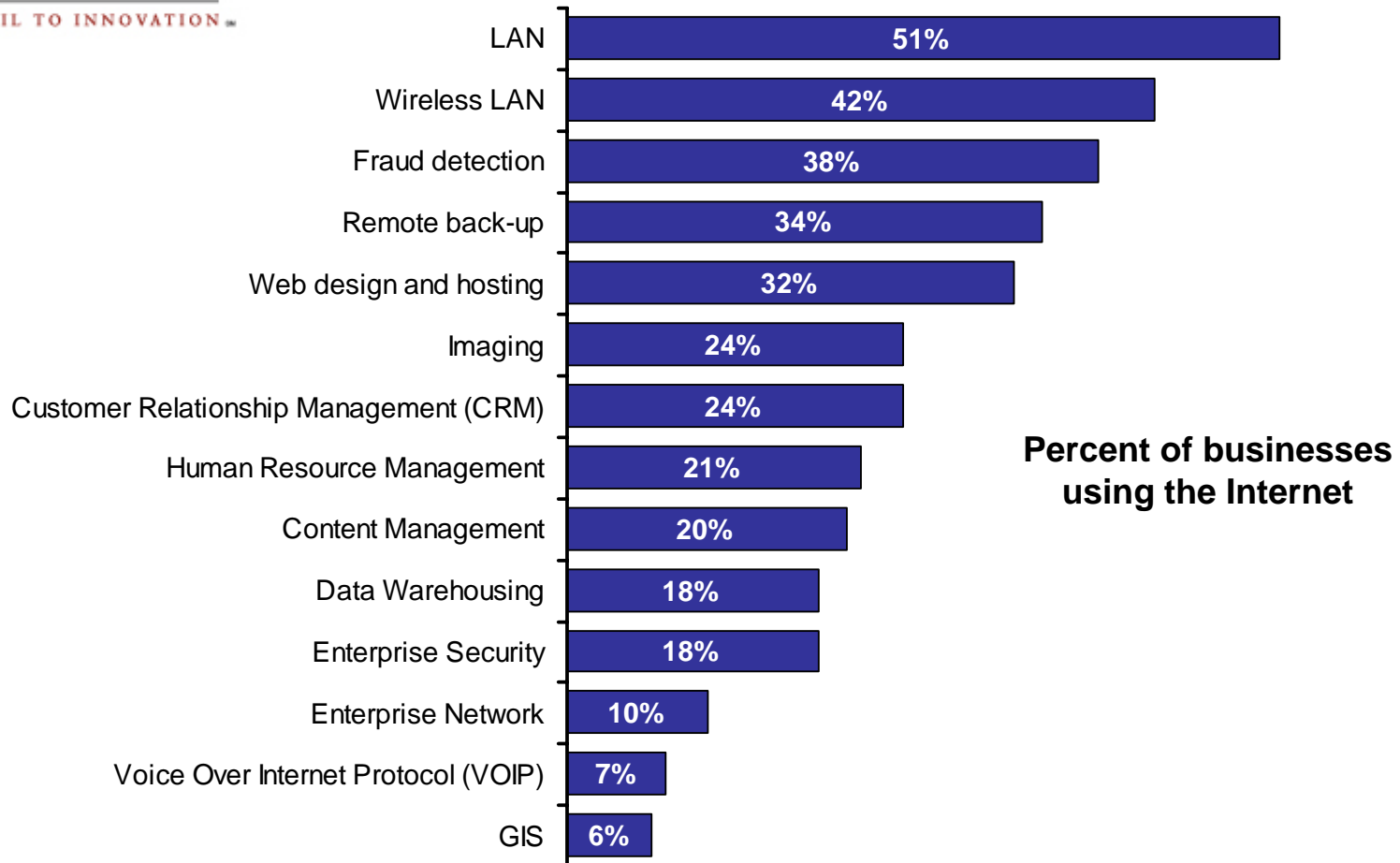


Information Technology (IT) Services

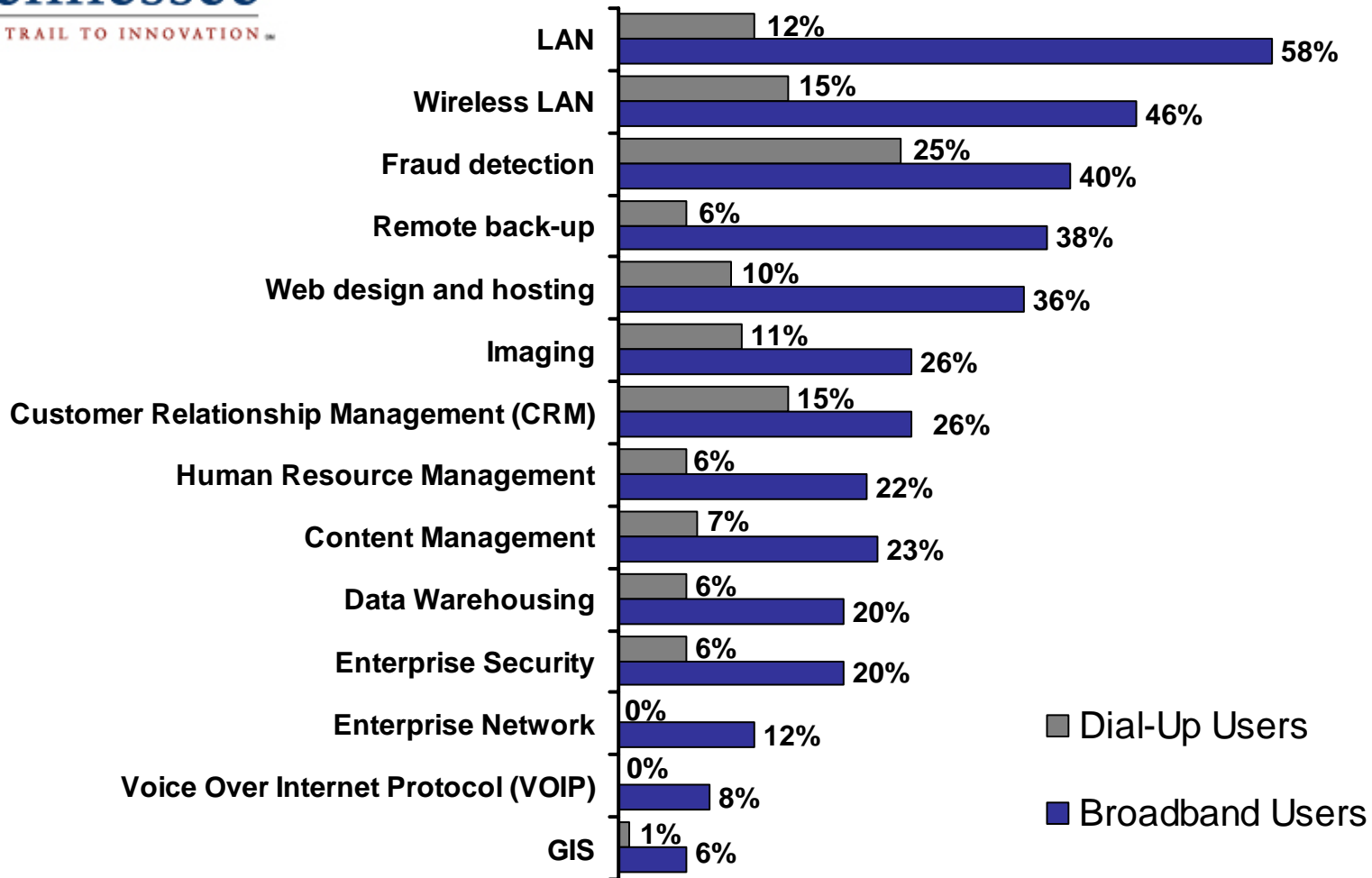
Information Technology (IT) Applications



