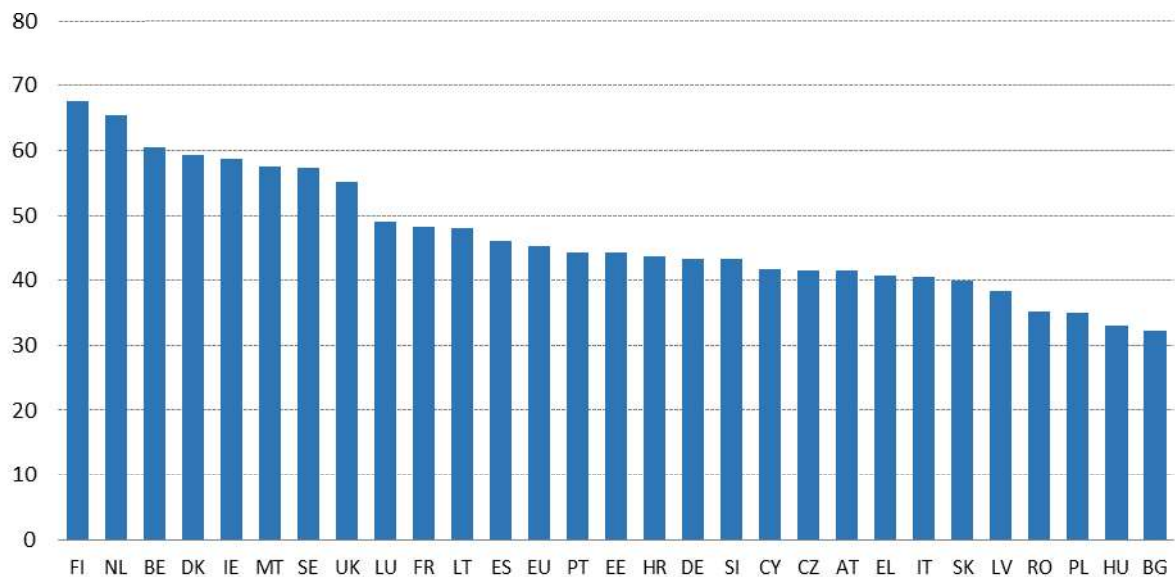


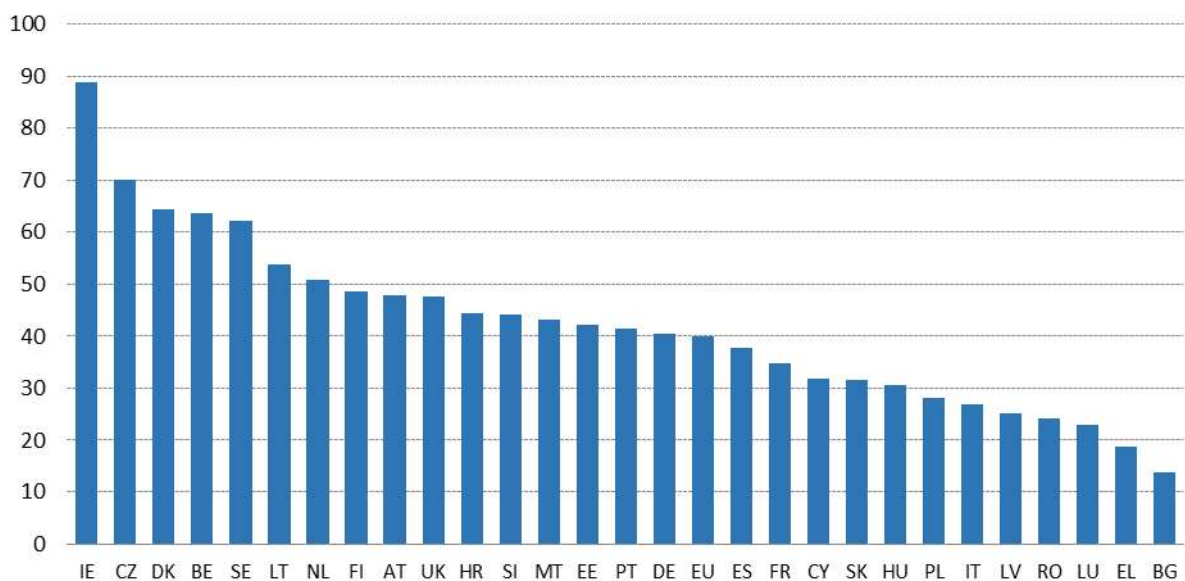
Figure 62 Integration of digital technologies, business digitisation index, 2020



Source: DESI 2020, European Commission.

Ireland, Czechia, Denmark, Belgium and Sweden are the top five countries in '4b e-commerce', with scores above 60 points. Ireland leads in all the three indicators under e-commerce (i.e. SMEs selling online, e-commerce turnover and selling online cross-border). Bulgaria, Greece, Luxembourg and Romania perform the worst with scores below 25 points.

