



HELLENIC REPUBLIC
HELLENIC STATISTICAL AUTHORITY

Piraeus, 17 December, 2025

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND E-COMMERCE IN ENTERPRISES, 2025

The Hellenic Statistical Authority (ELSTAT) announces the results of the Annual Survey on the Use of Information and Communication Technologies and e-commerce in enterprises, for the year 2025, with reference period of data 1st January 2025 - 15th September 2025.

The results pertain to the use of computers, internet access and ubiquitous connectivity, automatic exchange of information within the enterprise, as well as to orders, sales and purchases made through internet (e-commerce).

The survey is sample based with annual frequency. It is conducted in accordance with Regulation (EU) 2019/2152 of the European Parliament and of the Council, concerning European Business Statistics and pursuant to Commission Implementing Regulation (EU) 2024/1883. The survey is addressed to the enterprises employing 10 persons or more.

According to the results of the survey:

- In 2025, out of a total of 47,849 enterprises¹ employing 10 persons or more, 47,246 enterprises, representing 98.7% had access to the internet for business purposes. Access includes fixed line connection and mobile connection (Table 1).
- In 2025, out of a total of 47,849 enterprises employing 10 persons or more, with a total turnover of 380.8 billion euro, 12,347 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 25.8% of the total number of enterprises and the corresponding turnover amounted to 36.1 billion euro, representing 9.5% of the total turnover (Table 2).

Note: The 2025 survey data are not directly comparable with 2024 survey data, due to the application of different statistical unit reference. In particular, in 2025 survey, the statistical unit is “enterprise” which is the smallest combination of legal units that is an organizational unit producing goods or services, which benefits from a certain degree of autonomy in decision-making, especially for the allocation of its current resources. In 2024 survey the statistical unit is the legal unit.

This Announcement also presents data on the downloading speed, on data analytics and the use of artificial intelligence (AI) systems for business purposes from enterprises (Graphs 1-3).

Information on methodological issues:

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¹ Statistical unit “enterprise” as defined in Council Regulation (EEC) 696/93

Table 1: Number of enterprises with access to the internet and employment data, 2025

| 2025 | |
|--|-----------|
| Total number of enterprises * | 47,849 |
| Number of enterprises with access to internet * | 47,246 |
| Total number of persons employed | 2,009,660 |
| Persons employed having access to internet for business purposes | 831,611 |

Table 2: E-commerce, 2025 (Values in million €)

| 2025 | |
|--|---------|
| Total number of enterprises * | 47,849 |
| Number of enterprises that received orders for goods or services placed via a website or an application * | 11,700 |
| Number of enterprises that received orders for goods or services placed via EDI-type messages * | 647 |
| Total turnover | 380,787 |
| Total turnover resulting from orders that were placed via a website or an application or EDI-type messages | 36,122 |

(*) Enterprises classified under Nace Rev. 2 divisions 10-63, 68-82 and group 95.1 of economic activity, employing 10 persons or more.

“E-commerce” is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders.

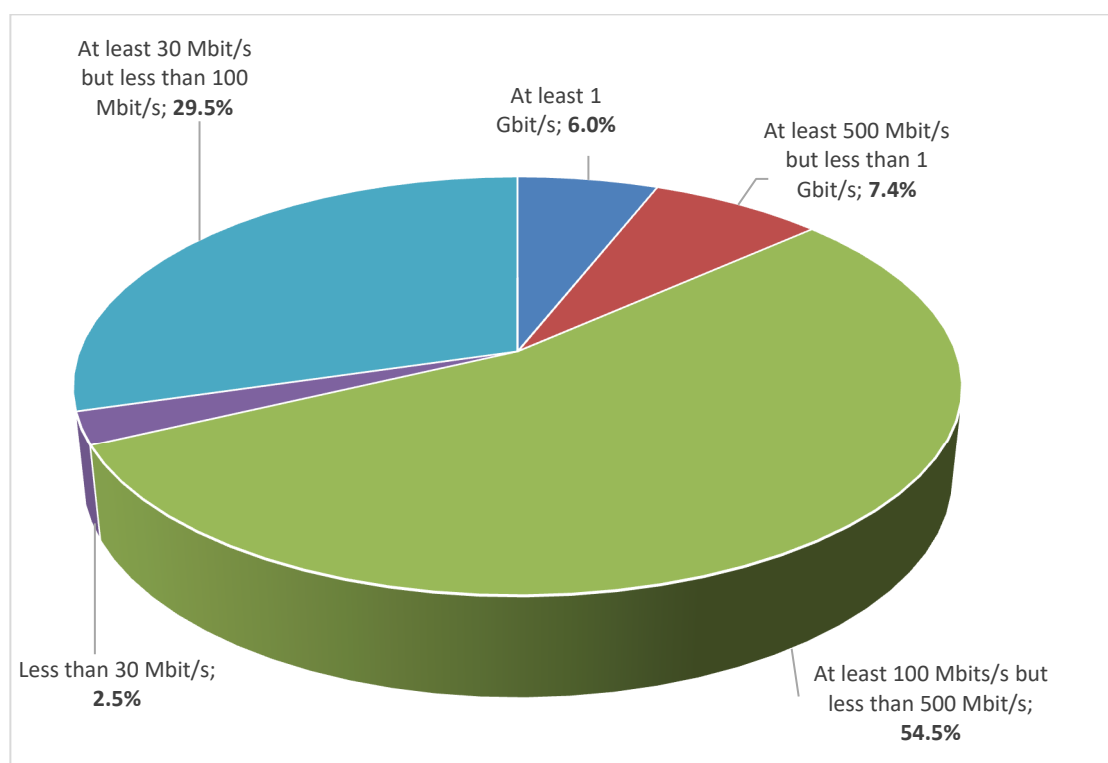
The payment and the delivery of the goods or services do not have to be conducted online.

