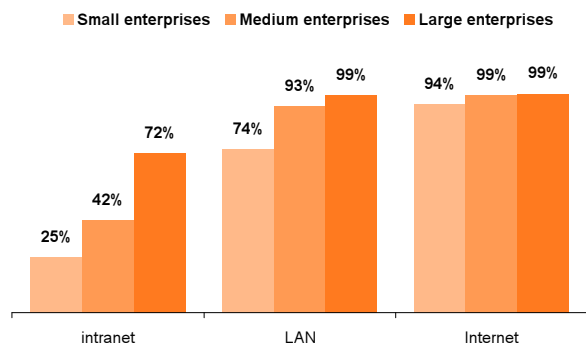
	%		
	Internet	LAN	Intranet
All enterprises (10+ employees)	95.2	78.1	29.6
by size class (number of employees)			
Small enterprises (10-49)	94.3	73.8	25.0
Medium enterprises (50-249)	98.6	93.4	41.7
Large enterprises (250+)	99.1	98.5	72.3
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	96.0	77.3	26.2
Electricity, gas and water supply (40-41)	100.0	89.5	50.3
Construction (45)	94.3	66.5	20.8
Sale and repair of motor vehicles (50)	98.3	92.0	33.1
Wholesale (51)	99.9	89.8	33.5
Retail trade (52)	87.8	72.3	22.2
Hotels and restaurants (55)	97.9	82.1	21.2
Transport and storage (60-63)	95.6	75.8	26.4
Post and telecommunications (64)	98.9	97.8	73.3
Financial intermediation (65-67)	98.3	93.5	68.1
Real estate activities, R&D (70,71,73)	96.6	83.5	33.1
Computer and related activities (72)	100.0	98.6	77.3
Other business activities (74) 1)	90.9	76.2	40.5
Audio-visual activities (92.1+ 92.2)	100.0	86.1	38.4
Recr., cult. and sport. act. (92.3-92.7)	92.3	72.7	21.8
Other activities (93) 2)	85.3	47.5	14.8
by regions			
Enterprises not registered in Prague	94.8	76.1	26.3
Enterprises registered in Prague	96.7	85.2	41.2

as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

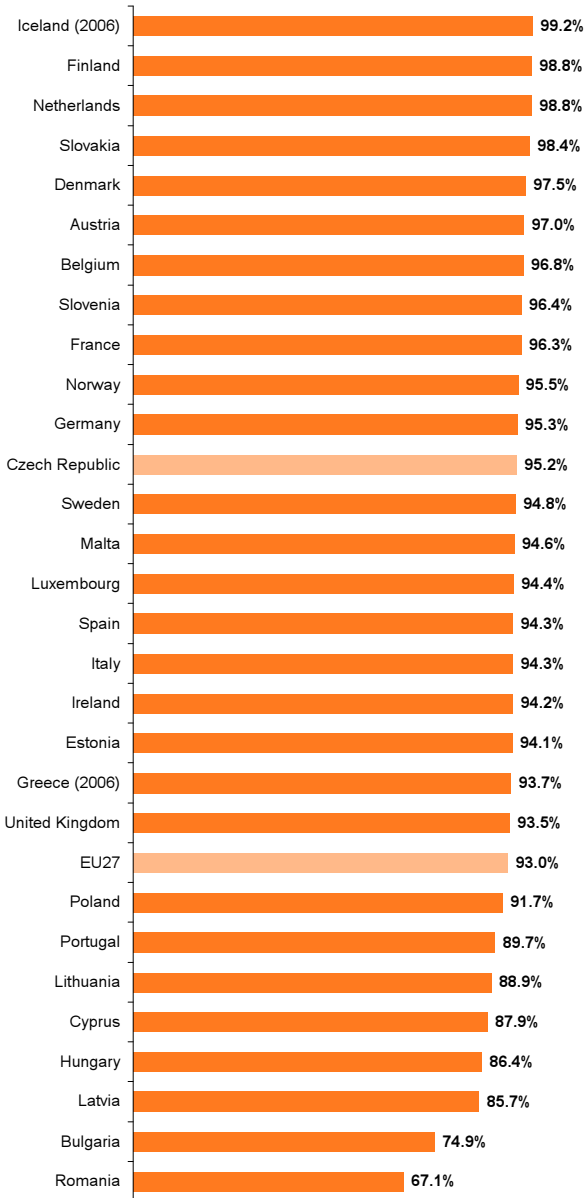
Figure C1 Use of selected information technologies by enterprise size class, January 2007



as a percentage of all enterprises in given size class

C Enterprises

Figure C2 Enterprises with Internet access, January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C2 Enterprises with a broadband connection

	%		
	2003	2006	2007
All enterprises (10+ employees)	38.5	69.2	77.0
by size class (number of employees)			
Small enterprises (10-49)	33.5	65.0	73.7
Medium enterprises (50-249)	55.2	83.4	88.3
Large enterprises (250+)	73.9	92.0	95.2
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	32.2	67.1	76.1
Electricity, gas and water supply (40-41)	51.7	79.9	91.6
Construction (45)	26.1	68.2	66.8
Sale and repair of motor vehicles (50)	41.7	71.1	76.3
Wholesale (51)	n.a.	75.6	89.0
Retail trade (52)	33.2	54.9	72.1
Hotels and restaurants (55)	35.5	68.1	76.1
Transport and storage (60-63)	33.8	66.5	73.6
Post and telecommunications (64)	86.6	94.7	94.8
Financial intermediation (65-67)	60.6	n.a.	93.1
Real estate activities, R&D (70,71,73)	n.a.	76.9	82.6
Computer and related activities (72)	84.1	93.0	96.4
Other business activities (74) 1)	51.2	78.3	77.4
Audio-visual activities (92.1+ 92.2)	56.2	87.5	91.9
Recr., cult. and sport. act. (92.3-92.7)	49.7	66.2	73.9
Other activities (93) 2)	n.a.	46.8	51.8
by regions			
Enterprises not registered in Prague	n.a.	67.4	74.9
Enterprises registered in Prague	n.a.	76.1	84.5

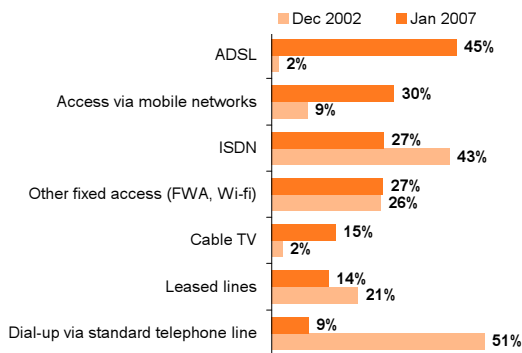
as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Data for 2003 refer to December; for 2006 and 2007 to January