Q: Which of the following does your business currently use?
(n = 543 TN businesses that use the Internet)

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Information Technology (IT) Applications (Dial-Up Versus Broadband Users)

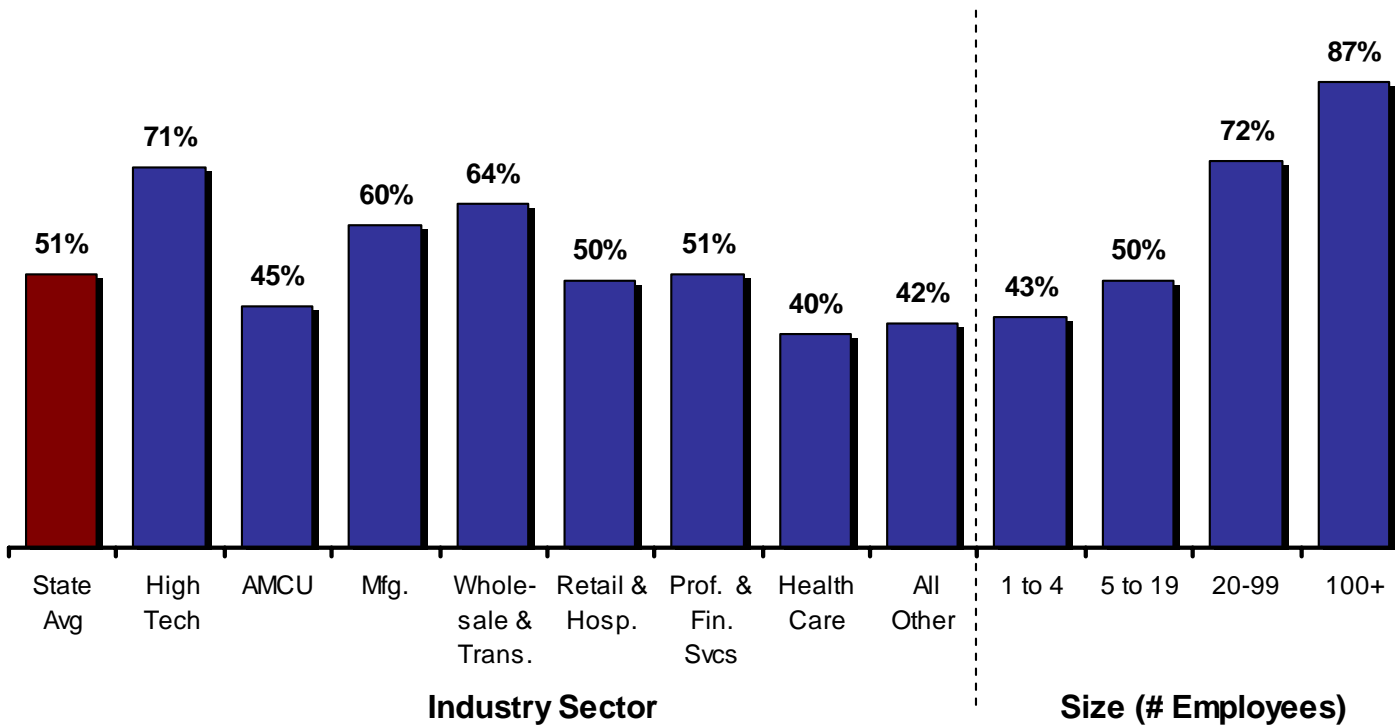


Q: Which of the following does your business currently use?
(n = 543 TN businesses that use the Internet)

LAN

- The High Tech sector is most likely to use a LAN, followed by the Wholesale Trade/Transportation/Warehousing sector.
- Likelihood also rises directly with the size of the establishment.

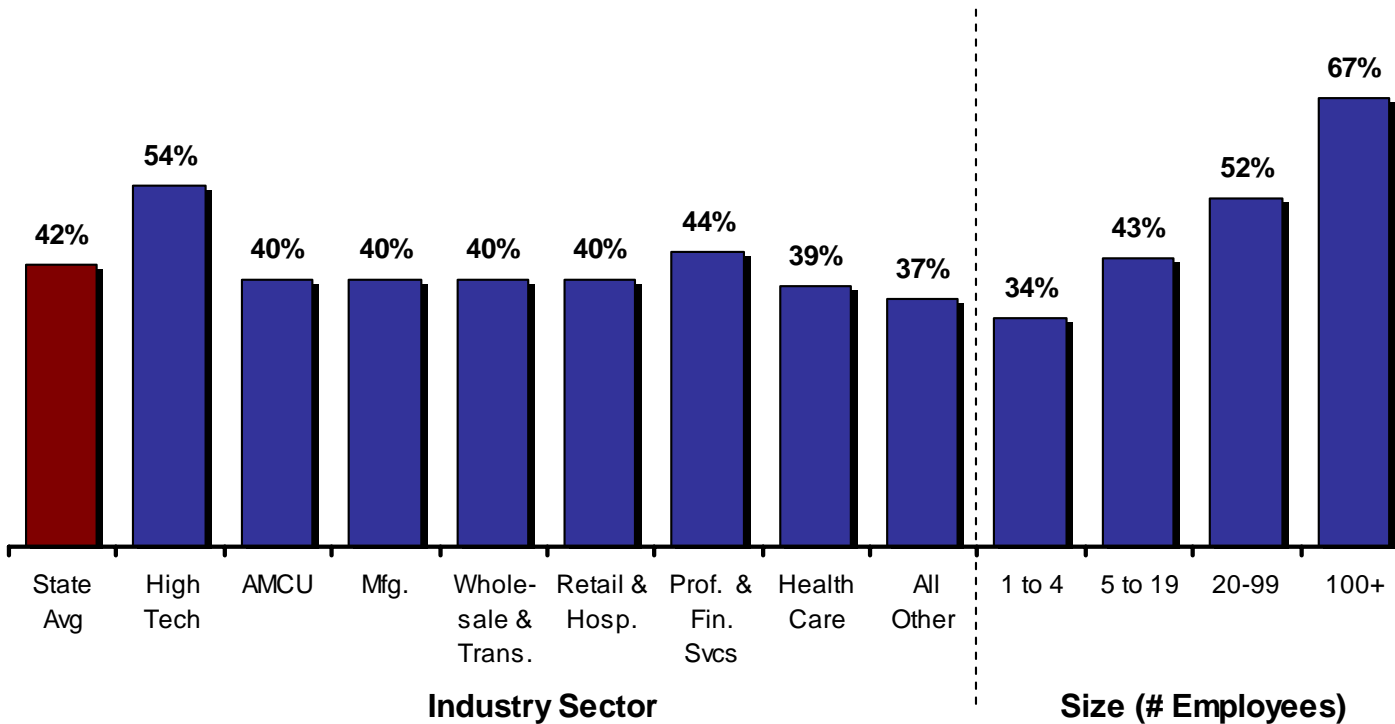
Current Adoption, by Sector and Size



Wireless LAN

- As with regular LAN use, the High Tech sector is more likely to have a wireless LAN.
- Professional/Finance sector firms are also more likely to use this application, as are medium to large size companies.