Figure 63 Integration of digital technologies, e-commerce index, 2020



Source: DESI 2020, European Commission.

## 6.1 Digital intensity index

The Digital Intensity Index (DII) measures the use of different digital technologies at enterprise level. The DII score (0-12) of an enterprise is determined by how many of the selected digital technologies it uses. Figure 64 presents the composition of the DII in 2019. It also shows the degree of penetration and speed of adoption of the different technologies monitored by the DII. Large companies are more digitised than SMEs. While some aspects seem to be reaching saturation, at least for large companies, for most aspects there is still room for improvement.

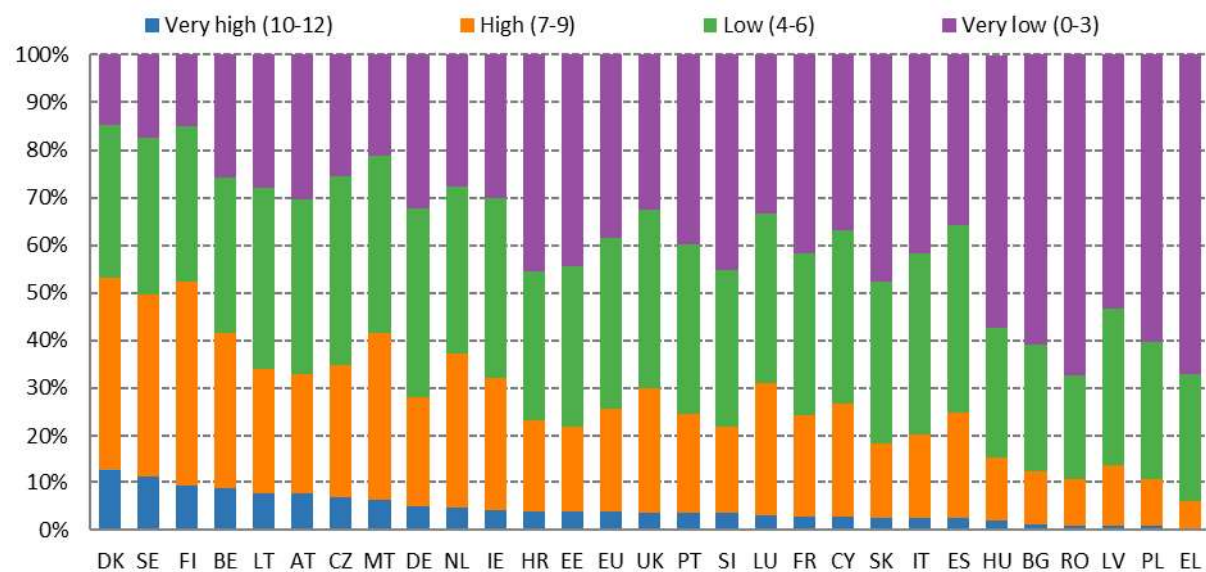
Figure 64 Digital Intensity Index indicators tracking digitisation processes (% enterprises), 2019

	Large	SMEs
Use any ICT security measures	99%	92%
Make persons employed aware of their obligations in ICT 'security related issues'	91%	61%
Maximum contracted download speed of the fastest internet connection is at least 30 Mb/s	80%	49%
Use ERP software package to share information	78%	33%
Use any social media	78%	52%
Use social media for any purpose	76%	50%
Use customer relationship management (CRM) software	62%	32%
>50% of employed people use computers and the internet	55%	44%
>20% of workers with portable devices for business use	46%	36%
Sell online (at least 1% of turnover)	39%	18%
Receive electronic orders (web or EDI) from customers from other EU countries	23%	8%
> 1% of the total turnover web sales and B2C web sales > 10% of the web sales	10%	8%

Source: Eurostat, Community survey on ICT usage and e-commerce in enterprises.

Denmark and Sweden are the only countries in the EU where the percentage of enterprises with a very high DII (i.e. possessing at least 10 out of the 12 monitored digital technologies) is above 10%, followed by Finland and Belgium with 9%. By contrast, in countries such as Romania, Greece, Bulgaria, Poland and Hungary the majority of businesses (over 55%) have made only a small investment in digital technologies (i.e. have a very low DII).

Figure 65 Digital Intensity Index by level (% of enterprises), 2019



Source: Eurostat, Community survey on ICT usage and e-commerce in enterprises.

## 6.2 ICT specialists in enterprises

Large enterprises have a scale advantage, and as a result 75% of them employ internal ICT specialists. The share of small enterprises employing ICT specialists increased from 14% in 2018 to 15% in 2019. For medium-sized enterprises the increase was limited (42.5% in 2019, compared to 42.1% in 2018).