

D Enterprises and digital technologies

Data given in this chapter are based on the results of the **Annual Statistical Survey on the ICT Use in Enterprises**, which has been carried out by the Czech Statistical Office (CZSO) since 2002. Since 2006, this survey has been mandatory for all EU member states according to the relevant regulation of the European Parliament and the Council.

The survey is conducted every year in the first quarter of the reference year with the sample of approximately **8 000 enterprises having 10+ employees** in selected economic activities. The results are then grossed up to the whole population of the measured enterprises, which is around 40 000 enterprises with 10+ employees.

The obtained data are available **broken down** by prevailing economic activity according to the CZ-NACE classification, by the size of enterprises measured, and by their mutual combination.

Notes

The reference period, in case of majority of data on equipment or ICT use in enterprises, is the month, in which the enterprise filled in the report (questionnaire), i.e. usually February to April of the relevant year. In case of the indicators on e-commerce the reference period is the entire relevant year.

The data in Figure D2 *Types of fixed connection used in enterprises* come from the data sources of the Czech Telecommunications Office. In this one chart only, all legal persons and self-employed persons are considered to be enterprises. In the rest of this chapter, it is always enterprises with 10+ employees in selected economic activities.

The data for international comparisons are drawn from Eurostat's database on the digital economy and society, where figures for this area are updated annually. For more details, see the following link:

<https://ec.europa.eu/eurostat/web/digital-economy-and-society/overview>

Definitions (sorted alphabetically)

- **A social media profile** means having an account on a platform and the ability to share information and multimedia content with other users, gather their opinions, or collect reviews of its products. The most popular social media platforms used by enterprises include Facebook, LinkedIn, Instagram, X, Threads, YouTube, and TikTok.
- **A website customized for mobile devices** means that its layout is adapted to display properly on smaller screens. For example, text, buttons, and links are large enough. Another feature is touch control using fingers rather than a mouse.
- **AI based software robotic process automation (RPA)** enables the automation of repetitive tasks such as automatic invoice processing, email sorting, automated customer responses, or transferring information between systems. AI (e.g., machine learning) adds the ability to "understand" data and make decisions based on it.
- **Advanced analysis of text** (e.g. Text mining, extracting knowledge from text data) is an AI technology that processes large amounts of data from various sources (e.g., emails, social media posts, customer reviews or complaints, contracts). The output is a structured format that enables deeper analysis and helps uncover new information and patterns in text data.
- **Artificial Intelligence (AI)** are technologies that enable machines to perform tasks that previously required human intelligence. AI is trained using large amounts of diverse data (e.g. text from the internet or books, images, sounds (such as human speech or music), videos, or data from various sensors). AI technologies exist either in a purely software form or as systems integrated into machines or devices, enabling them to move and make decisions autonomously.
- **Business Intelligence (BI) software** analyzes and visualizes data and provides strategic insights. BI tools collect data from various sources (e.g., accounting, logistics systems, ERP, CRM) and are used, for example, for corporate performance management.

- **Customer Relationship Management (CRM)** is software used to manage customer relationships. It collects customer data, such as contact information, purchasing preferences, and order history.
- **Enterprise Resource Planning (ERP)** is software used for managing and planning business resources. This includes systems that manage areas such as accounting, production, warehousing, logistics, asset management, and human resources. ERP integrates these systems into a centralized system.
- **Employee access to mobile internet** on portable devices means that the enterprise provides mobile connectivity to employees with the understanding that the charges are at least partially (up to an agreed limit) the enterprise's expense and not the employees. Employees can also connect to the internet from their personal device, but the data plan charges must be at least partly paid by the enterprise.
- **Fixed internet connection** includes an external internet connection supplied by the provider. This includes DSL connection, optical fiber connection, cable modem 'cable TV network connection,' leased lines 'frame relay, ATM, digital multiplex' and also fixed wireless connection from a fixed location using WiFi or LTE technology. *This does not include mobile internet connection.*
- **Generative AI** is a technology capable of creating new text or multimedia content based on prompts or input data (e.g., writing articles, emails, answering questions, generating programming code, designing algorithms, creating images based on text descriptions, creating presentations or videos based on text descriptions, composing new music). This also includes the creation of a natural-sounding human voice.
- **Image recognition** is AI technology used, for example, in accounting, logistics (e.g., automated invoice processing), e-commerce (e.g., searching for products by image), manufacturing (e.g., product quality control using cameras), and security cameras (e.g., detection of people or suspicious behavior).
- **Machine Learning** is a sub-area of AI and deals with algorithms and techniques that enable computer systems to 'learn'. Based on learned facts and knowledge, computers can create their own new thoughts and ideas and find links and connections among data. It is used, for example, to detect fraudulent transactions, identify spam in emails, segment customers based on purchasing behavior, estimate demand for specific products, or personalize content based on user data.
- **Mobile connection** is an internet connection via a data plan from mobile operators. Internet access takes place via the mobile telephone network, most often via a data SIM card inserted in a mobile phone/smartphone or tablet. The volume of transmitted data corresponds to the agreed data tariff.
- **Paid cloud services** are tools, programs, servers, or storage space that enterprises purchase from cloud providers and use via the internet. Their advantage is that they do not need to be installed or downloaded. They are accessible from any device with internet access.
- **Product customization** is the ability to tailor goods or services on a website to meet specific requirements. For products, it includes, for example, choosing the composition, features, and materials used; for services, it involves selecting the scope of the service.
- **Speech recognition** is an AI technology that converts, for example, an audio recording of human speech into text that can be further analysed or processed.
- **VPN** provides a secure way to connect devices or networks (e.g. enterprise branches) to each other over the internet. VPN enables secure data exchange through encrypted transmission.

Detailed information on methodology of the survey can be found in the publication **Information and Communication Technologies in the Business Sphere in 2025** (code **062005-25**) accessible on the CZSO website in the Czech language only.

Further information on the ICT use by enterprises can be found at:

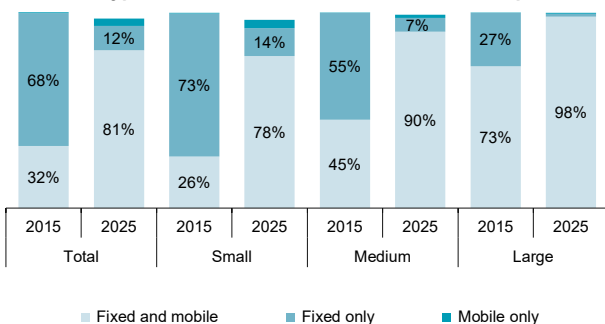
<https://csu.gov.cz/ict-in-enterprises>

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Table D1 Enterprises in Czechia with internet access; 2025

	Percentage		
	Fixed	Mobile, total	Mobile only
Total (10+ employees):	93,1	84,5	3,8
Small enterprises (10–49)	91,9	82,2	4,4
Medium enterprises (50–249)	97,2	91,8	1,7
Large enterprises (250+)	99,3	98,5	0,6
Industry (10+ employees):			
Manufacturing	96,2	85,5	2,2
Electricity, gas and water supply	93,3	90,8	5,3
Construction	90,0	85,3	3,8
Wholesale trade	97,5	86,1	2,1
Retail trade	88,5	79,0	6,2
Transport and storage	89,3	88,8	5,7
Accommodation	96,8	75,2	2,3
Food and beverage services	91,9	75,4	6,2
Travel agency, tour operator	94,7	92,1	4,2
Publishing, broadcasting, content production	96,1	91,2	3,4
Telecommunication, computer programming	97,5	90,9	1,8
Professional, scientific and technical activities	95,8	87,7	3,4