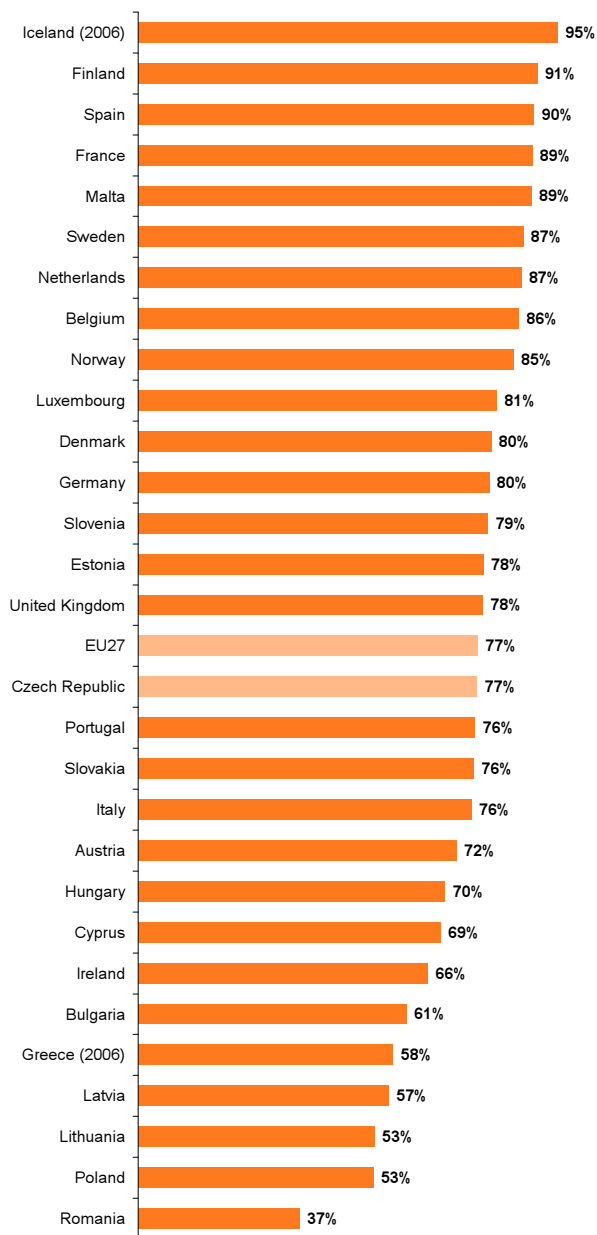
Figure C3 Type of connection used by enterprises with Internet access



as a percentage of all enterprises with internet access

C Enterprises

Figure C4 Enterprises with broadband, January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C3 Enterprises using wireless access within its LAN

%

	2003	2006	2007
All enterprises (10+ employees)	9.2	15.6	21.6
by size class (number of employees)			
Small enterprises (10-49)	7.1	12.1	18.6
Medium enterprises (50-249)	14.9	26.0	28.8
Large enterprises (250+)	29.8	43.9	52.4
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	7.7	16.4	20.7
Electricity, gas and water supply (40-41)	22.4	27.7	28.0
Construction (45)	7.4	14.0	19.2
Sale and repair of motor vehicles (50)	13.2	18.6	25.3
Wholesale (51)	.	13.8	18.9
Retail trade (52)	7.7	13.6	17.4
Hotels and restaurants (55)	11.7	16.2	34.0
Transport and storage (60-63)	11.8	13.7	22.5
Post and telecommunications (64)	28.9	39.2	57.9
Financial intermediation (65-67)	9.4	18.9	23.8
Real estate activities, R&D (70,71,73)	.	15.8	19.7
Computer and related activities (72)	15.3	47.0	50.9
Other business activities (74) 1)	5.6	11.3	24.1
Audio-visual activities (92.1+ 92.2)	6.4	21.8	33.8
Recr., cult. and sport. act. (92.3-92.7)	14.6	17.1	26.3
Other activities (93) 2)	.	2.0	11.2
by regions			
Enterprises not registered in Prague	.	15.0	20.1
Enterprises registered in Prague	.	18.0	26.8

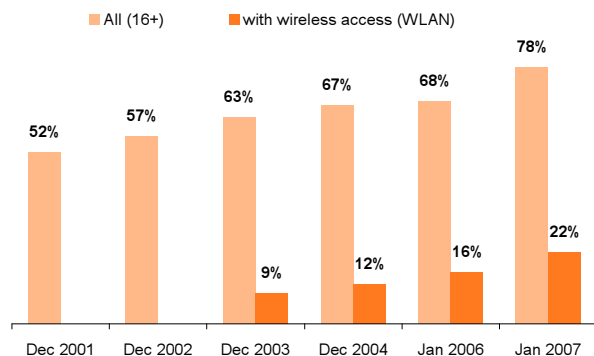
as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Data for 2003 refer to December; for 2006 and 2007 to January

Figure C5 Enterprises with LAN, January 2007

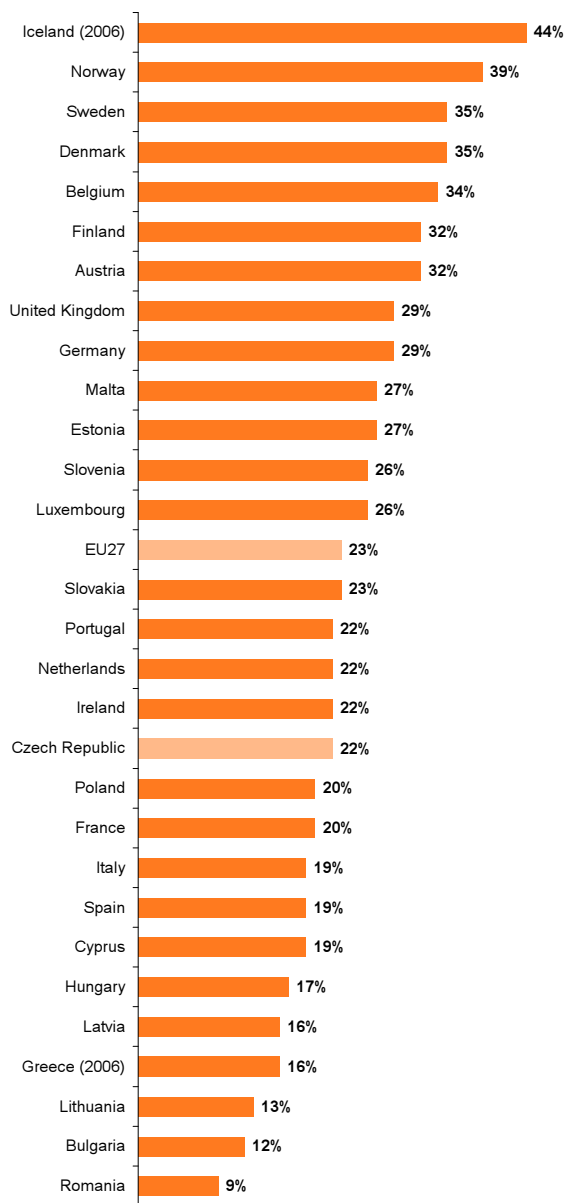


as a percentage of all enterprises with 10 and more employees

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C6 Enterprises using wireless access within its internal computer network (WLAN), January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C4 Employees using computer at work, January 2007