E-commerce transactions exclude orders made by manually typed e-mail messages, phone, fax or other means of manually typed orders.

Maximum contracted download speed

The following graph presents the percentage distribution of the maximum download speed, in different Mbit/s ranges, as contracted by enterprises for the year 2025.

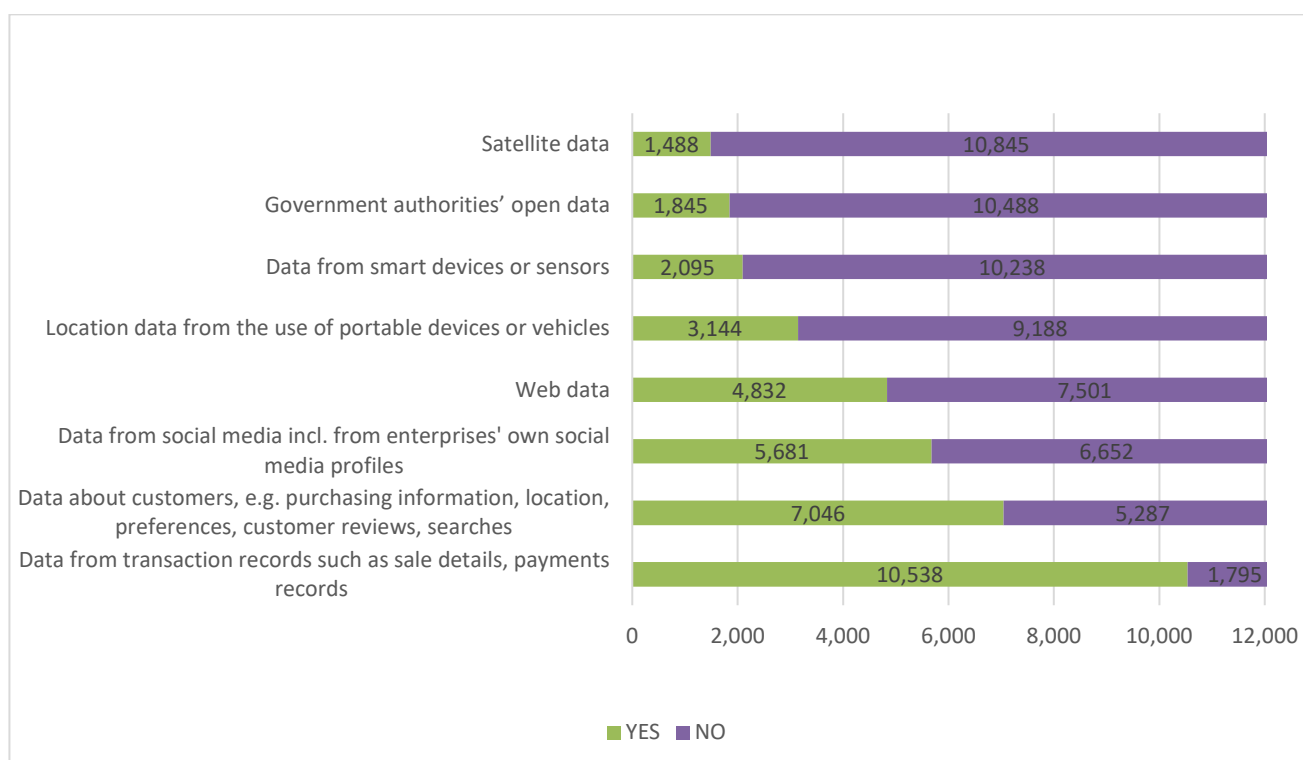
Graph 1: Maximum contracted download speed, 2025



Data analytics performed by enterprises

Based on the available survey data, out of the 47,246 enterprises that have access to the internet, 12,333 (26.1%) performed data analytics by own employees. The total number of enterprises that performed data analytics either by own employees or by an external provider was 15,047 (31.8%). Graph 2 presents the number of enterprises that performed data analytics by own employees per source:

