

Press release: 12.914-212/22

Digitisation in enterprises: Flexibility and sustainability have high priority

Austria's enterprises use information and communication technologies that enable flexible and environmentally friendly work

Vienna, 2022-10-13 – 76 % of enterprises with ten or more employees use technology that enables remote work, and every second enterprise holds online meetings. As the current survey by Statistics Austria on information and communication technologies (ICT) in enterprises also shows, the majority of enterprises take measures for more sustainability.

“Mobile work has come to stay. Currently, three out of four enterprises in Austria enable their employees to access the enterprise network remotely. 43 % of all employees use the enterprise’s e-mail system in this way, 38 % have access to documents or enterprise software,” explains Statistics Austria Director General Tobias Thomas.

The larger the enterprise, the more employees benefit from the availability of remote access. In large enterprises remote access is almost ubiquitous (250 and more employees: 99 %), in medium-sized enterprises it is available in nine out of ten enterprises (50 to 249 employees: 92 %) and in small enterprises in seven out of ten enterprises (10 to 49 employees: 72 %; see Table 1).

There is only a small difference between the production sector (79 %) and the service sector (74 %) when it comes to the possibility of remote access. Larger differences can be observed by economic activity of the enterprise. While employees in information and communication enterprises as well as in energy and water supply, sewage and waste disposal enterprises have remote access in almost every enterprise (98 % each), this is only the case in 52 % of the accommodation and catering enterprises.

If one only considers remote access to the enterprise’s own e-mail system, 72 % of all enterprises offer around 43 % of their employees remote access. On average, one in three employees (32 %) has remote access to e-mails in small enterprises compared to one in two employees (49 %) in large enterprises.

Likewise, 70 % of all enterprises offer 38 % of their employees remote access to documents or software that are critical to the enterprise from outside the office. This applies to 30 % of employees in small enterprises and 44 % of employees in large enterprises.

Half of all enterprises rely on online meetings

Every second enterprise (50 %) conducts remote meetings in 2022. The figure varies from 43 % of small enterprise to 80 % of medium-sized enterprises and 96 % of large enterprises. Remote meetings are more likely to be held in the service sector (54 %) than in the production sector (40 %) (see Table 2).

One in five enterprises (21 %) has guidelines that suggest remote meetings instead of business trips. 56 % of large enterprises, 36 % of medium-sized enterprises and 17 % of small enterprises recommend holding online meetings instead of going on business trips.

Enterprises also take sustainability into account

The concern for the environment is also reflected in the reduction of paper and energy consumption. 78 % of all enterprises take measures to reduce their consumption of paper used for copying and printing. This measure was taken by 77 % of small enterprises and 87 % of large enterprises (see Table 3).

44 % of all enterprises pay attention to the energy consumption of digital devices. Larger enterprises are more likely to take action to reduce energy consumption (65 %) than small enterprises (42 %).

More than half of all enterprises (54 %) consider the impact of digital services or devices on the environment (e. g. energy consumption, manufacturing or logistics processes) when selecting them. Large enterprises (70 %) pay more attention to the environmental footprint of digital services or devices than small enterprises (53 %). Broken down by economic activity, energy and water supply, sewage and waste disposal enterprises are clearly ahead when it comes to the selection of digital services or devices based on their environmental footprint (71 %), while information and communication enterprises still have some catching up to do (49 %).

If digital devices are no longer needed by the enterprise, they are professionally disposed of, recycled or returned to the seller for disposal in 82 % of all enterprises. Almost half of all enterprises (46 %) continue to keep them as a spare part or because of safety concerns. Every third enterprise (34 %) sells devices that are no longer used, returns them to the leasing enterprise or donates them.

For detailed results and further information on the ICT usage in enterprises please refer to [website](#).