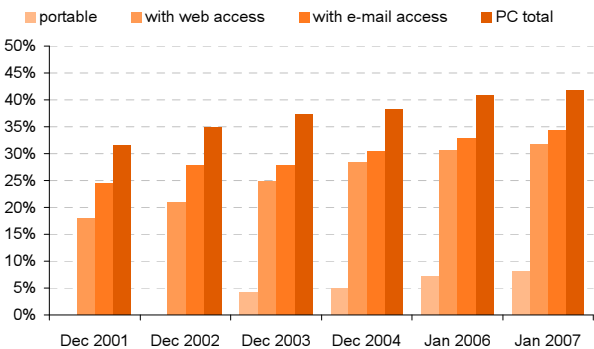
	%		
	All (16+)	web access	portable
All enterprises (10+ employees)	41.6	31.7	8.1
by size class (number of employees)			
Small enterprises (10-49)	42.9	37.3	10.3
Medium enterprises (50-249)	39.5	32.8	8.0
Large enterprises (250+)	42.2	28.1	7.0
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	33.9	23.3	5.1
Electricity, gas and water supply (40-41)	60.5	52.4	10.4
Construction (45)	27.5	25.4	7.4
Sale and repair of motor vehicles (50)	59.0	49.3	9.5
Wholesale (51)	61.8	52.4	16.4
Retail trade (52)	45.7	27.3	5.1
Hotels and restaurants (55)	40.7	33.6	3.8
Transport and storage (60-63)	33.1	22.5	5.3
Post and telecommunications (64)	64.3	33.3	12.2
Financial intermediation (65-67)	96.2	91.7	17.2
Real estate activities, R&D (70,71,73)	52.9	47.2	9.3
Computer and related activities (72)	93.5	90.9	47.6
Other business activities (74) 1)	39.6	36.4	11.6
Audio-visual activities (92.1+ 92.2)	75.0	72.5	11.3
Recr., cult. and sport. act. (92.3-92.7)	45.1	25.3	6.5
Other activities (93) 2)	22.4	14.5	3.4
by regions			
Enterprises not registered in Prague	35.7	26.3	5.9
Enterprises registered in Prague	56.7	45.3	13.3

as a percentage of all employees in enterprises of given group

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

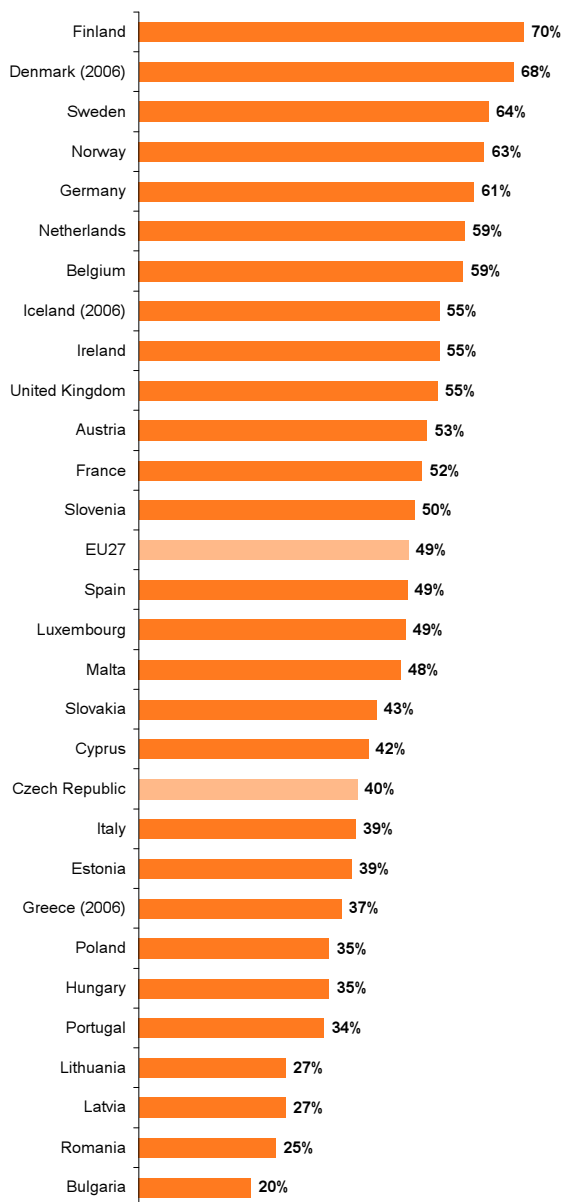
Figure C7 Employees using computer at work, January 2007



as a percentage of all employees in enterprises (10+)

C Enterprises

Figure C8 Employees using computer at work, January 2007



as a percentage of all employees in enterprises (10+)

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C5 Enterprises with IT security measures, January 2007

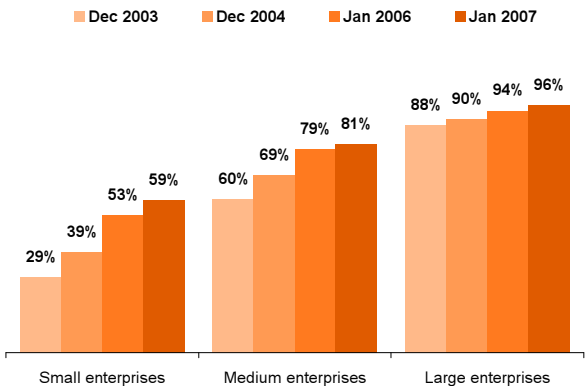
	firewall	antispam	antispware
All enterprises (10+ employees)	64.2	66.8	53.0
by size class (number of employees)			
Small enterprises (10-49)	59.1	63.2	48.2
Medium enterprises (50-249)	80.7	78.2	68.7
Large enterprises (250+)	95.8	90.1	82.0
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	63.7	65.4	53.6
Electricity, gas and water supply (40-41)	76.1	73.0	61.4
Construction (45)	53.0	60.0	45.7
Sale and repair of motor vehicles (50)	62.4	66.0	51.3
Wholesale (51)	80.6	84.7	62.5
Retail trade (52)	54.0	49.7	36.5
Hotels and restaurants (55)	57.2	70.8	47.2
Transport and storage (60-63)	52.6	60.0	47.9
Post and telecommunications (64)	90.3	89.1	79.8
Financial intermediation (65-67)	82.8	82.3	72.1
Real estate activities, R&D (70,71,73)	72.4	73.6	54.6
Computer and related activities (72)	95.6	94.0	81.7
Other business activities (74) 1)	66.7	67.2	59.4
Audio-visual activities (92.1+ 92.2)	78.8	85.8	69.7
Recr., cult. and sport. act. (92.3-92.7)	62.4	65.8	53.2
Other activities (93) 2)	27.5	42.4	30.6
by regions			
Enterprises not registered in Prague	60.6	63.2	50.2
Enterprises registered in Prague	76.8	79.4	62.9

as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure C9 Use of firewall by enterprise size class, January 2007