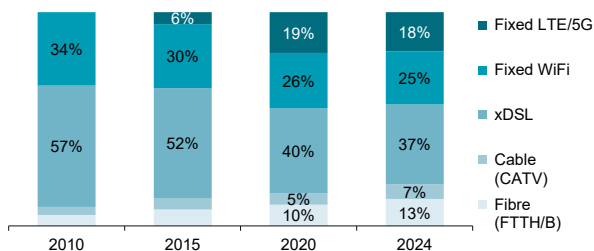
Chart D1 Types of internet connections used in enterprises



as a percentage of all enterprises with internet connection in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

Chart D2 Types of fixed connection used in enterprises



as a percentage of all fixed broadband business subscriptions

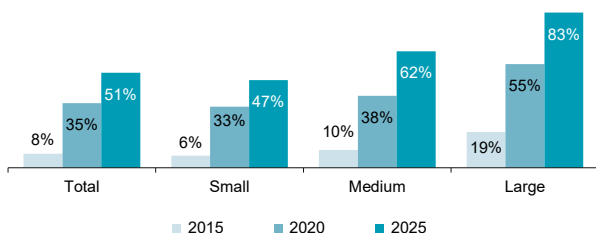
Source: Czech Telecommunication Office and CZSO own calculations

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Table D2 Enterprises in Czechia using fixed internet connection of the given contracted download speed; 2025

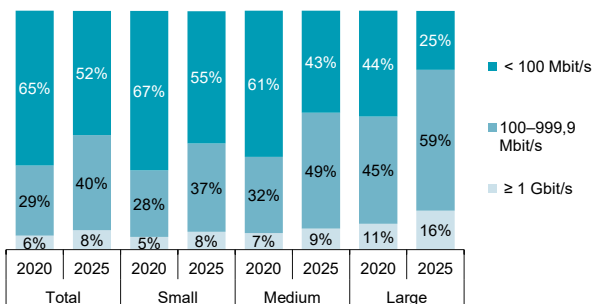
	Percentage		
	≥ 30 Mbit/s	≥ 100 Mbit/s	≥ 1 Gbit/s
Total (10+ employees):	84,8	50,8	7,9
Small enterprises (10–49)	82,5	46,8	6,8
Medium enterprises (50–249)	92,5	62,2	10,1
Large enterprises (250+)	97,2	82,9	20,8
Industry (10+ employees):			
Manufacturing	87,0	51,6	6,4
Electricity, gas and water supply	84,3	50,0	13,0
Construction	78,1	50,5	4,2
Wholesale trade	90,4	48,8	7,5
Retail trade	80,7	39,9	5,8
Transport and storage	78,9	44,5	6,0
Accommodation	90,7	60,7	7,6
Food and beverage services	82,4	39,1	3,2
Travel agency, tour operator	90,7	57,1	14,7
Publishing, broadcasting, content prod.	94,1	71,3	24,8
Telecommunication, comp.programming	96,8	82,6	29,2
Professional, scientific and technical act.	90,9	61,8	14,6

Chart D3 Enterprises using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s



as a percentage of all enterprises with 10+ employees in a given group

Chart D4 The maximum contracted download speed of fixed internet connection used by enterprises by size



as a percentage of all enterprises with fixed internet connection

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D5 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s; 2025

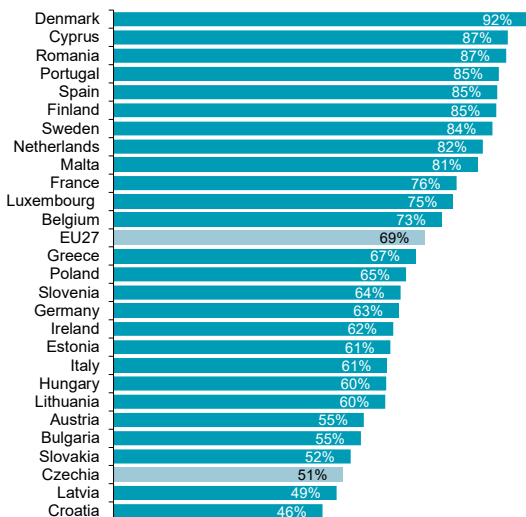
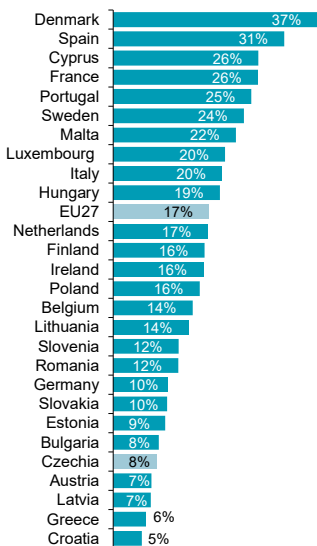


Chart D6 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 1 Gbit/s; 2025



Source: Eurostat

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Table D3 Employees of enterprises in Czechia with access to the internet for business purposes; 2025

	Percentage	
	Total	Via mobile networks on portable devices
Total (10+ employees):	56,9	37,2
Small enterprises (10–49)	54,5	38,4
Medium enterprises (50–249)	55,9	38,3
Large enterprises (250+)	58,8	35,8
Industry (10+ employees):		
Manufacturing	50,8	30,0
Electricity, gas and water supply	65,1	42,6
Construction	59,4	51,5
Wholesale trade	75,0	53,3
Retail trade	48,7	19,2
Transport and storage	63,2	46,2
Accommodation	51,6	23,6
Food and beverage services	42,9	21,2
Travel agency, tour operator	85,4	59,8
Publishing, broadcasting, content production	93,8	59,1
Telecommunication, computer programming	95,0	73,7
Professional, scientific and technical activities	87,5	67,6

Chart D7 Employees of enterprises with access to the internet for business purposes

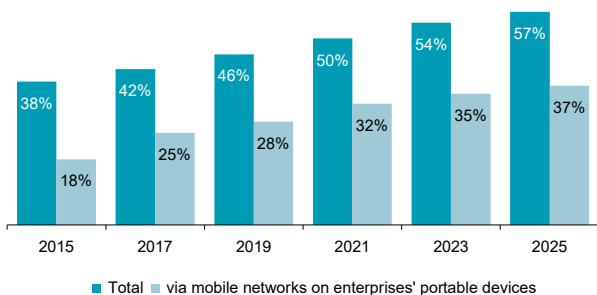
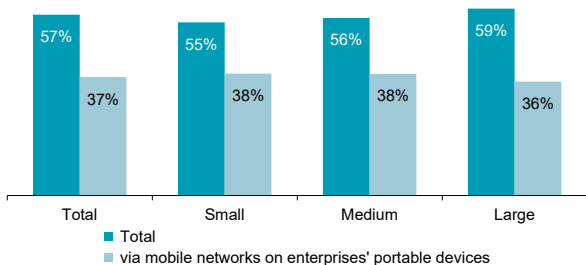