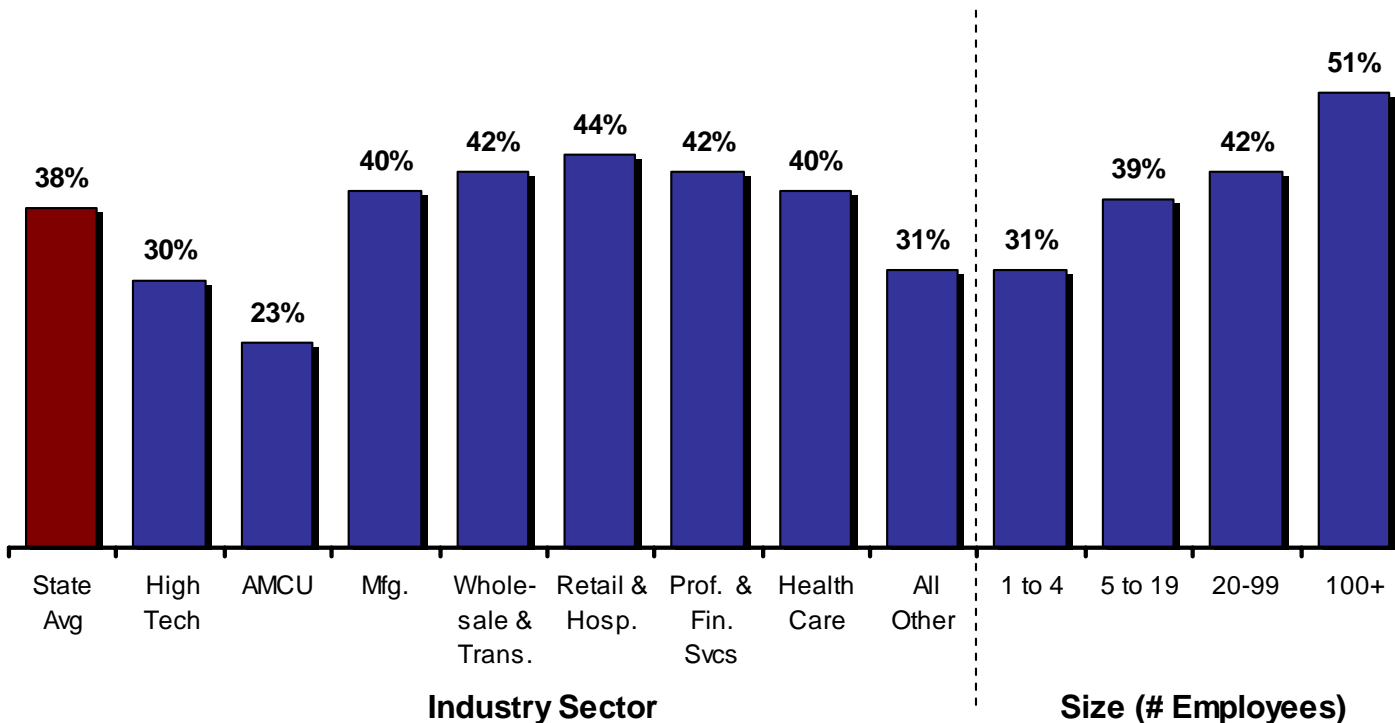
Current Adoption, by Sector and Size



Fraud Detection

- Fraud detection is used most often by the Retail/Recreation/Food/Lodging sector, consistent with the higher acceptance of real time payments for e-commerce transactions.

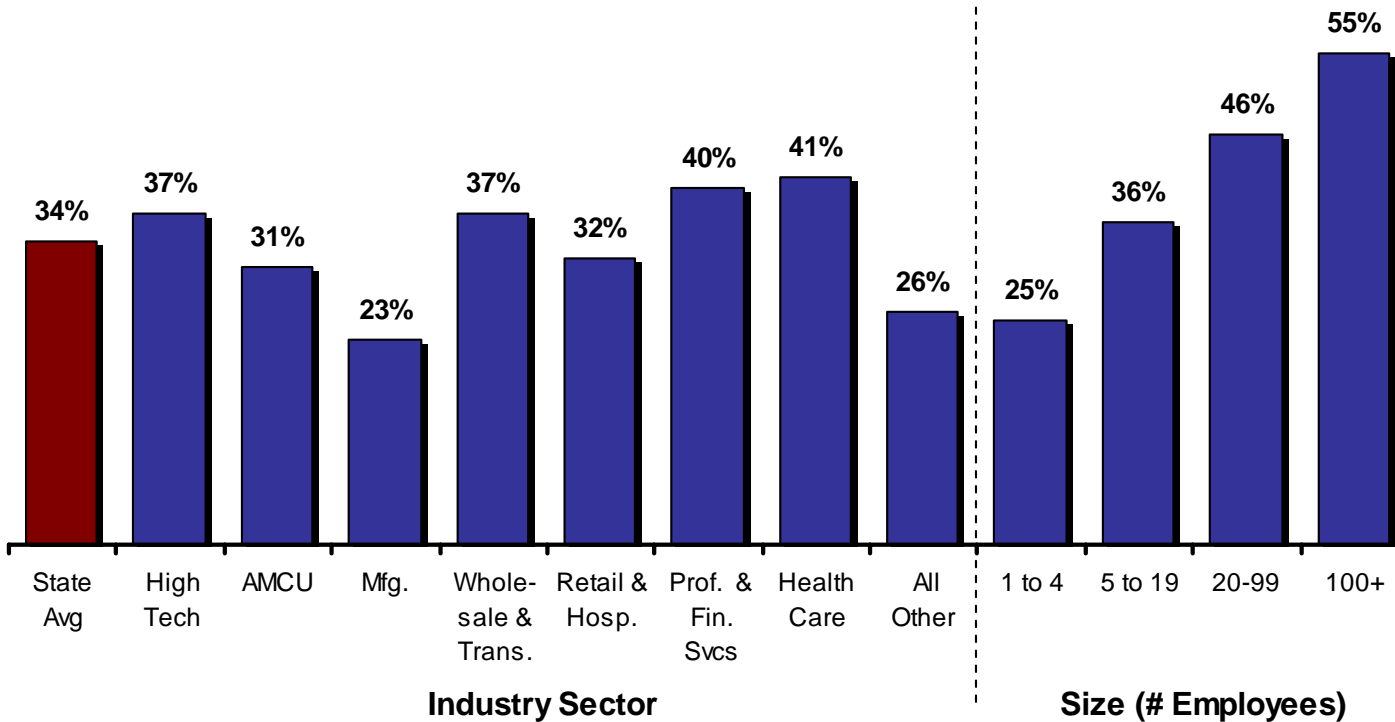
Current Adoption, by Sector and Size



Remote Back-Up

- Likelihood of usage increases with company size but doesn't vary appreciably by sector, with the exception of very low usage by firms in the Manufacturing and Other Services industry sectors.