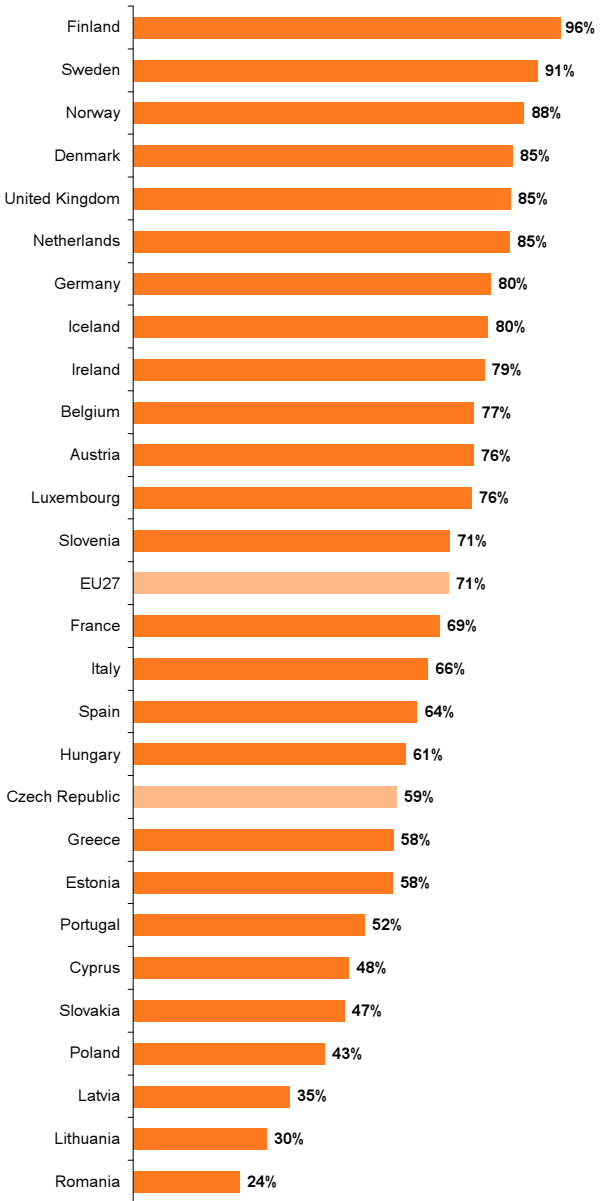


as a percentage of all enterprises in given size class

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C10 Enterprises using firewall, January 2006



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C6 Enterprises with a web site

	%		
	2003	2006	2007
All enterprises (10+ employees)	61.1	70.1	71.2
by size class (number of employees)			
Small enterprises (10-49)	56.4	66.1	67.5
Medium enterprises (50-249)	78.1	83.6	83.7
Large enterprises (250+)	87.8	91.9	91.7
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	60.2	68.8	71.8
Electricity, gas and water supply (40-41)	51.6	64.2	62.3
Construction (45)	48.3	71.0	62.1
Sale and repair of motor vehicles (50)	68.9	74.4	73.4
Wholesale (51)	.	82.9	86.6
Retail trade (52)	52.1	53.7	55.4
Hotels and restaurants (55)	82.0	90.1	91.9
Transport and storage (60-63)	52.5	61.3	59.3
Post and telecommunications (64)	88.3	94.0	93.9
Financial intermediation (65-67)	72.3	85.7	91.8
Real estate activities, R&D (70,71,73)	.	65.9	68.7
Computer and related activities (72)	91.6	94.4	95.6
Other business activities (74) 1)	69.2	71.9	73.3
Audio-visual activities (92.1+ 92.2)	76.1	82.9	91.9
Recr., cult. and sport. act. (92.3-92.7)	74.8	70.7	78.3
Other activities (93) 2)	.	54.3	58.3
by regions			
Enterprises not registered in Prague	.	67.7	68.2
Enterprises registered in Prague	.	79.1	81.7

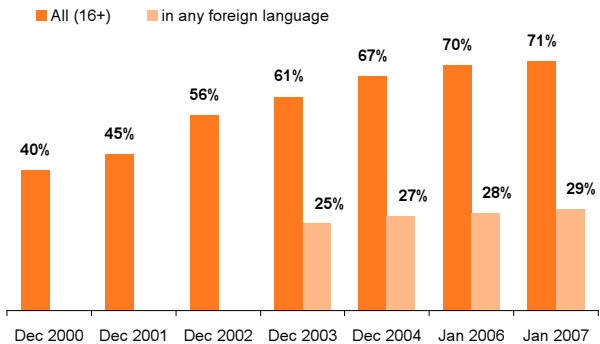
as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Data for 2003 refer to December; for 2006 and 2007 to January

Figure C11 Enterprises with a web site

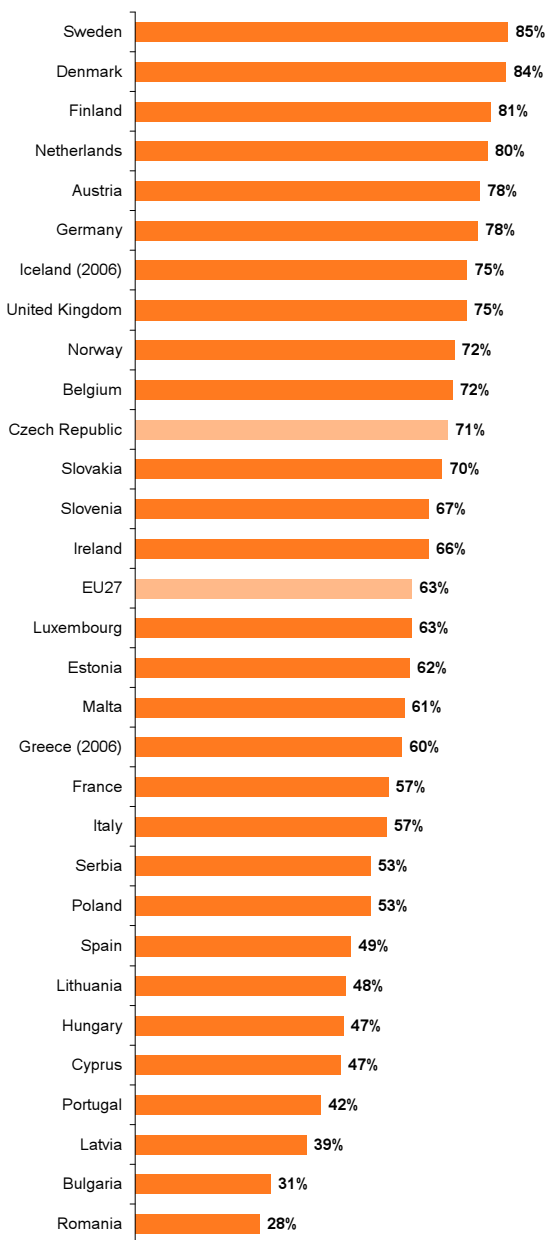


as a percentage of all enterprises with 10 and more employees

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C12 Enterprises with a web site, January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C7 Enterprises purchasing over electronic networks, 2006

%

	All (16+)	via Internet	via other networks
All enterprises (10+ employees)	33.6	32.1	4.1
by size class (number of employees)			
Small enterprises (10-49)	32.1	30.9	3.7
Medium enterprises (50-249)	38.4	35.6	5.1
Large enterprises (250+)	43.8	40.5	6.9
by industry (CZ-NACE divisions)			
Manufacturing (15-37)	31.6	29.4	4.3
Electricity, gas and water supply (40-41)	26.8	26.8	2.5
Construction (45)	23.2	23.2	3.5
Sale and repair of motor vehicles (50)	38.9	36.8	5.4
Wholesale (51)	47.4	44.2	8.3
Retail trade (52)	28.4	28.1	1.5
Hotels and restaurants (55)	27.4	26.0	2.5
Transport and storage (60-63)	21.4	20.2	4.2
Post and telecommunications (64)	55.5	55.5	3.1
Financial intermediation (65-67)	n.a.	n.a.	n.a.
Real estate activities, R&D (70,71,73)	28.4	26.4	2.1
Computer and related activities (72)	78.0	78.0	1.6
Other business activities (74) 1)	41.3	41.0	2.3
Audio-visual activities (92.1+ 92.2)	36.2	36.2	0.0
Recr., cult. and sport. act. (92.3-92.7)	28.4	27.1	3.5
Other activities (93) 2)	16.9	16.1	1.6
by regions			
Enterprises not registered in Prague	31.0	29.7	3.7
Enterprises registered in Prague	43.0	40.7	5.5