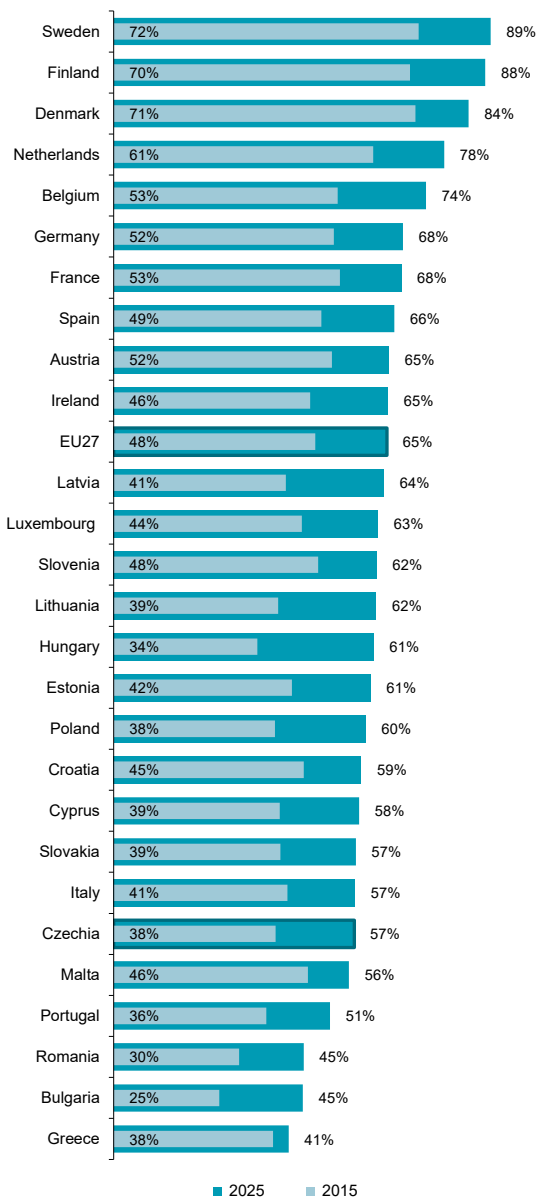
Chart D8 Employees of enterprises with access to the internet for business purposes; 2025



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D9 Employees of enterprises in EU countries with access to the internet for business purposes



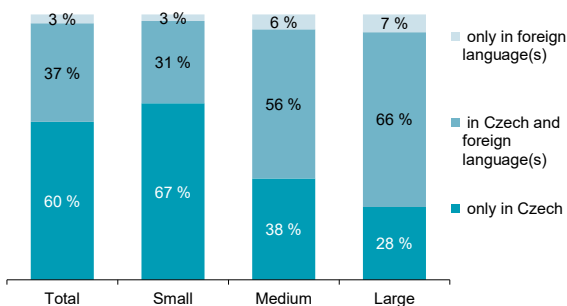
Source: Eurostat

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Table D4 Enterprises in Czechia having a website; 2025

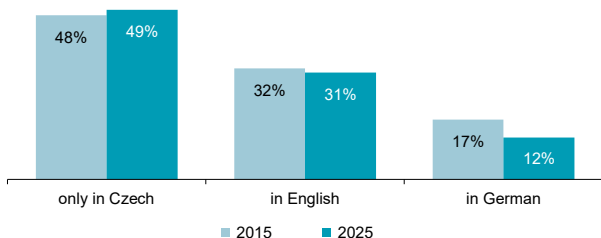
	Total	Percentage	
		only in Czech	in at least 2 languages
Total (10+ employees):	82,8	49,3	31,6
Small enterprises (10–49)	80,9	53,7	25,5
Medium enterprises (50–249)	89,4	34,2	52,3
Large enterprises (250+)	93,7	25,7	64,6
Industry (10+ employees):			
Manufacturing	87,0	40,8	44,0
Electricity, gas and water supply	93,0	73,8	17,8
Construction	78,2	65,8	11,4
Wholesale trade	92,2	53,8	37,4
Retail trade	66,8	49,8	16,7
Transport and storage	66,7	44,0	22,5
Accommodation	96,9	26,1	69,4
Food and beverage services	87,4	53,6	33,5
Travel agency, tour operator	90,3	46,3	38,2
Publishing, broadcasting, content production	96,5	50,1	37,0
Telecommunication, computer programming	90,5	27,9	52,2
Professional, scientific and technical activ.	87,3	47,3	37,3

Chart D10 Enterprises having website content available in Czech and foreign languages; 2025



as a percentage of all enterprises having a website

Chart D11 Availability of enterprises' websites in Czech and foreign languages



as a percentage of all enterprises with 10+ employees in a given year

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D12 Enterprises in EU countries having a website; 2025

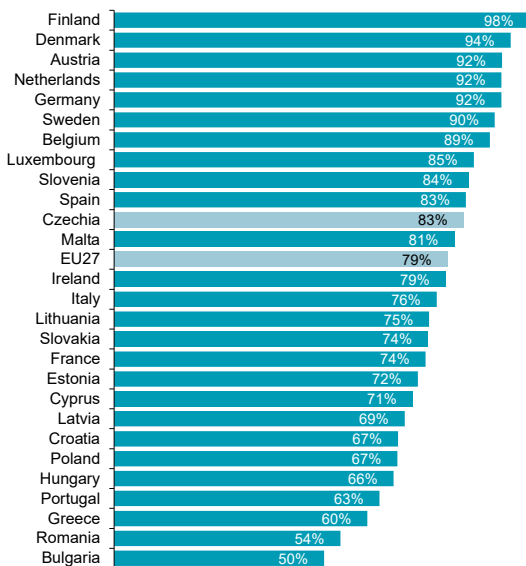
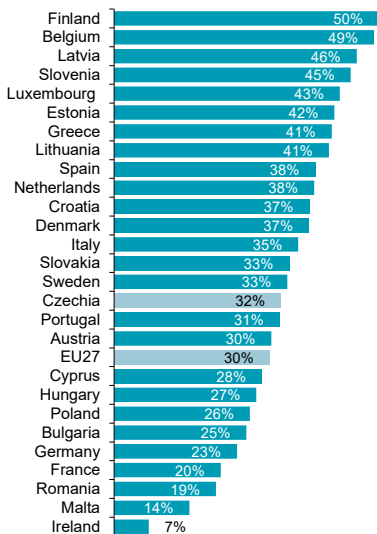


Chart D13 Enterprises in EU countries having a website content available in at least two languages; 2025



Source: Eurostat

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Table D5 Enterprises whose websites enabling visitors to carry out selected activities; 2025

	Percentage		
	Browse the product catalog	Online ordering/booking	Customize products
Total (10+ employees):	52,1	30,3	10,8
Small enterprises (10–49)	50,6	30,2	10,2
Medium enterprises (50–249)	57,0	29,5	12,1
Large enterprises (250+)	62,5	36,4	17,1
Industry (10+ employees):			
Manufacturing	53,4	24,4	9,2
Electricity, gas and water supply	62,6	31,6	7,3
Construction	31,4	10,8	5,1
Wholesale trade	78,0	51,7	19,7
Retail trade	45,7	37,3	11,2
Transport and storage	30,4	19,8	7,0
Accommodation	88,8	85,7	43,3
Food and beverage services	73,9	51,7	10,5
Travel agency, tour operator	82,4	77,6	45,5
Publishing, broadcasting, content prod.	75,5	60,6	23,3
Telecommunication, programming	56,9	30,8	13,5
Professional, scientific and tech.activ.	46,5	23,1	6,5