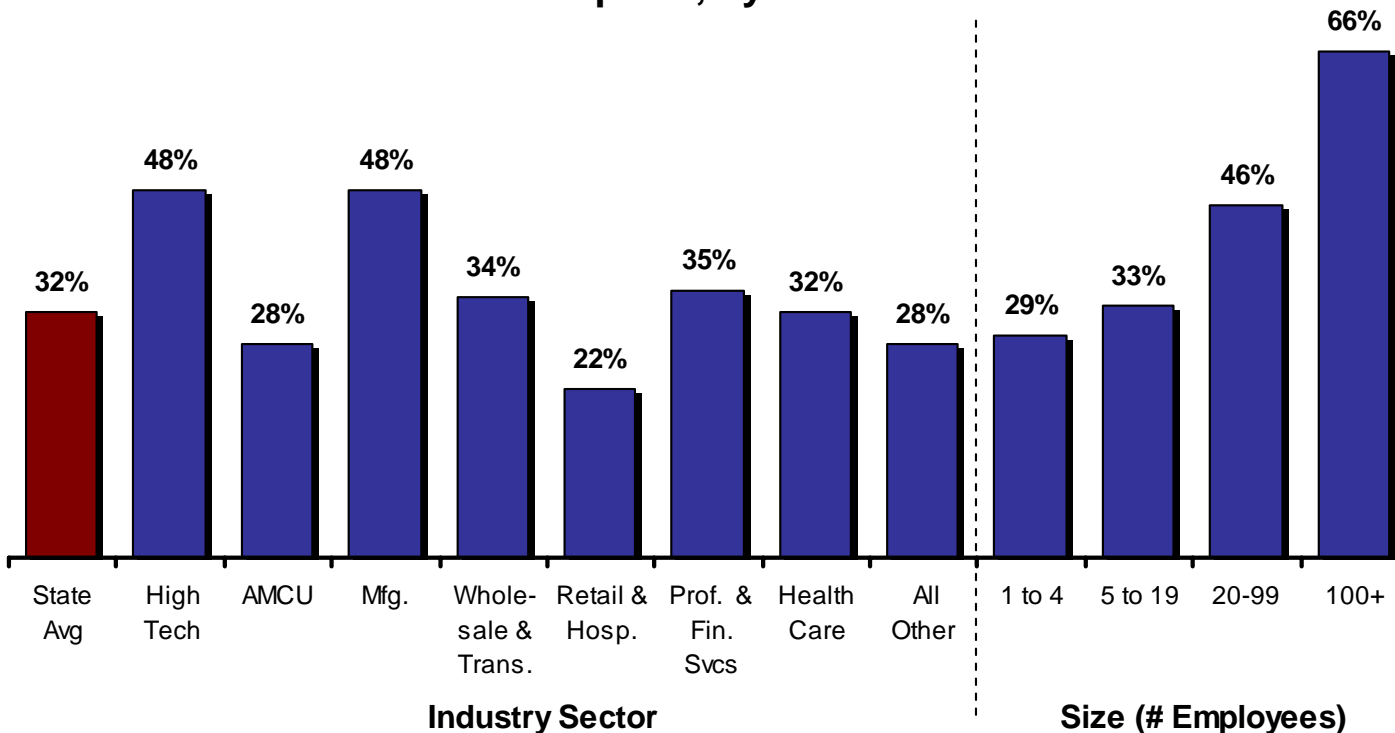
Current Adoption, by Sector and Size



Web Design and Hosting

- The High Tech and Manufacturing sector companies are the most likely to use web design and hosting, particularly compared to firms in the Healthcare sector. Likelihood also rises directly with the size of the establishment.

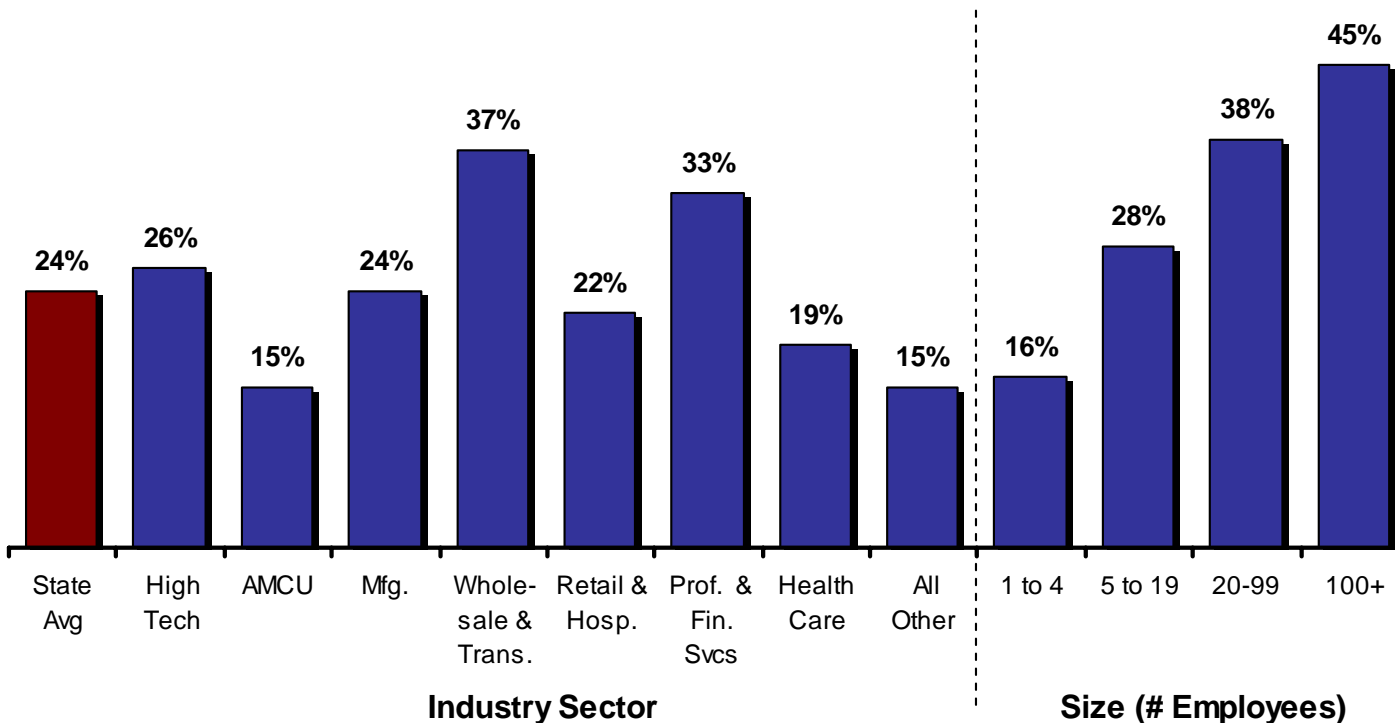
Current Adoption, by Sector and Size



Imaging

- The Wholesale Trade/Transport/Warehousing and Professional/Finance sectors are more likely to use imaging. Likelihood of usage also increases with company size.