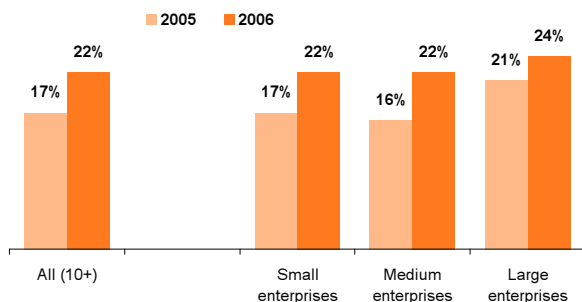
as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Includes all enterprises that during year 2006 placed at least one electronic order over the Internet or any other computer networks to buy any goods or services

Figure C13 Enterprises purchasing over electronic networks 1% or more of their total purchases, 2006

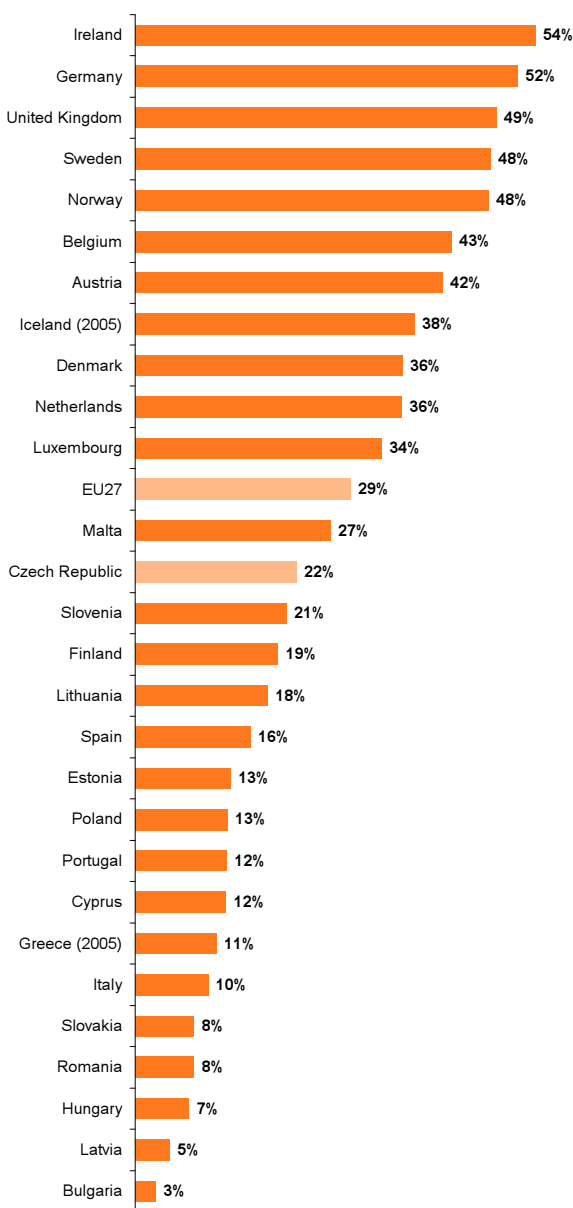


as a percentage of all enterprises in given size class

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C14 Enterprises purchasing over electronic networks 1% or more of their total purchases, 2006



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C8 Enterprises selling over electronic networks, 2006

%

	All (16+)	via Internet	via other networks
All enterprises (10+ employees)	12.1	9.6	3.5
by size class (number of employees)			
Small enterprises (10-49)	11.4	9.1	3.1
Medium enterprises (50-249)	13.5	11.0	3.8
Large enterprises (250+)	20.5	12.5	9.5
by industry (CZ-NACE divisions)			
Manufacturing (15-37)	11.7	8.8	4.1
Electricity, gas and water supply (40-41)	7.1	5.5	1.9
Construction (45)	4.1	2.4	1.6
Sale and repair of motor vehicles (50)	9.4	7.1	4.5
Wholesale (51)	24.5	18.1	8.4
Retail trade (52)	12.3	12.2	0.1
Hotels and restaurants (55)	32.9	31.8	2.9
Transport and storage (60-63)	10.4	7.9	4.3
Post and telecommunications (64)	37.7	36.1	4.7
Financial intermediation (65-67)	n.a.	n.a.	n.a.
Real estate activities, R&D (70,71,73)	7.4	7.1	0.3
Computer and related activities (72)	25.8	24.7	2.0
Other business activities (74) 1)	6.2	4.7	1.8
Audio-visual activities (92.1+ 92.2)	20.6	20.6	0.0
Recr., cult. and sport. act. (92.3-92.7)	9.6	8.9	1.7
Other activities (93) 2)	1.8	1.8	1.4
by regions			
Enterprises not registered in Prague	10.8	8.7	3.2
Enterprises registered in Prague	16.8	12.9	4.6

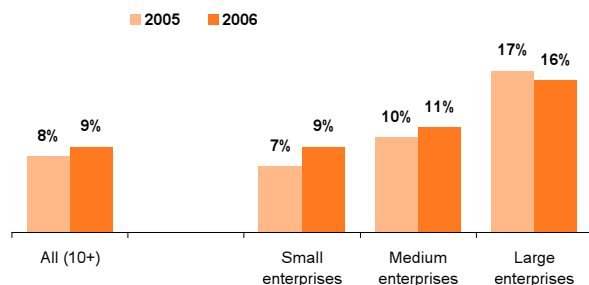
as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Note: Includes all enterprises that during year 2006 received at least one electronic order through the Internet or any other computer network to sell any goods or services

Figure C15 Enterprises selling over electronic networks 1% or more of their total turnover, 2006

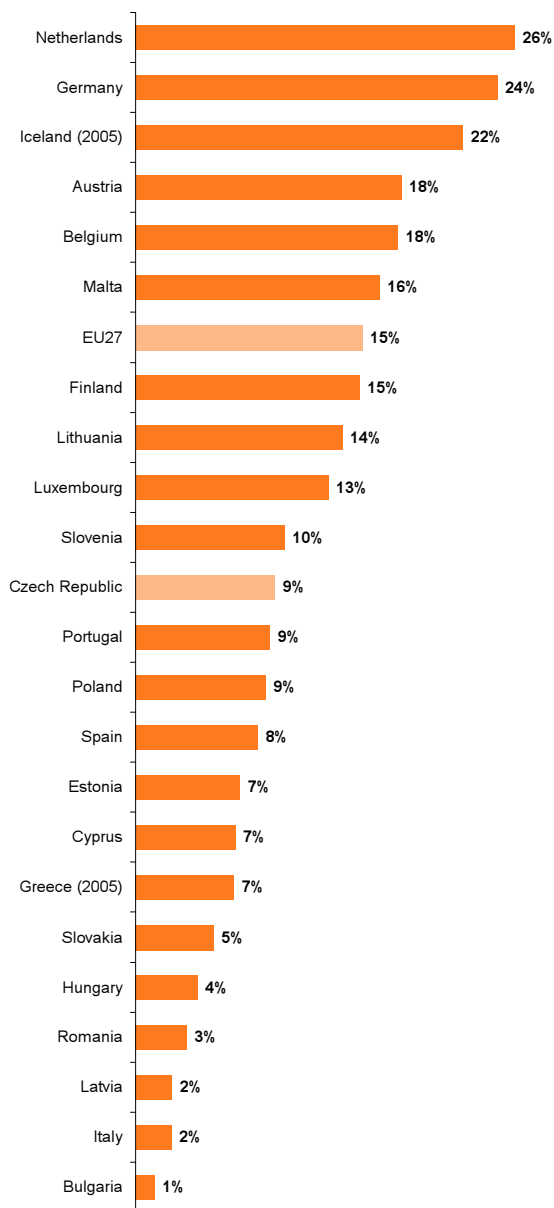


as a percentage of all enterprises in given size class

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C16 Enterprises selling over electronic networks 1% or more of their total turnover, 2006