Chart D14 Enterprises having a website customized for mobile devices

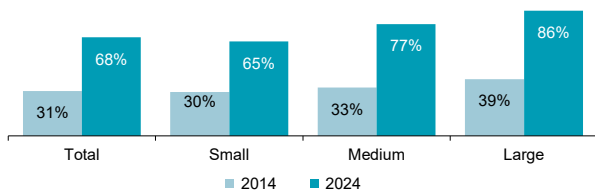
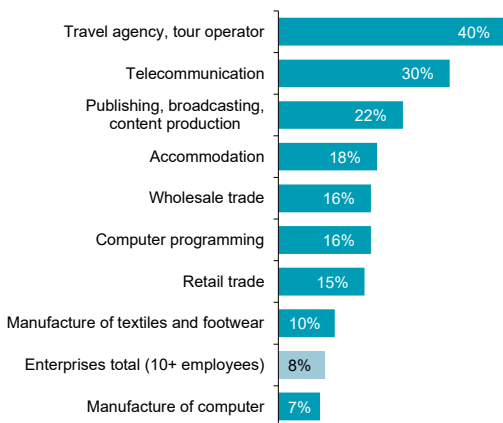


Chart D15 Enterprises in selected industries with a web chat service; 2025



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D16 Enterprises in EU countries whose websites enabling online ordering or booking; 2025

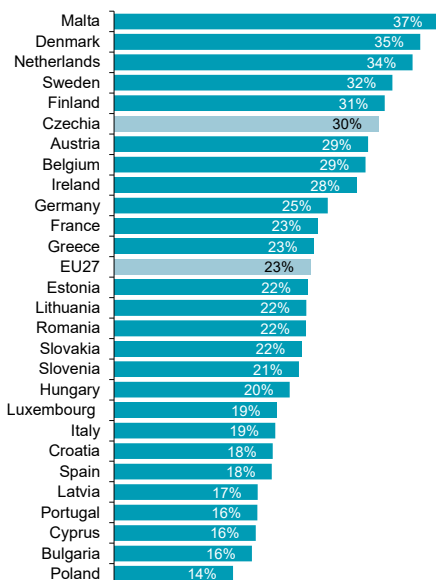
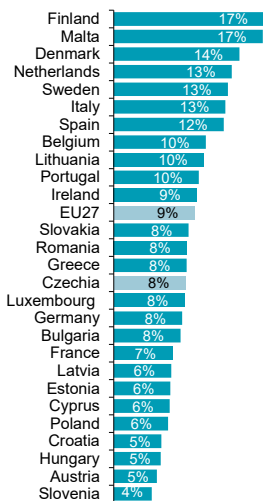


Chart D17 Enterprises in EU countries with a web chat service; 2025



Source: Eurostat

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Tab. D6 Enterprises in Czechia with a social media profile; 2025

	Percentage		
	Facebook or LinkedIn	Instagram, YouTube etc.	X, Threads etc.
Total (10+ employees):	54,9	32,5	6,7
Small enterprises (10–49)	50,1	28,5	4,8
Medium enterprises (50–249)	69,2	43,5	10,0
Large enterprises (250+)	89,0	66,3	31,2
Industry (10+ employees):			
Manufacturing	54,3	32,0	5,3
Electricity, gas and water supply	42,2	20,3	9,5
Construction	37,3	15,6	2,1
Wholesale trade	71,1	47,6	8,6
Retail trade	49,4	30,7	4,9
Transport and storage	36,8	15,4	3,1
Accommodation	84,3	67,8	9,8
Food and beverage services	79,6	54,9	4,6
Travel agency, tour operator	86,2	68,4	26,6
Publishing, broadcasting, content product.	87,9	74,1	48,5
Telecommunication, comp. programming	80,0	52,6	28,4
Professional, scientific and technical activ.	58,7	31,9	9,1

Chart D18 Enterprises with profile on social media platforms such as Facebook or LinkedIn

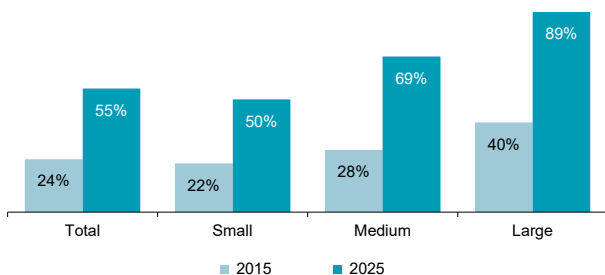
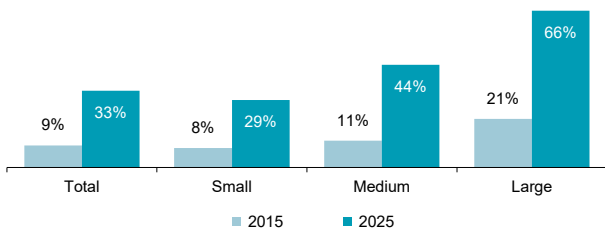


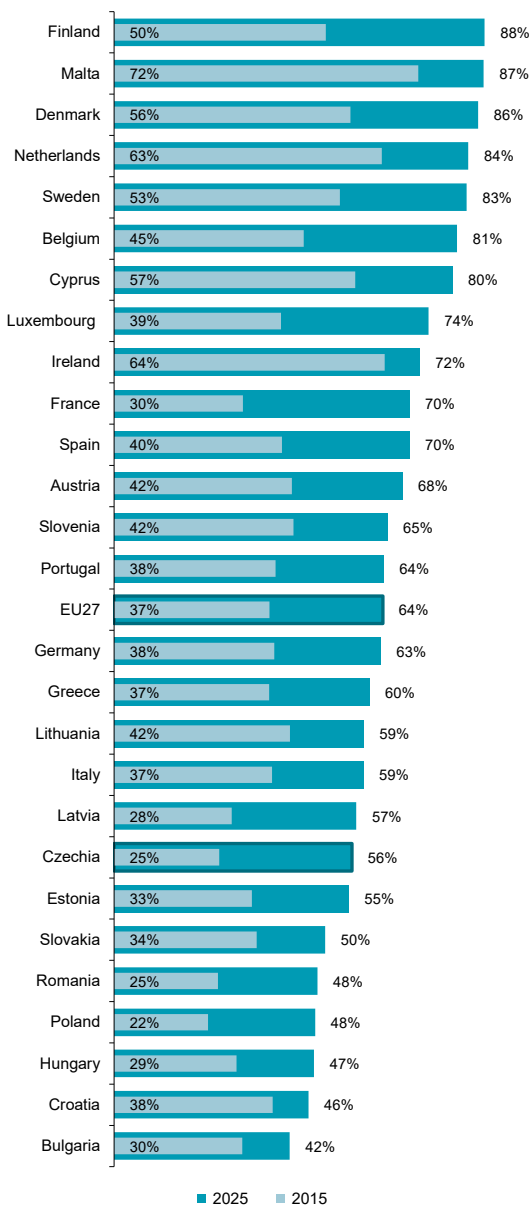
Chart D19 Enterprises with profile on multimedia content sharing platforms such as YouTube, Instagram, etc.



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D20 Enterprises in EU countries with a social media profile



Source: Eurostat

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Table D7 Enterprises in Czechia having e-Commerce sales; 2024

	Percentage		
	Total ¹⁾	by method of placing the order:	
		web sales ²⁾	EDI-type sales
Total (10+ employees):	25,9	22,2	7,6
Small enterprises (10–49)	23,0	21,7	4,0
Medium enterprises (50–249)	34,3	23,8	18,3
Large enterprises (250+)	49,4	26,7	35,2
Industry (10+ employees):			
Manufacturing	27,9	18,9	12,5
Electricity, gas and water supply	8,6	7,6	1,4
Construction	5,7	5,0	0,6
Wholesale trade	58,8	54,0	23,5
Retail trade	35,9	34,3	4,8
Transport and storage	11,6	9,6	3,3
Accommodation	72,8	72,8	6,4
Food and beverage services	33,9	33,2	2,8
Travel agency, tour operator	72,7	72,7	8,9
Publishing, broadcasting, content product.	61,8	59,9	8,9
Telecommunication, comp. programming	22,7	21,1	2,9
Professional, scientific and technical activ.	12,4	11,3	2,4

¹⁾ In e-commerce sales the order is placed via websites, apps or EDI-type messages by methods specifically designed for the purpose of receiving orders.