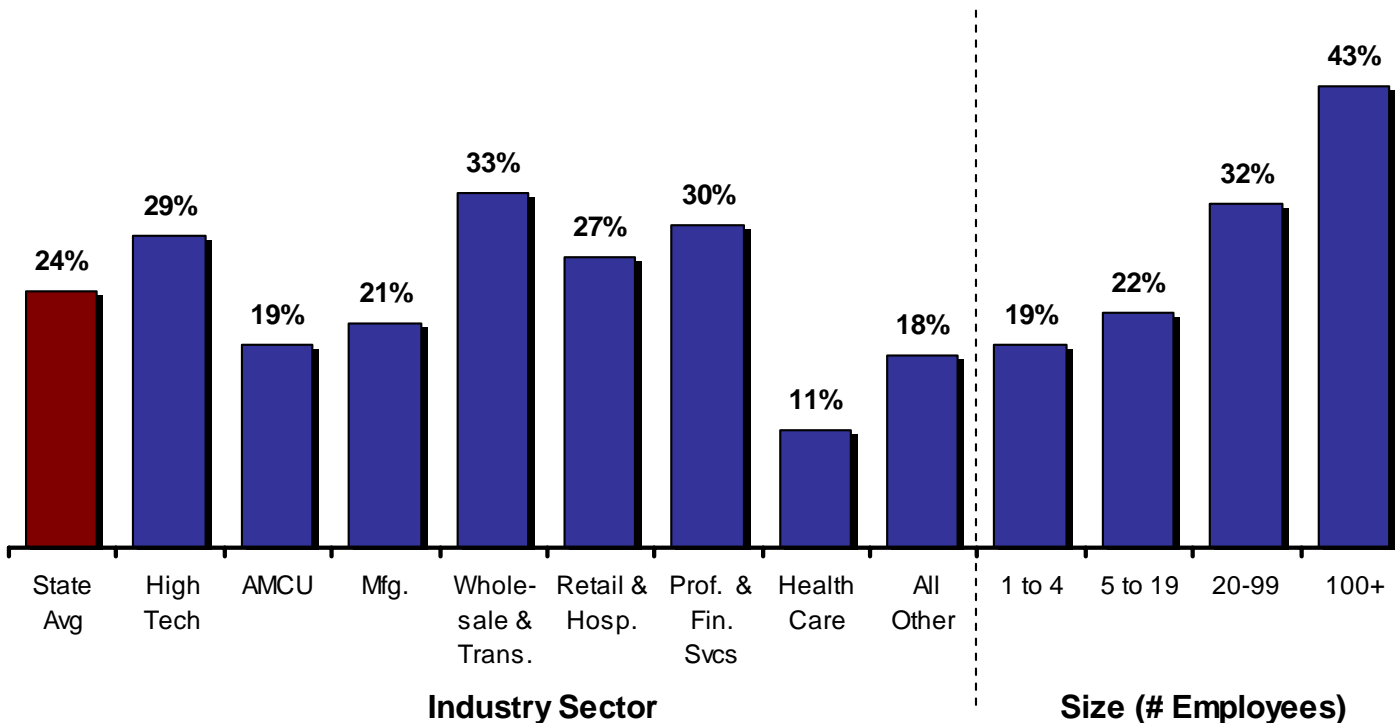
Current Adoption, by Sector and Size



Customer Relationship Management (CRM)

- The Wholesale Trade/Transport/Warehousing and Professional/Finance industry sectors are the most likely to employ customer relationship management in their business.

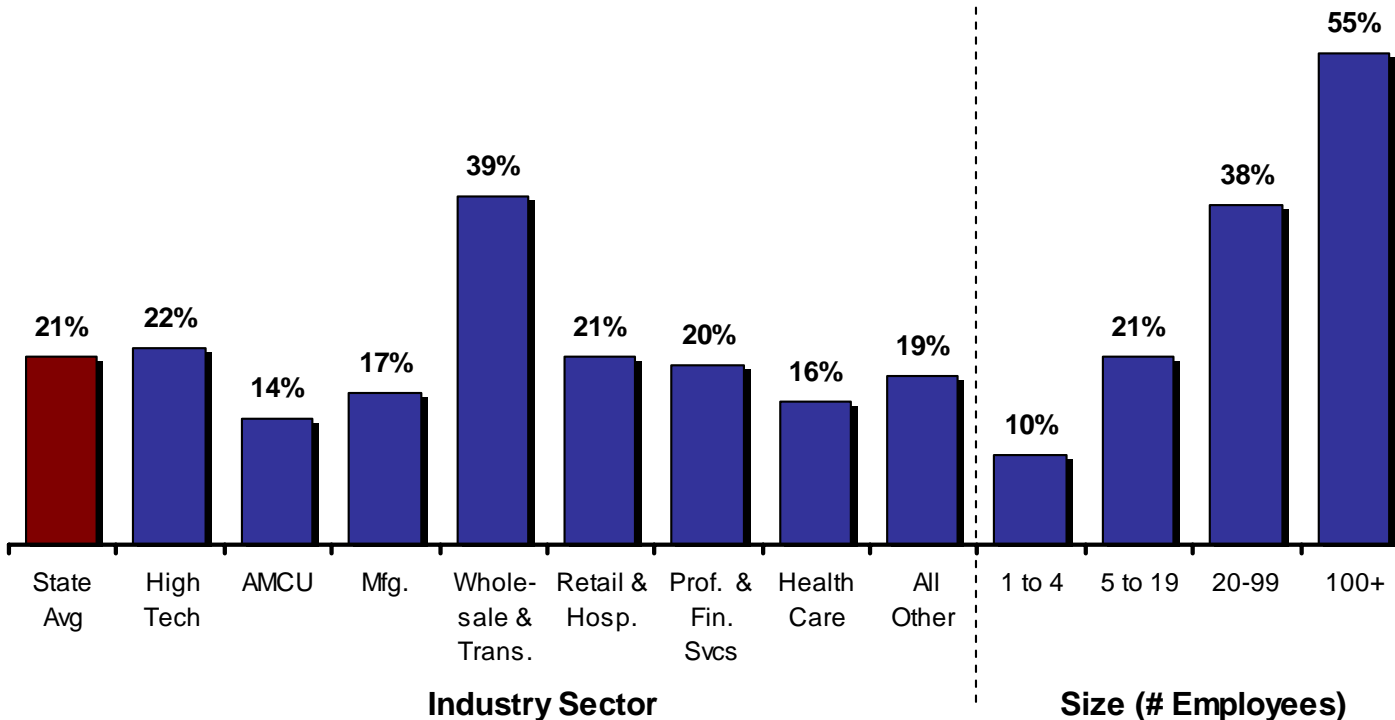
Current Adoption, by Sector and Size



Human Resource Management

- The Wholesale Trade/Transport/Warehousing sector is most likely to use human resource management, with a significantly higher likelihood than any other sector. Usage also increases significantly with company size.