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C9 Enterprises' purchases from electronic orders, 2006

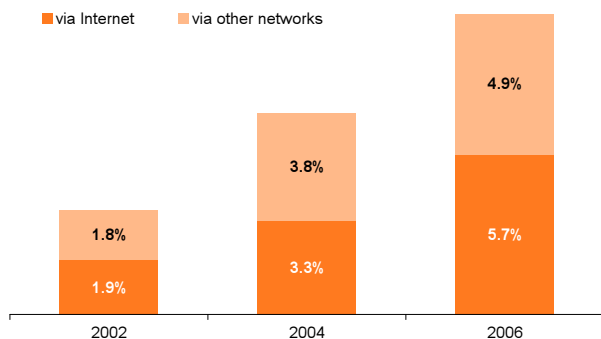
%

	All (16+)	via Internet	via other networks
All enterprises (10+ employees)	10.6	5.7	4.9
by size class (number of employees)			
Small enterprises (10-49)	8.0	4.0	4.0
Medium enterprises (50-249)	8.2	4.4	3.8
Large enterprises (250+)	13.1	7.1	6.0
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	12.9	7.2	5.7
Electricity, gas and water supply (40-41)	1.2	1.2	0.0
Construction (45)	2.5	2.3	0.2
Sale and repair of motor vehicles (50)	14.5	9.0	5.5
Wholesale (51)	12.5	5.3	7.2
Retail trade (52)	15.7	6.0	9.8
Hotels and restaurants (55)	2.9	2.5	0.4
Transport and storage (60-63)	2.0	1.3	0.6
Post and telecommunications (64)	5.8	5.7	0.0
Financial intermediation (65-67)	n.a.	n.a.	n.a.
Real estate activities, R&D (70,71,73)	3.7	3.1	0.6
Computer and related activities (72)	22.6	22.4	0.2
Other business activities (74) 1)	3.7	2.8	0.9
Audio-visual activities (92.1+ 92.2)	1.3	1.3	0.0
Recr., cult. and sport. act. (92.3-92.7)	5.5	5.3	0.2
Other activities (93) 2)	1.6	1.6	0.0
by regions			
Enterprises not registered in Prague	11.3	6.3	5.0
Enterprises registered in Prague	9.3	4.5	4.8

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure C17 Enterprises' purchases from electronic orders conducted by enterprises with 10 and more employees, 2006

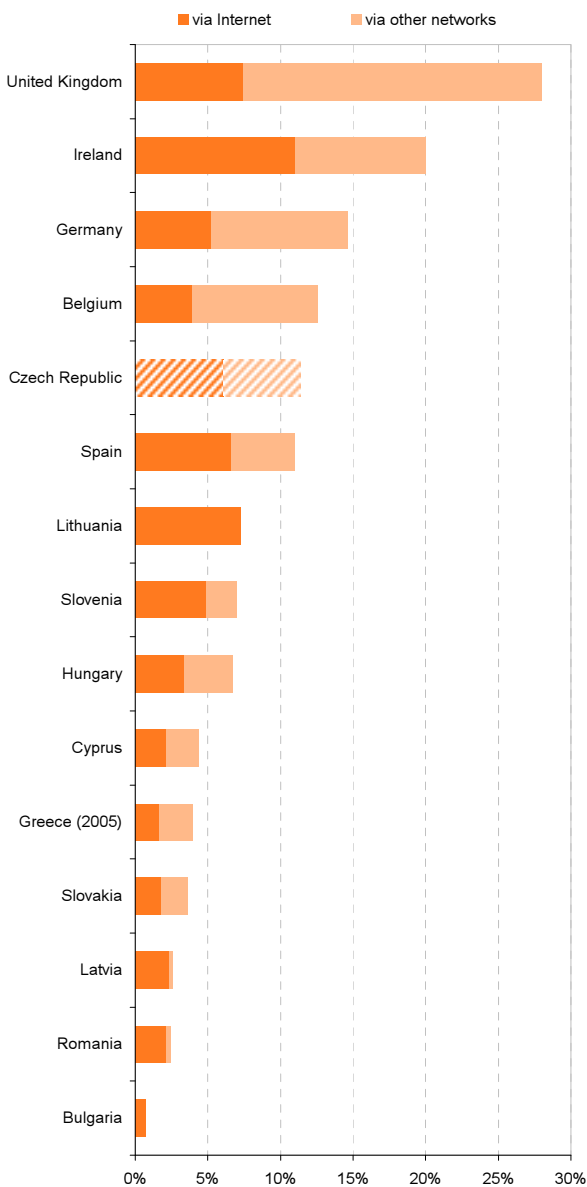


as a percentage of total purchases conducted by enterprises in given size class, industry and region

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C18 Enterprises' purchases from electronic orders conducted by enterprises with 10 and more employees, 2006



as a percentage of total purchases conducted by enterprises with 10 and more employees in a given country

Source: Eurostat, New Cronos database, January 2008

C Enterprises

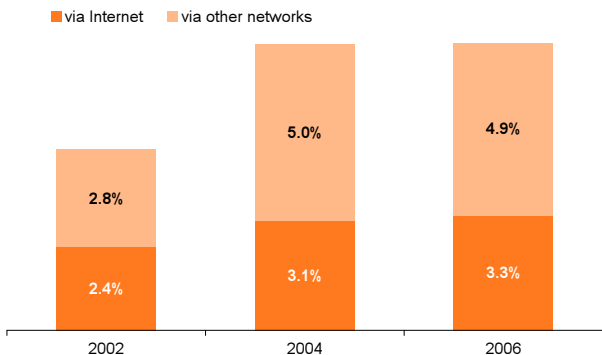
Table C10 Enterprises' turnover from electronic orders, 2006

	%		
	All (16+)	via Internet	via other networks
All enterprises (10+ employees)	8.2	3.3	4.9
by size class (number of employees)			
Small enterprises (10-49)	5.3	1.6	3.7
Medium enterprises (50-249)	5.9	2.9	3.0
Large enterprises (250+)	10.6	4.2	6.5
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	13.2	4.9	8.3
Electricity, gas and water supply (40-41)	1.5	1.5	0.0
Construction (45)	0.3	0.1	0.2
Sale and repair of motor vehicles (50)	4.0	2.4	1.6
Wholesale (51)	9.8	3.3	6.4
Retail trade (52)	2.0	1.8	0.2
Hotels and restaurants (55)	8.1	7.1	1.0
Transport and storage (60-63)	3.7	1.5	2.2
Post and telecommunications (64)	4.0	3.9	0.2
Financial intermediation (65-67)	n.a.	n.a.	n.a.
Real estate activities, R&D (70,71,73)	0.4	0.3	0.1
Computer and related activities (72)	3.8	3.5	0.3
Other business activities (74) 1)	0.9	0.4	0.5
Audio-visual activities (92.1+ 92.2)	5.5	5.5	0.0
Recr., cult. and sport. act. (92.3-92.7)	16.8	0.5	16.4
Other activities (93) 2)	0.0	0.0	0.0
by regions			
Enterprises not registered in Prague	9.6	3.9	5.7
Enterprises registered in Prague	5.5	2.1	3.4