²⁾ Web sales cover orders, bookings and reservations placed by enterprise's websites or apps or e-commerce marketplace websites or apps.

Chart D21 Enterprises having web sales

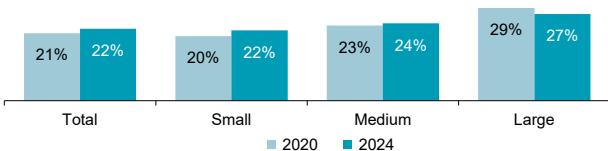
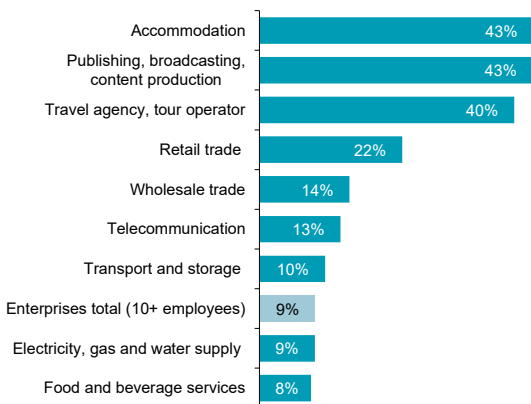


Chart D22 Turnover generated by enterprises' web sales in selected industries; 2024



as a percentage of total enterprises' turnover in a given industry group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D23 Enterprises in EU countries having web sales; 2024

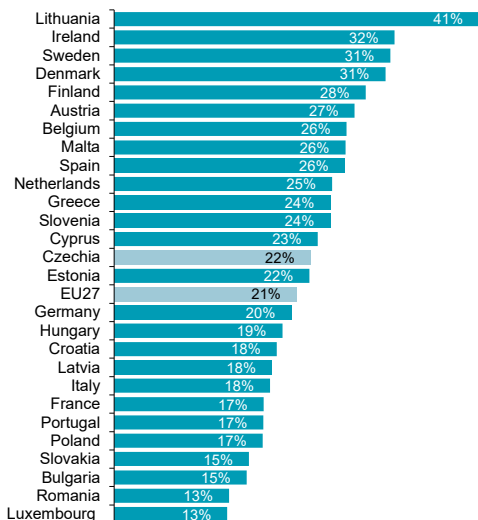
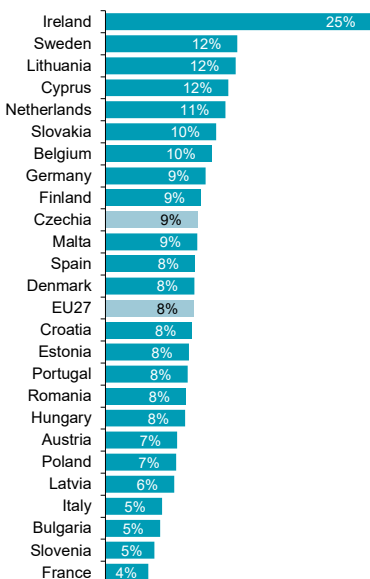


Chart D24 Turnover in EU countries generated by enterprises' web sales; 2024



Source: Eurostat

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Table D8 Enterprises in Czechia using paid cloud computing services

	Percentage		
	2021	2023	2025
Total (10+ employees):	43,7	47,1	54,9
Small enterprises (10–49)	42,1	42,9	50,6
Medium enterprises (50–249)	47,2	60,0	67,9
Large enterprises (250+)	61,8	78,9	85,8
Industry (10+ employees):			
Manufacturing	39,2	45,7	55,7
Electricity, gas and water supply	34,5	44,0	57,2
Construction	42,9	43,0	53,7
Wholesale trade	51,4	58,0	64,3
Retail trade	40,1	41,3	45,9
Transport and storage	41,3	34,8	42,1
Accommodation	57,0	52,5	56,4
Food and beverage services	30,2	32,9	39,1
Travel agency, tour operator	56,5	71,7	71,1
Publishing, broadcasting, content production	61,0	70,9	82,9
Telecommunication, computer programming	72,7	79,1	83,1
Professional, scientific and technical activities	53,5	62,4	67,1

Chart D25 Enterprises using selected paid cloud computing services; 2025

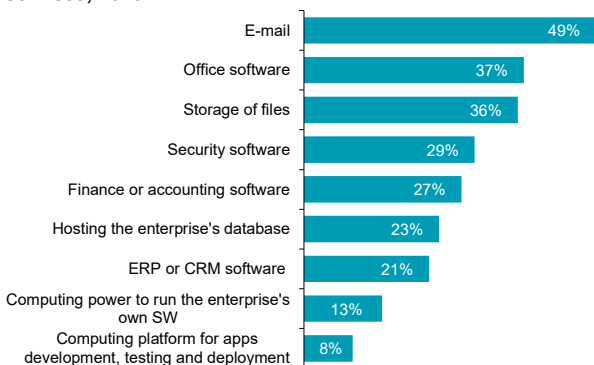
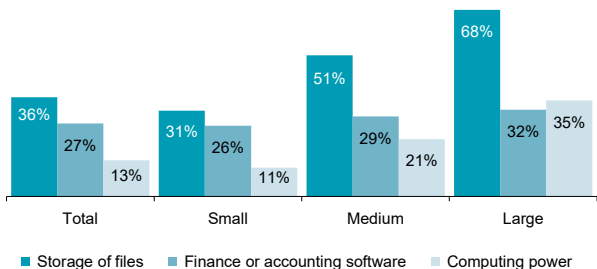


Chart D26 Enterprises using selected types of paid cloud computing services; 2025



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D27 Enterprises in EU countries using paid cloud computing services; 2025

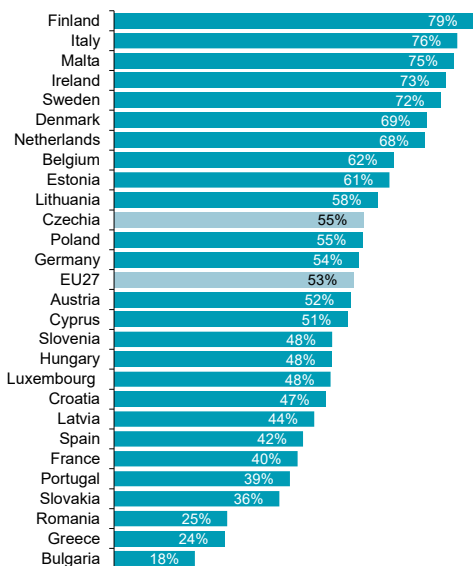
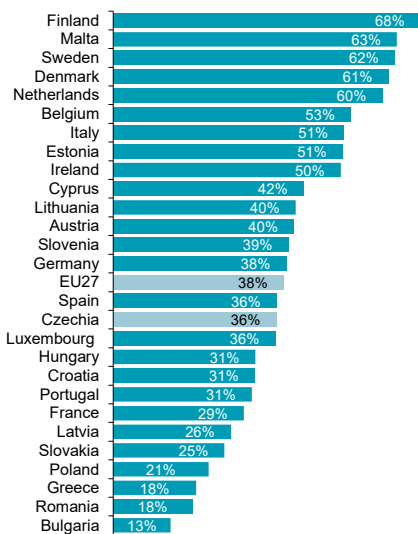