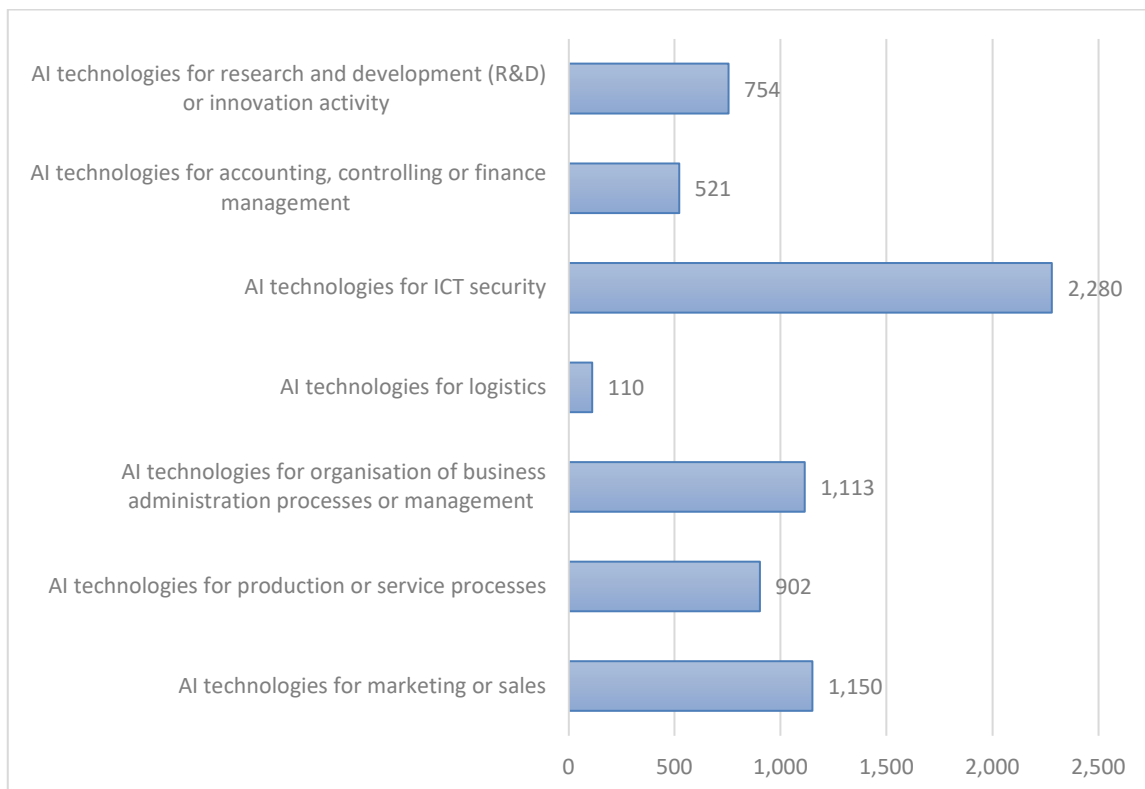
Graph 2: Data analytics sources, 2025 (number of enterprises)



Artificial Intelligence (AI) Systems

Based on the available survey data, 3,868 enterprises (percentage 8.2%), out of the 47,246 enterprises that have access to the internet use artificial intelligence technologies for at least one of the following uses. (Graph 3)

Graph 3: Artificial Intelligence, 2025 (number of enterprises)



EXPLANATORY NOTES

Survey on the Use of Information and Communication Technologies and e-commerce in enterprises

The Survey on the Use of Information and Communication Technologies and e-commerce in enterprises is included in the European Statistical Program. The main objective of this Survey is to present, at European and national level, the degree of ICT usage in enterprises. A significant part of the survey data is used for decision making for the Information Society. The Survey was conducted through a relevant web application for the electronic submission of data and alternatively by e-mail to the enterprises and subsequently by personal visits of trained external statistical interviewers to the enterprises that had not responded.

Legal framework

The Survey is conducted in accordance with the Regulation (EU) 2019/2152 of the European Parliament and of the Council, concerning European Business Statistics and pursuant to Commission Implementing Regulation (EU) 2022/1883.

Reference period

01/01/2025 to 15/09/2025.

Coverage

The Survey covered all the enterprises in Greece, employing 10 persons or more, under divisions 10-63, 68-82 and group 95.1 of NACE Rev. 2 classification of economic activities.

Methodology

The one-stage stratified sampling was implemented for the Survey. The primary sampling unit was the enterprise employing 10 persons or more.

The main stratification criteria are the following:

- Region classification (NUTS, level 2),
- NACE Rev. 2 groups,
- Size class of the enterprise employment

From the reference year 2025 onwards the results of the Survey are produced at the level of the statistical unit “enterprise” as defined in Council Regulation (EEC) 696/93.

References

More information on the Survey “Use of Information and Communication Technologies and e-Commerce in enterprises” is available on the webpage of the Hellenic Statistical Authority, www.statistics.gr, Section: Industry, Commerce, Services, Transport > Use of Information and Communication Technologies (ICT).