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure C19 Enterprises' turnover from electronic orders (e-commerce), 2006

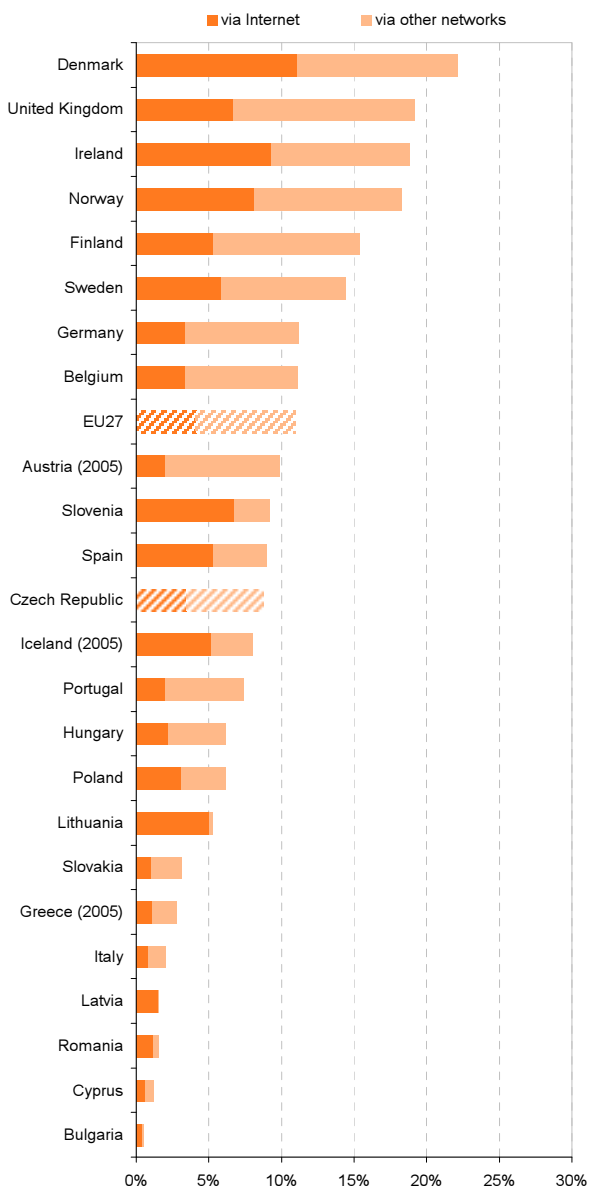


as a percentage of total turnover conducted by enterprises in given size class, industry and region

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C20 Enterprises' turnover from electronic orders (e-commerce), 2006



as a percentage of total turnover conducted by enterprises with 10 and more employees in a given country

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C11 Enterprises using any software application to manage orders, January 2007

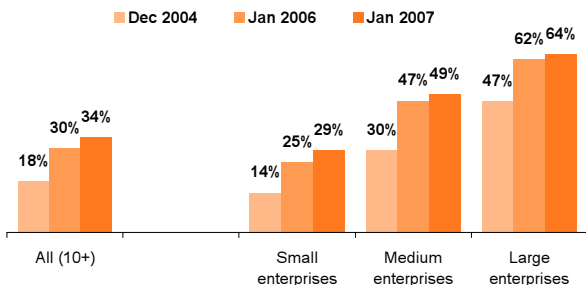
	All (16+)	linked to	
		invoicing and payment systems	system for managing production, logistics
All enterprises (10+ employees)	34.1	26.2	15.6
by size class (number of employees)			
Small enterprises (10-49)	29.4	22.1	11.8
Medium enterprises (50-249)	49.3	39.6	27.4
Large enterprises (250+)	63.7	52.2	41.8
by Industry (CZ-NACE divisions)			
Manufacturing (15-37)	37.4	29.6	20.0
Electricity, gas and water supply (40-41)	29.5	23.6	14.6
Construction (45)	18.5	12.2	6.9
Sale and repair of motor vehicles (50)	47.0	31.4	19.7
Wholesale (51)	45.0	38.7	17.7
Retail trade (52)	40.2	28.5	11.4
Hotels and restaurants (55)	34.0	24.0	20.4
Transport and storage (60-63)	31.2	22.0	15.5
Post and telecommunications (64)	64.2	51.6	38.8
Financial intermediation (65-67)	40.0	26.0	20.3
Real estate activities, R&D (70,71,73)	24.9	17.9	12.6
Computer and related activities (72)	56.3	43.9	26.2
Other business activities (74) 1)	21.4	17.1	10.9
Audio-visual activities (92.1+ 92.2)	33.7	28.2	18.1
Recr., cult. and sport. act. (92.3-92.7)	20.8	15.0	6.9
Other activities (93) 2)	16.3	12.4	10.8
by regions			
Enterprises not registered in Prague	33.0	25.1	15.0
Enterprises registered in Prague	38.1	30.2	17.7

as a percentage of all enterprises in given size class, industry and region

1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

Figure C21 Use of any software application to manage orders by enterprise size class

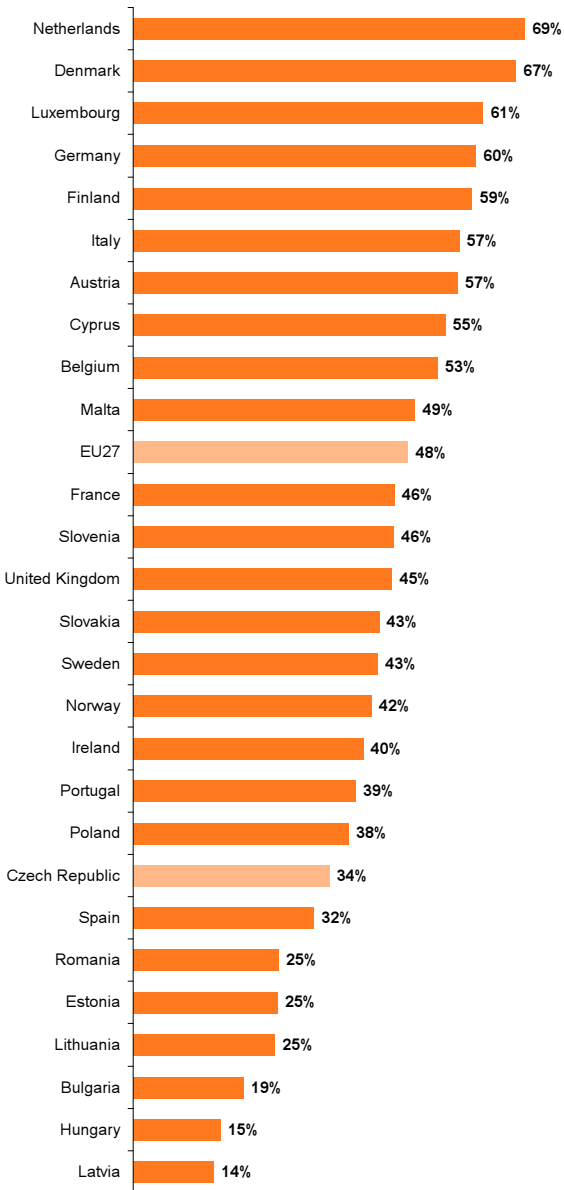


as a percentage of all enterprises in given size class

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C22 Enterprises using any software application to manage orders, January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Table C12 Enterprises using CRM or ERP system, January 2007