Chart D28 Enterprises in EU countries using storage of files as a paid cloud computing service; 2025



Source: Eurostat

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Table D9 Enterprises in Czechia using Artificial Intelligence

	Percentage		
	2023	2024	2025
Total (10+ employees):	5,9	11,3	17,6
Small enterprises (10–49)	4,0	8,7	13,4
Medium enterprises (50–249)	9,8	16,9	28,8
Large enterprises (250+)	28,4	40,5	54,1
Industry (10+ employees):			
Manufacturing	6,0	9,5	16,7
Electricity, gas and water supply	5,2	6,4	12,0
Construction	1,3	2,3	7,8
Wholesale trade	5,1	14,1	24,2
Retail trade	6,1	11,6	14,4
Transport and storage	4,4	5,7	6,1
Accommodation	3,3	5,8	17,8
Food and beverage services	2,4	3,8	7,9
Travel agency, tour operator	8,7	25,7	40,1
Publishing, broadcasting, content production	13,1	38,1	53,1
Telecommunication, computer programming	25,6	47,5	61,8
Professional, scientific and technical activities	9,4	22,1	33,3

Chart D29 AI technologies used by enterprises; 2025

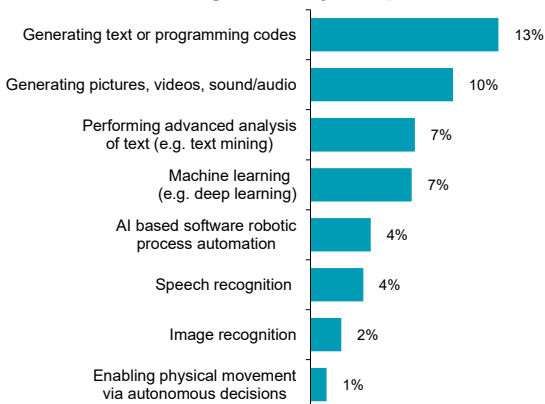
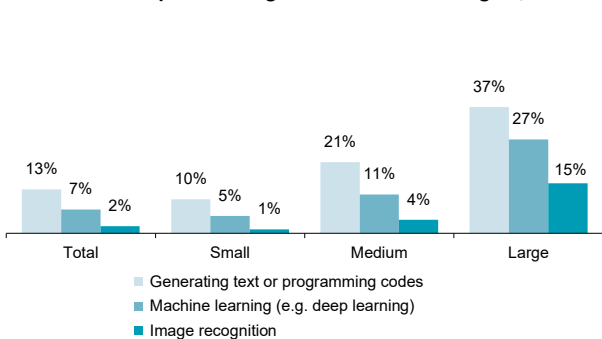


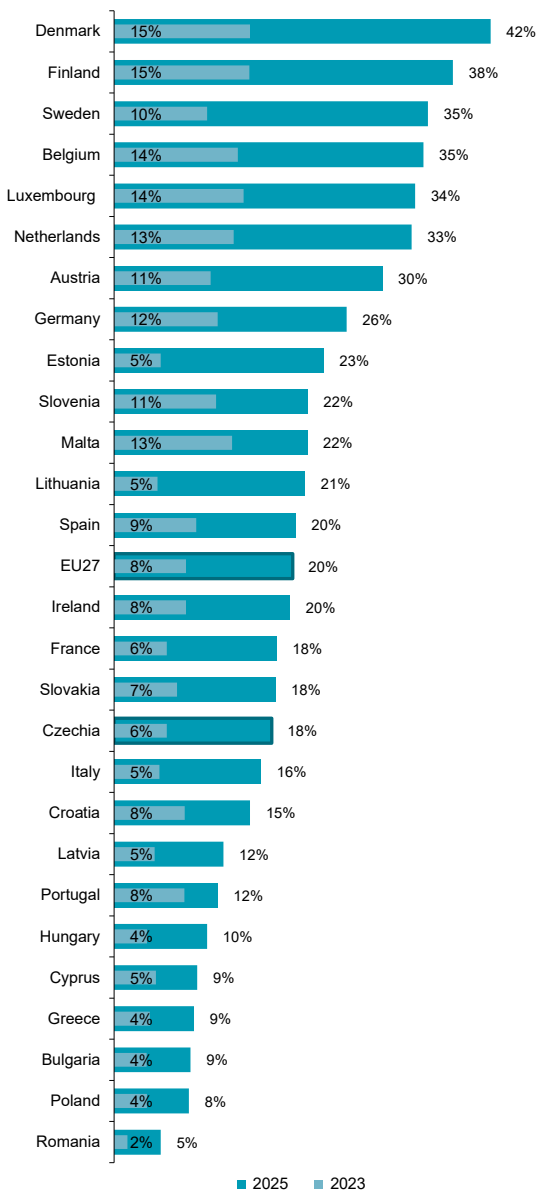
Chart D30 Enterprises using selected AI technologies; 2025



Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises and digital technologies

Chart D31 Enterprises in EU countries using Artificial Intelligence



Source: Eurostat

D Enterprises and digital technologies

Table D10 Enterprises in Czechia using selected business software; 2025

	Percentage		
	Enterprise Resource Planning (ERP)	Customer Relationship Management (CRM)	Business Intelligence (BI)
Total (10+ employees):	49,7	36,2	17,1
Small enterprises (10–49)	41,8	30,0	10,8
Medium enterprises (50–249)	76,4	57,2	35,8
Large enterprises (250+)	93,0	70,0	64,2
Industry (10+ employees):			
Manufacturing	62,5	40,7	20,5
Electricity, gas and water supply	52,9	39,0	17,2
Construction	34,2	19,2	7,1
Wholesale trade	64,9	59,8	23,8
Retail trade	39,5	26,5	15,2
Transport and storage	31,5	19,3	8,9
Accommodation	45,1	36,9	11,2
Food and beverage services	24,7	10,5	3,4
Travel agency, tour operator	53,2	55,2	17,6
Publishing, broadcasting, content prod.	63,3	65,0	35,3
Telecommunication, comp. program.	73,5	73,9	42,8
Profesion., scientific and technical activ.	55,4	43,6	25,7

Chart D32 Enterprises using selected business software

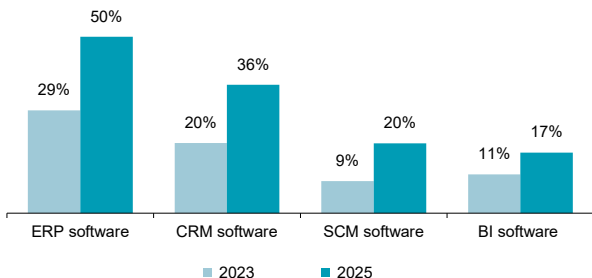
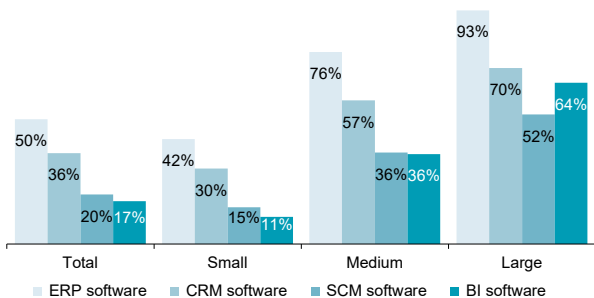