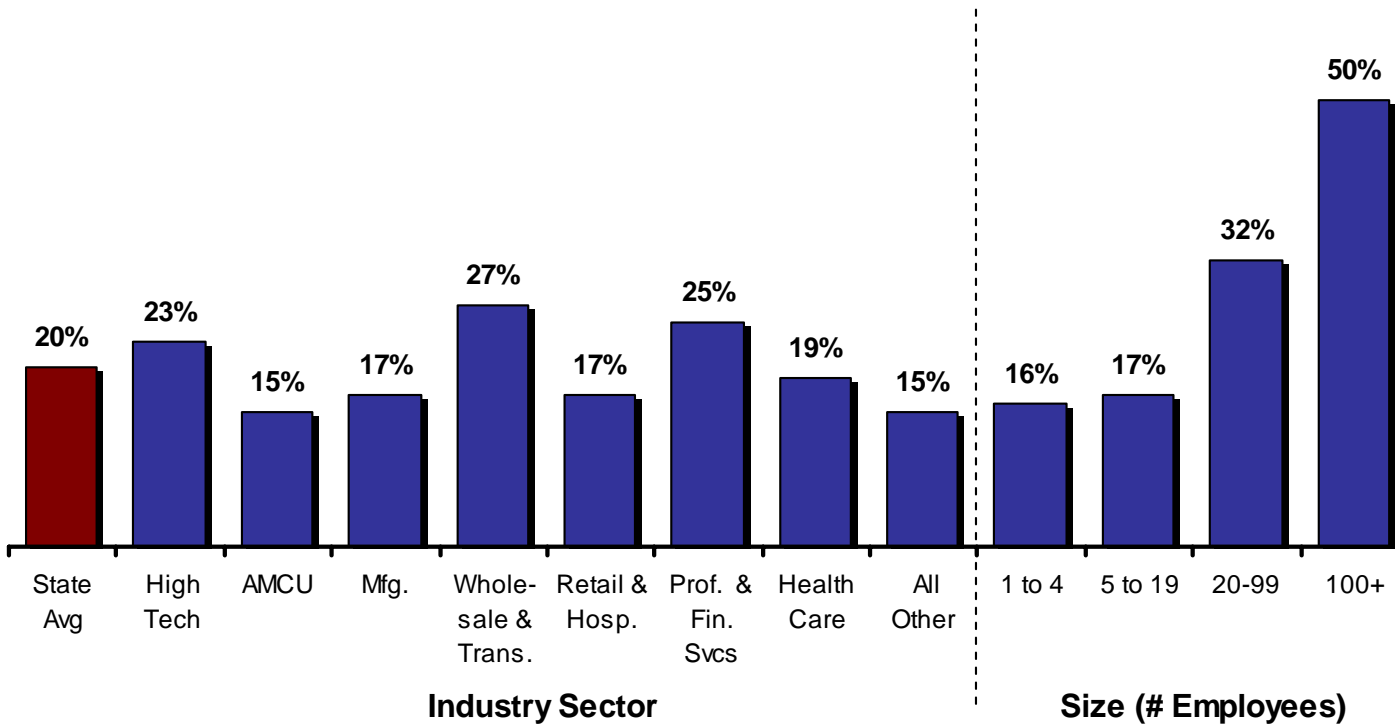
Current Adoption, by Sector and Size



Content Management

- Usage of content management increases significantly with company size, but does not vary significantly between industry sectors.

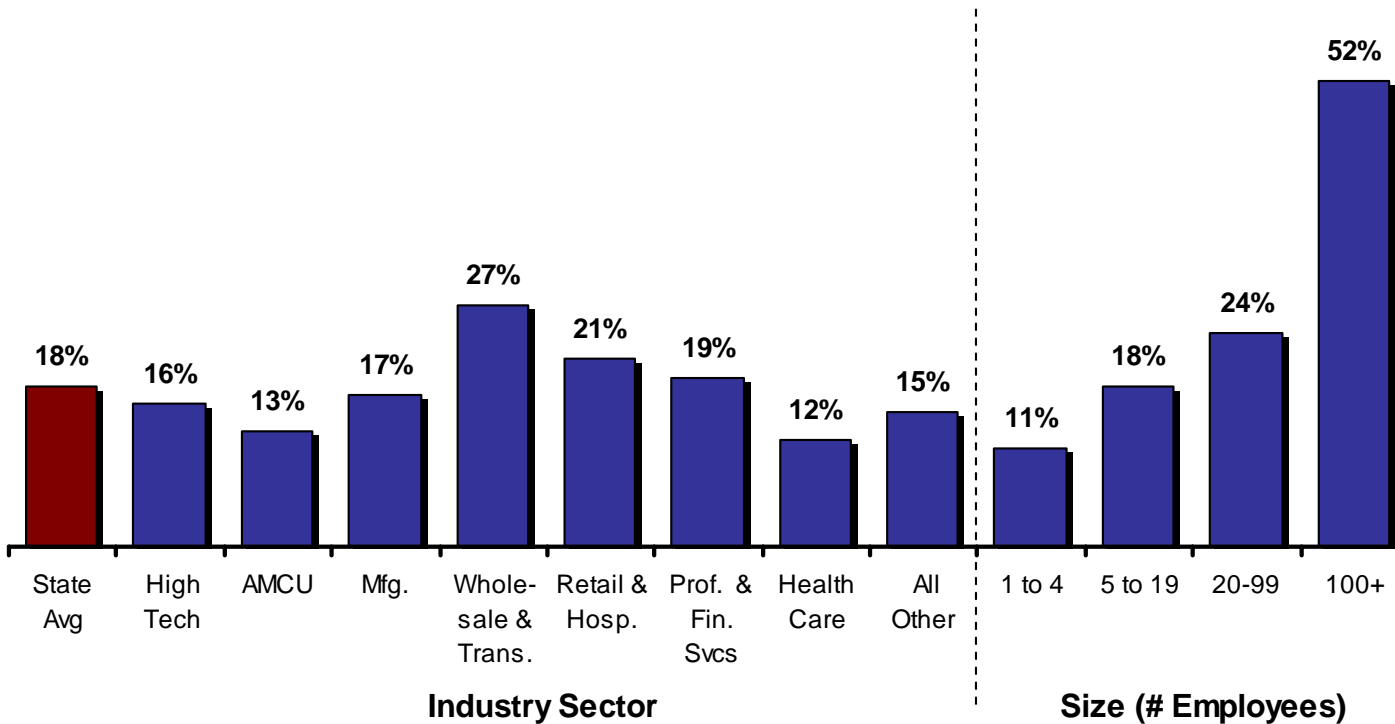
Current Adoption, by Sector and Size



Data Warehousing

- Data warehousing usage is most common in the Wholesale Trade/Transport/Warehousing sector and increases most significantly with company size.