%

	ERP	CRM
All enterprises (10+ employees)	18.6	22.6
by size class (number of employees)		
Small enterprises (10-49)	13.6	18.9
Medium enterprises (50-249)	33.5	35.0
Large enterprises (250+)	56.5	42.6
by Industry (CZ-NACE divisions)		
Manufacturing (15-37)	20.8	19.3
Electricity, gas and water supply (40-41)	29.6	28.2
Construction (45)	8.5	13.4
Sale and repair of motor vehicles (50)	19.5	36.6
Wholesale (51)	31.9	38.0
Retail trade (52)	16.9	19.0
Hotels and restaurants (55)	7.9	24.6
Transport and storage (60-63)	13.3	18.5
Post and telecommunications (64)	33.8	54.3
Financial intermediation (65-67)	20.3	43.2
Real estate activities, R&D (70,71,73)	13.7	17.3
Computer and related activities (72)	26.9	48.7
Other business activities (74) 1)	13.9	21.4
Audio-visual activities (92.1+ 92.2)	16.9	25.2
Recr., cult. and sport. act. (92.3-92.7)	8.6	12.5
Other activities (93) 2)	4.1	12.2
by regions		
Enterprises not registered in Prague	17.2	20.1
Enterprises registered in Prague	23.6	31.2

as a percentage of all enterprises in given size class, industry and region

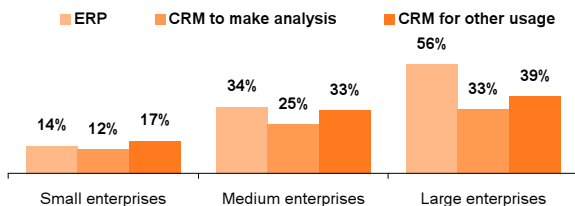
1) Legal, accounting, market activities; Advertising; Archit., engin. activ.; etc.

2) Hairdressing and other beauty treatment; Washing and clean. of textile; etc.

ERP (Enterprise Resource Planning) systems attempt to integrate several data sources and processes of an organization into a unified system.

CRM (Customer relationship management) is a multifaceted process, mediated by a set of information technologies, that focuses on creating two-way exchanges with customers so that firms have an intimate knowledge of their needs, wants, and buying patterns.

Figure C23 Use of CRM and ERP integrated information system (software package) by enterprise size class, 2007

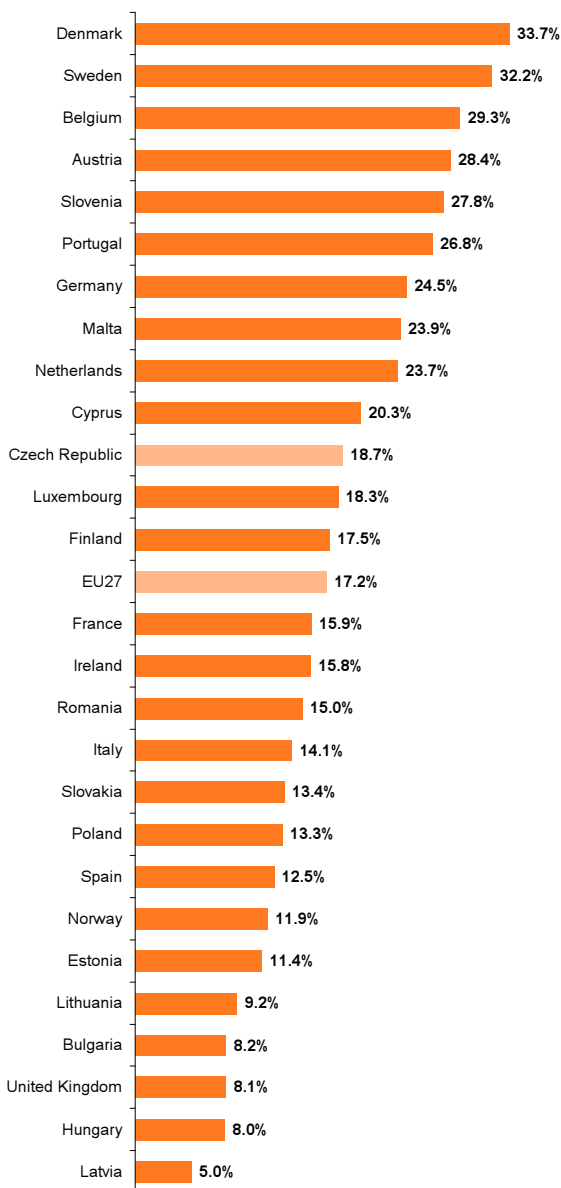


as a percentage of all enterprises in given size class

Source: CZSO, Enterprise Survey on ICT Use and E-commerce

C Enterprises

Figure C24 Enterprises using an ERP software package to share information on sales and purchases with other internal functional areas, January 2007

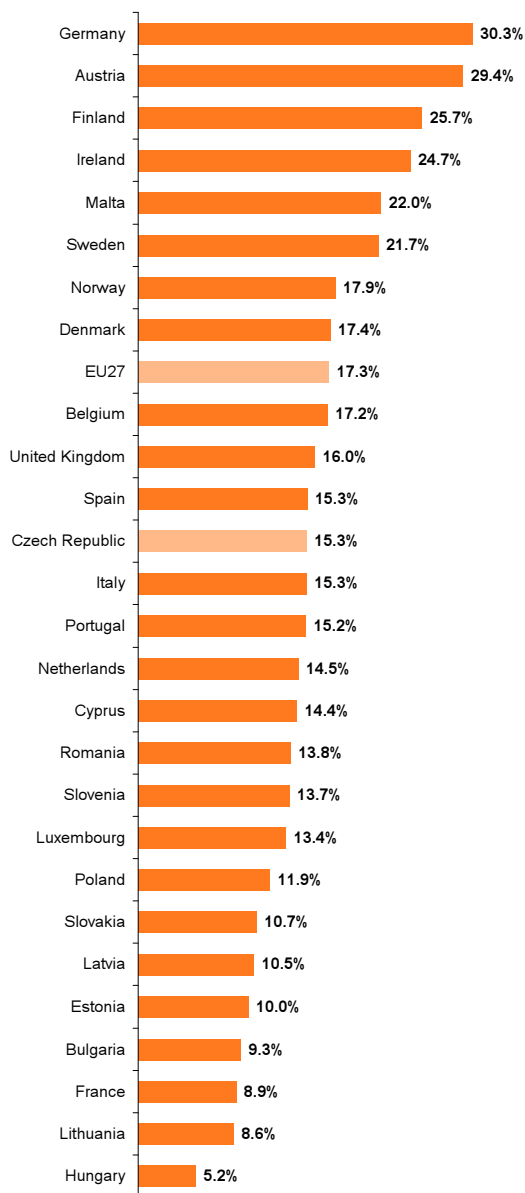


as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008

C Enterprises

Figure C25 Enterprises using CRM software package to make analysis of the information about clients for marketing purposes, January 2007



as a percentage of all enterprises with 10 and more employees

Source: Eurostat, New Cronos database, January 2008