Chart D33 Enterprises using selected business software; 2025



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D34 Enterprises in EU countries using ERP software; 2025

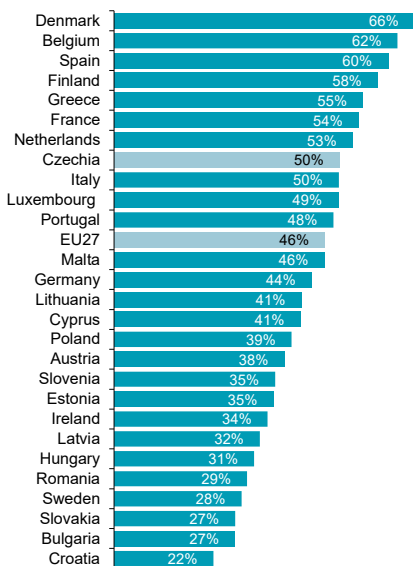
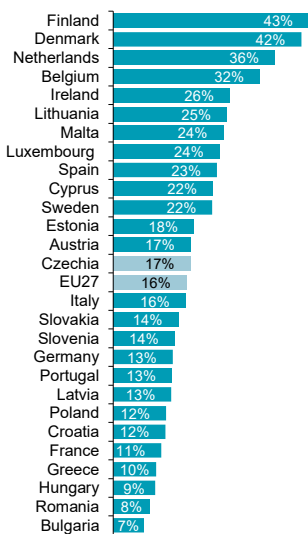


Chart D35 Enterprises in EU countries using Business Intelligence software; 2025



Source: Eurostat

D Enterprises and digital technologies

Table D11 Enterprises in Czechia using the selected methods for authentication of users of ICT devices and systems; 2024

	Percentage		
	Strong password	At least two authentication mechanisms	Biometric methods
Total (10+ employees):	87,2	36,5	23,6
Small enterprises (10–49)	85,6	32,3	21,2
Medium enterprises (50–249)	92,7	48,3	30,3
Large enterprises (250+)	98,2	75,4	44,6
Industry (10+ employees):			
Manufacturing	88,2	34,7	20,2
Electricity, gas and water supply	93,5	47,8	18,1
Construction	81,5	27,2	23,0
Wholesale trade	91,4	40,1	25,9
Retail trade	86,9	36,6	21,5
Transport and storage	87,9	33,0	24,9
Accommodation	90,5	42,8	21,5
Food and beverage services	72,0	24,8	13,9
Travel agency, tour operator	93,2	46,7	26,6
Publishing, broadcasting, content prod.	93,7	60,5	39,0
Telecommunication, programming	97,3	75,5	50,7
Profes., scientific and technical activ.	94,5	42,2	31,0

Chart D36 Enterprises using the selected methods for authentication of users; 2024

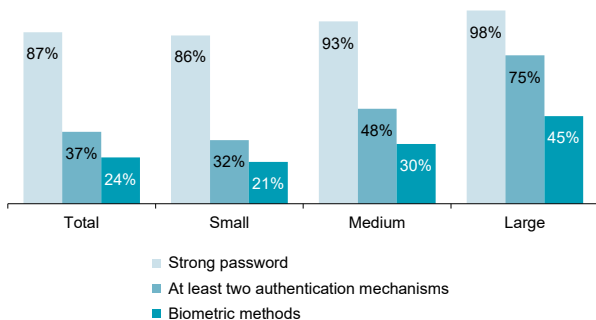
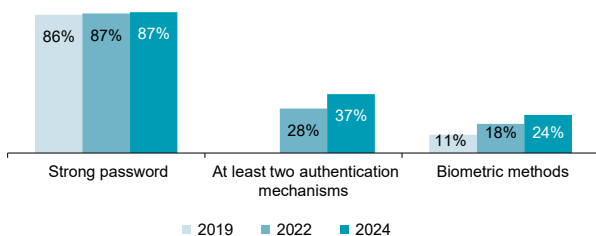


Chart D37 Enterprises using the selected methods for authentication of users



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D38 Enterprises in EU countries using at least two mechanisms for authentication of users; 2024

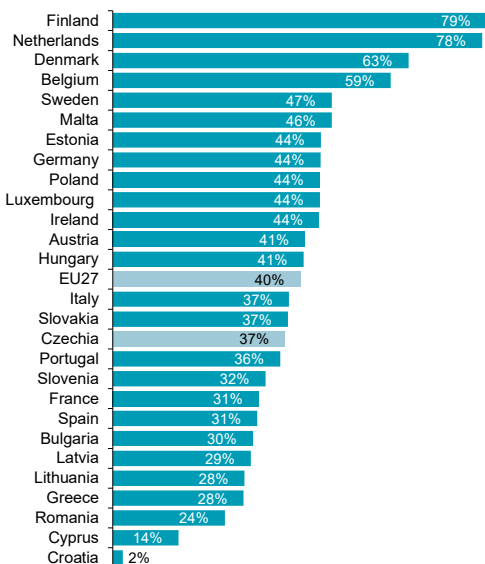
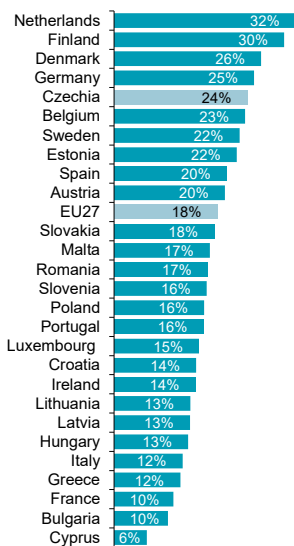


Chart D39 Enterprises in EU countries using biometric methods for authentication of users; 2024



Source: Eurostat

D Enterprises and digital technologies

Table D12 Enterprises in Czechia applying selected ICT security measures on its ICT systems; 2024

	Percentage		
	Data backup	VPN networks	Encryption of data
Total (10+ employees):	78,7	55,6	32,1
Small enterprises (10–49)	75,6	48,6	27,0
Medium enterprises (50–249)	89,9	78,9	46,7
Large enterprises (250+)	95,3	95,0	71,0
Industry (10+ employees):			
Manufacturing	80,8	59,9	30,8
Electricity, gas and water supply	84,6	57,9	36,3
Construction	75,4	38,2	18,9
Wholesale trade	88,6	69,2	35,9
Retail trade	75,3	42,7	27,3
Transport and storage	71,3	45,4	21,0
Accommodation	78,3	54,9	32,7
Food and beverage services	49,0	24,0	12,3
Travel agency, tour operator	85,5	71,9	34,1
Publishing, broadcasting, content product.	90,4	82,2	54,0
Telecommunication, comp. programming	96,6	92,0	76,4
Professional, scientific and technical activ.	91,0	76,4	55,8

Chart D40 Enterprises applying selected ICT security measures on its ICT systems

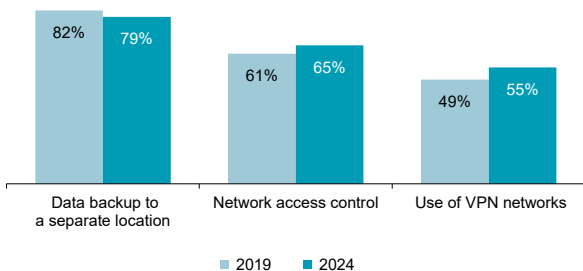
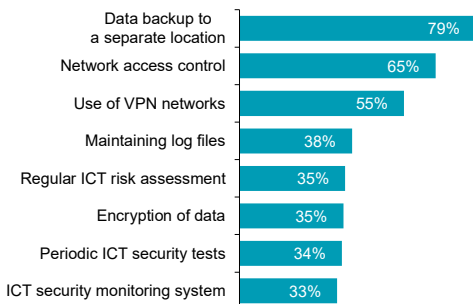