Table 1: Enterprises and employees using remote access 2022

Characteristic	Enterprises providing remote access ¹ to their employees ...			Employees having remote access to the enterprise's e-mail system	Employees having remote access to the enterprise's documents or software
	total	to the e-mail system	to documents or software		
	% of all enterprises			% of all employees	
Total	75.5	71.7	70.0	42.7	37.8
Industry (ÖNACE 2008)					
Production sector ²	78.7	76.3	70.7	42.6	36.8
Service sector ³	73.9	69.5	69.7	42.8	38.5
Size					
10–49 employees	72.0	67.8	66.0	32.3	29.5
50–249 employees	92.2	90.3	89.1	44.6	37.7
250 or more employees	99.1	98.5	98.1	48.9	43.6

S: STATISTICS AUSTRIA, Survey on the ICT usage in enterprises 2022. – Data collection: February to July 2022. – Reference period: Time of data collection. – Multiple-answer question.

1) Remote access enables authorized persons to access an enterprise's computer or network remotely via internet using a computer (including laptop or smart phone). – 2) The production sector includes the following industries (ÖNACE 2008): 10–33, 35–39 und 41–43. – 3) The service sector includes the following industries (ÖNACE 2008) 45–47, 49–53, 55, 56, 58–63, 68–75, 77–82 and 95.1.

Table 2: Enterprises conducting remote meetings 2022

Characteristic	Enterprises conducting remote meetings	Enterprises having guidelines that recommend remote meetings instead of business trips
	% of all enterprises	
Total	49.5	20.9
Industry (ÖNACE 2008)		
Production sector ¹	40.1	15.4
Service sector ²	54.2	23.6
Size		
10–49 employees	43.0	17.3
50–249 employees	79.9	35.7

Characteristic	Enterprises conducting remote meetings	Enterprises having guidelines that recommend remote meetings instead of business trips
	% of all enterprises	
250 or more employees	95.6	55.8

S: STATISTICS AUSTRIA, Survey on the ICT usage in enterprises 2022. – Data collection: February to July 2022. – Reference period: Time of data collection. – Multiple-answer question.

1) The production sector includes the following industries (ÖNACE 2008): 10–33, 35–39 und 41–43. – 2) The service sector includes the following industries (ÖNACE 2008) 45–47, 49–53, 55, 56, 58–63, 68–75, 77–82 and 95.1.

Table 3: Enterprises taking measures to reduce the ecological footprint when it comes to digitalisation 2022

Characteristic	Enterprises taking measures to reduce ...		Enterprises considering the environmental impact when selecting digital services or devices	Enterprises doing the following with digital devices that are no longer needed		
	the paper used for copies and prints	the energy consumption of digital devices		Dispose of them in the electronic waste collection, recycle or return them to seller for disposal	Keep them at the enterprise	Sell or return them to the leasing enterprise or donate them
	% of all enterprises					
Total	77.7	44.1	54.1	81.6	46.4	33.5
Industry (ÖNACE 2008)						
Production sector ¹	74.3	41.3	50.2	82.4	44.5	33.1
Service sector ²	79.3	45.5	56.1	81.3	47.3	33.7
Size						
10–49 employees	76.5	41.7	52.6	80.2	45.4	30.3
50–249 employees	82.5	54.5	60.7	88.9	51.6	47.8
250 or more employees	87.2	65.2	69.5	90.8	51.1	60.6

S: STATISTICS AUSTRIA, Survey on the ICT usage in enterprises 2022. – Data collection: February to July 2022. – Reference period: Time of data collection. – Multiple-answer question.

1) The production sector includes the following industries (ÖNACE 2008): 10–33, 35–39 und 41–43. – 2) The service sector includes the following industries (ÖNACE 2008) 45–47, 49–53, 55, 56, 58–63, 68–75, 77–82 and 95.1.

Information on methodology, definitions: This data is based on weighted results of the sample survey on the use of information and communication technologies (ICT) in enterprises 2022 which was conducted in Austria and all other EU member states based on EU regulations (Regulation (EU) 2019/2152 as well as a Commission Regulation (EU) 2021/1190 for the reference year 2022) using a harmonised questionnaire and methodology. Around 2 900 enterprises with ten or more employees (from the following industries: manufacturing; electricity, gas, steam, and air conditioning supply; water supply, sewerage and waste management and remediation activities; construction; wholesale and retail trade, repair of motor vehicles and motorcycles; transport and storage; accommodation and food service activities; information and communication; real estate activities; professional, scientific and technical activities; administrative and support service activities; repair of computers and communication equipment) took part in the survey between February and July 2022.

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Media owner, producer and publisher:

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