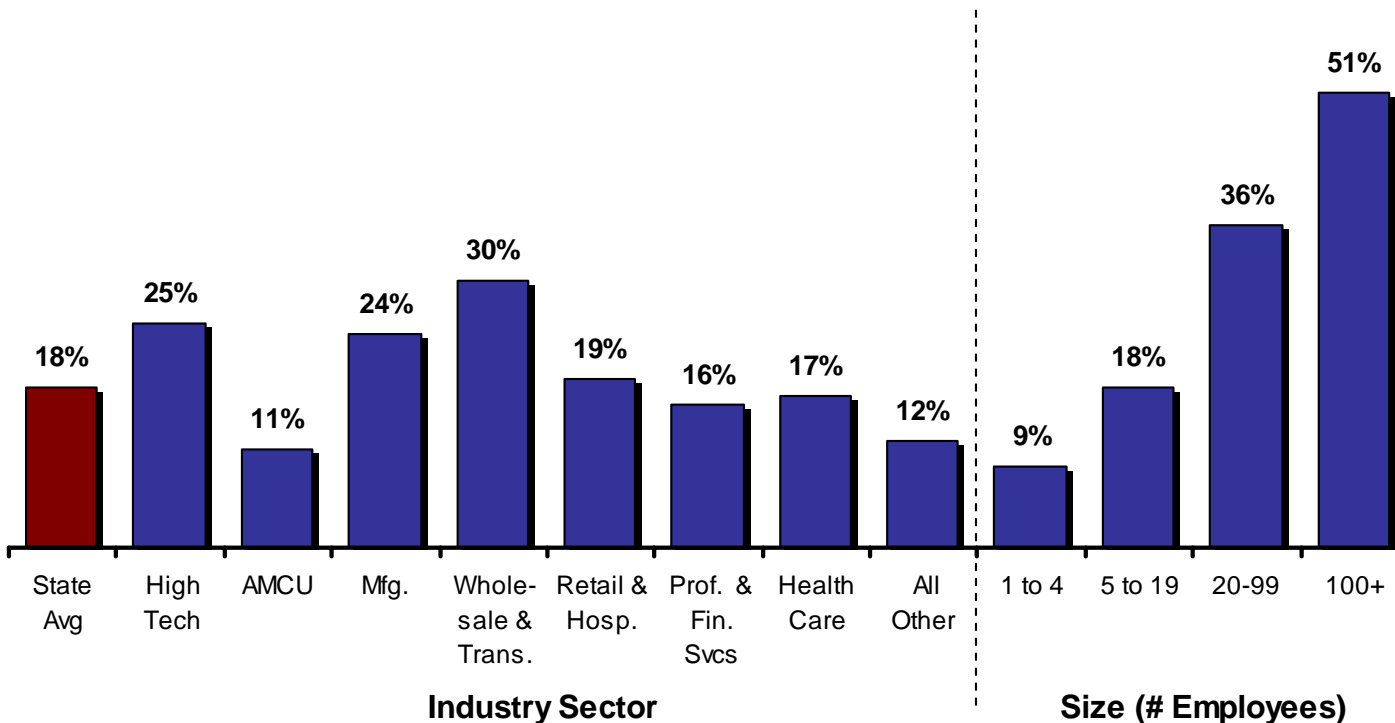
Current Adoption, by Sector and Size



Enterprise Security

- The Wholesale Trade/Transport/Warehousing sector uses this application significantly more than the statewide average, but company size is the most significant determinant of enterprise security usage.

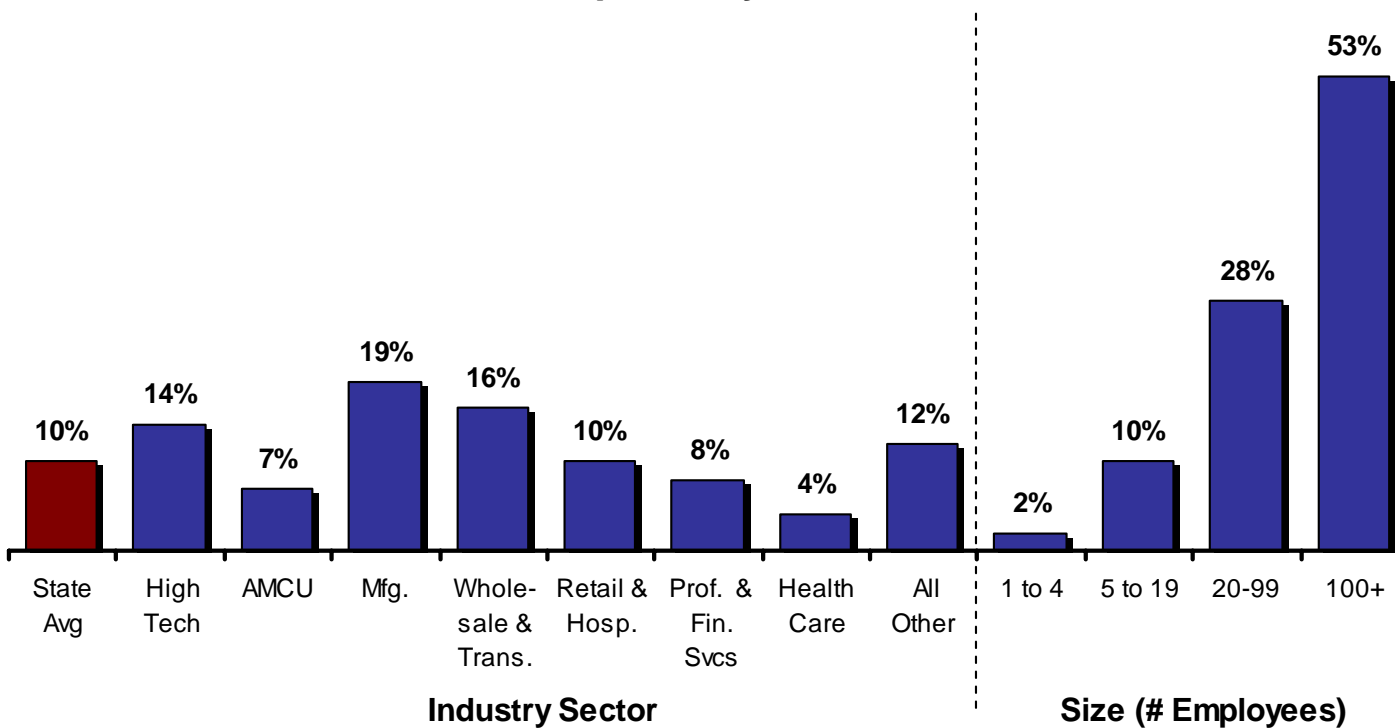
Current Adoption, by Sector and Size



Enterprise Network

- Company size is the most significant determinant of enterprise network usage.