Chart D41 Enterprises applying selected ICT security measures on its ICT systems; 2024



Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Chart D42 Enterprises in EU countries that backup data to a separate location; 2024

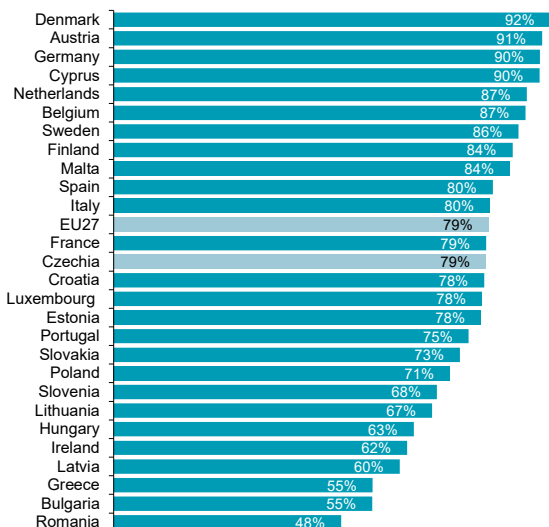
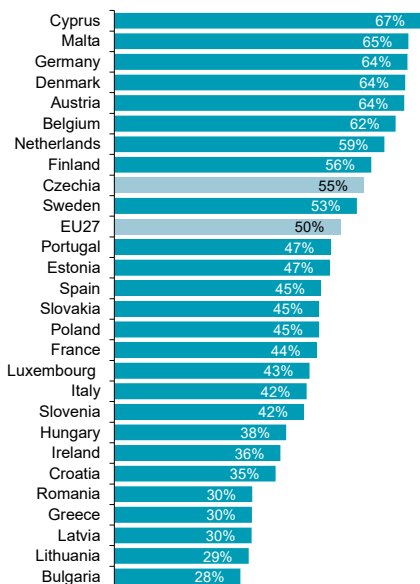


Chart D43 Enterprises in EU countries that use VPN networks to ensure ICT security; 2024



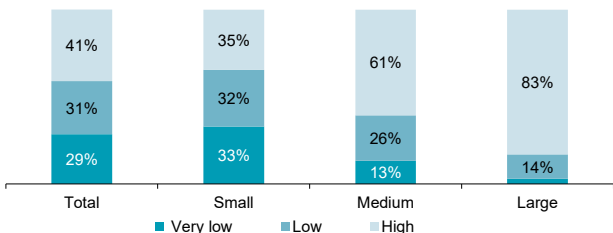
Source: Eurostat

D Enterprises and digital technologies

Tab. D13 Enterprises in Czechia by level of digitalisation*; 2025

	Percentage		
	Very low	Low	High
Total (10+ employees):	28,5	30,6	40,9
Small enterprises (10–49)	33,0	32,4	34,6
Medium enterprises (50–249)	13,3	26,1	60,6
Large enterprises (250+)	2,9	14,0	83,1
Industry (10+ employees):			
Manufacturing	24,3	34,1	41,5
Electricity, gas and water supply	25,4	37,0	37,6
Construction	40,6	34,5	24,9
Wholesale trade	10,9	21,1	68,0
Retail trade	43,5	21,8	34,6
Transport and storage	47,4	32,1	20,5
Accommodation	12,3	26,7	61,0
Travel agency, tour operator	8,0	14,8	77,2
Information and communication	4,3	14,1	81,6
Professional, scientific and technical activities	14,9	32,0	53,1

Chart D44 Enterprises by level of digitalisation*; 2025



* The level of digitisation (so-called Digital Intensity Index) of enterprises is determined by the EC according to the number of digital technologies used by enterprises (or the conditions met) from the following 12-point list:

- 1/ at least 50 % of employees use enterprises' devices with internet access
- 2/ enterprise uses fixed internet connection with max. contracted download speed of at least 30 Mbit/s
- 3/ enterprises has a website
- 4/ enterprise has a user profile on social media
- 5/ enterprise uses an Enterprise Resource Planning (ERP) software
- 6/ enterprise uses a Customer Relationship Management (CRM) software
- 7/ enterprise uses at least one of eight AI technologies
- 8/ enterprise performs data analytics
- 9/ enterprise uses at least one paid cloud service
- 10/ enterprise uses at least one of advanced paid cloud services (finance or accounting software, ERP SW, CRM SW, security SW, hosting the enterprise's database, computing platform for apps)
- 11/ enterprises' web sales or EDI sales exceed 1% of their sales
- 12/ enterprises' web sales exceed 1% of their sales and sales to end customers exceed 10% of web sales

Enterprises that don't use any of these digital technologies or use no more than 3 digital technologies (see list above) have a **very low level of digitalisation**, those who use 4 to 6 technologies have a **low** and who use at least 7 of the 12 digital technologies a **high**.

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises and digital technologies

Chart D45 Enterprises in EU countries with a high level of digitalisation*; 2025

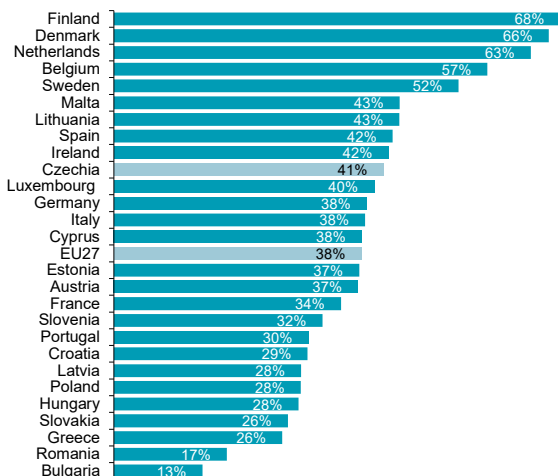
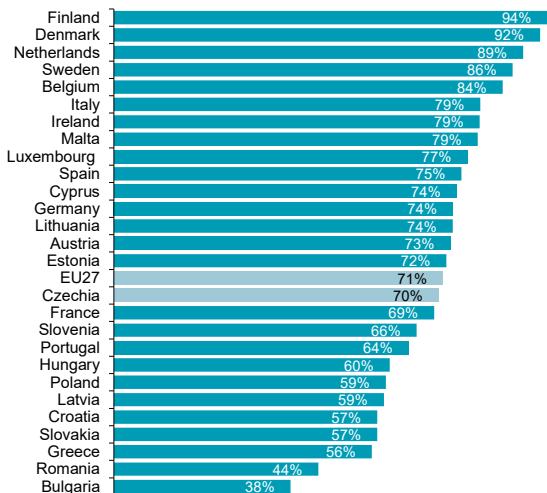


Chart D46 Small and medium enterprises in EU countries with at least a basic level of digitalisation; 2025**



* Enterprises that use at least 7 of the 12 selected digital technologies (see the list on the previous page) have a high level of digitalisation.

** At least a basic level of digitalisation is achieved by SMEs using at least 4 of the 12 selected digital technologies (see the list on the previous page).