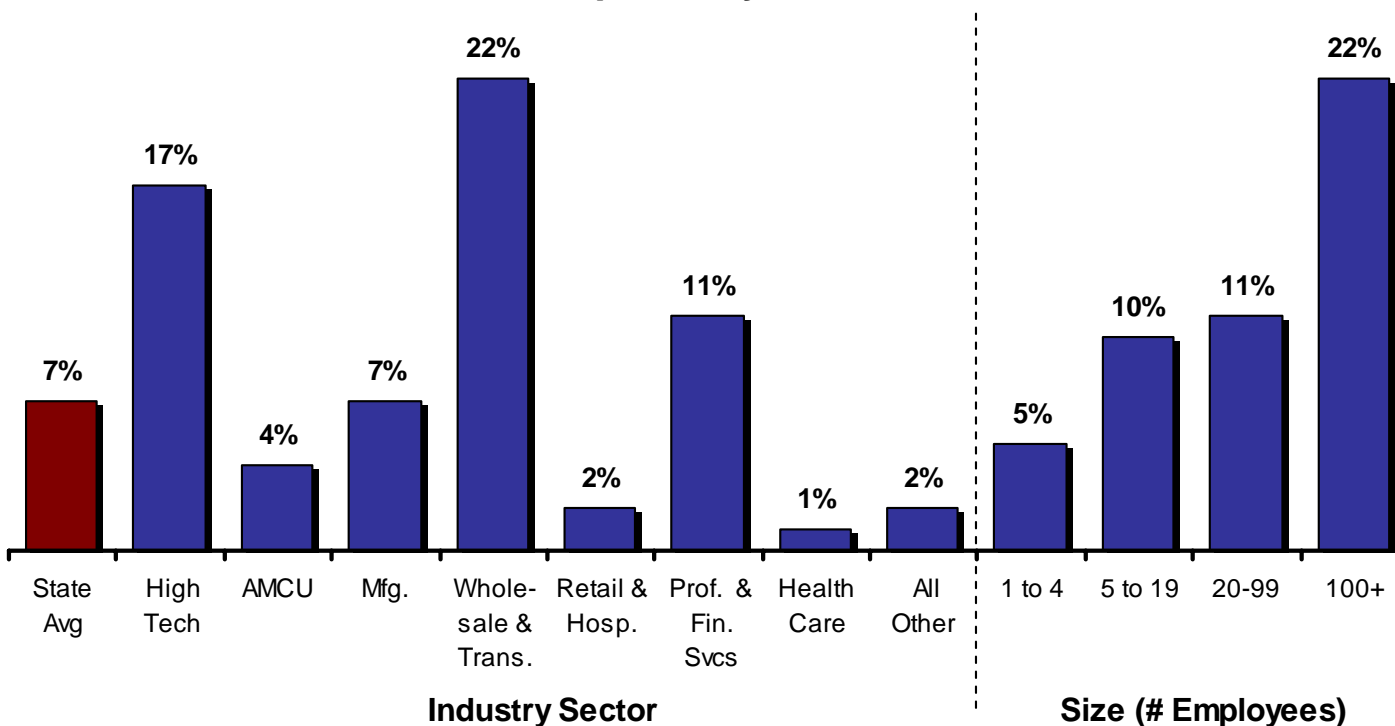
Current Adoption, by Sector and Size



Voice Over Internet Protocol (VOIP)

- Companies in the High Tech, Wholesale Trade/Transport/Warehousing, the Professional/Finance sector, and companies with more than 100 employees are significantly more likely to use VOIP.

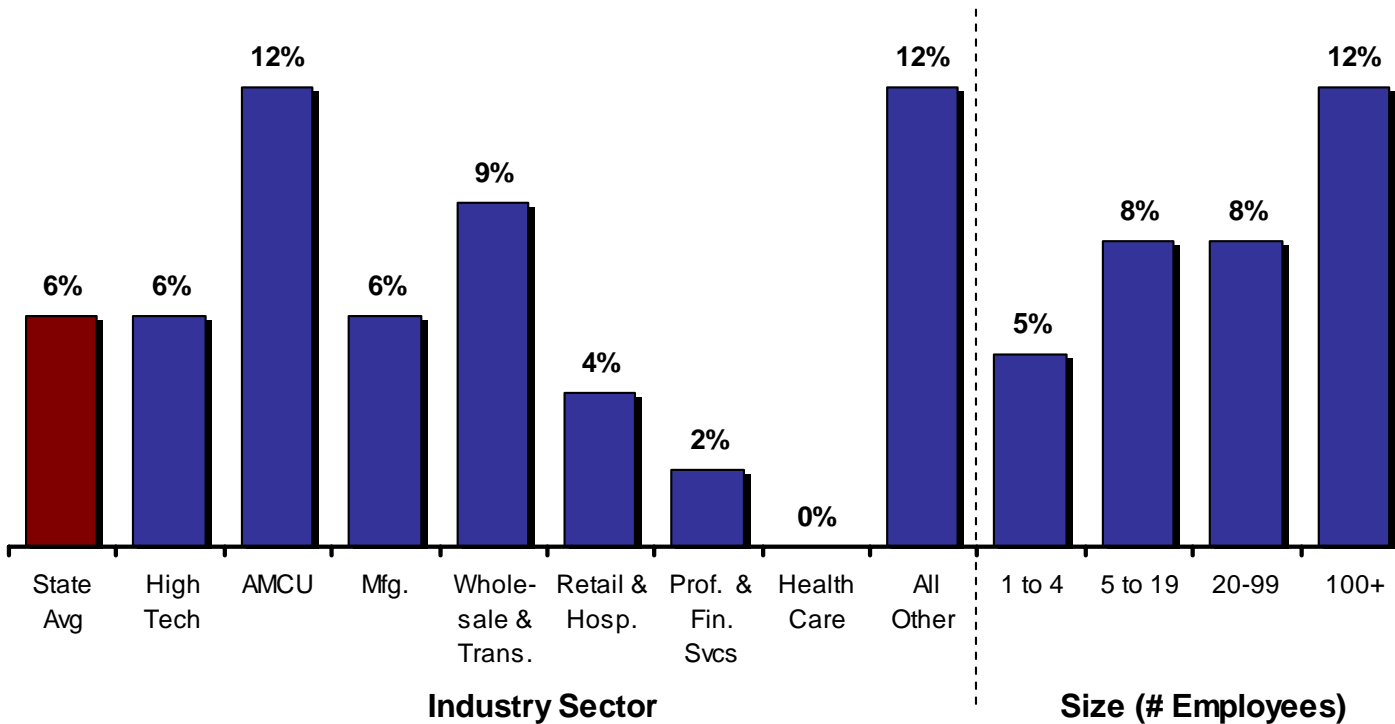
Current Adoption, by Sector and Size



Geographic Information Systems (GIS)

- Companies in the Ag/Mining/Construction/Utility sector, as well as Other Services, are significantly more likely to use GIS.

Current Adoption, by Sector and Size





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