

## **Responding to the SMEs Call for Inputs: Indez Ltd**

**Title:**

Dr

**Forename:**

Peter

**Surname:**

Mowforth

**Representing:**

Organisation

**Organisation (if applicable):**

INDEZ Ltd

**Additional comments:**

There is no mention of ecommerce anywhere in the document. Trade is obviously central to business and ecommerce is simply digital trade in all its forms (wholesale, retail, procurement). There are two key statistics that need to feature in your document: Ecommerce, just in Scotland is, according to the Scottish Government worth over £31 billion. Reference is page 3 of

[http://www.scottish.parliament.uk/S4\\_ChamberDesk/WA20140507.pdf](http://www.scottish.parliament.uk/S4_ChamberDesk/WA20140507.pdf)

According to the most recent figures from the UK Government, web-based ecommerce is currently growing at 23%. Reference for this is near the top of page 7 of

[http://www.ons.gov.uk/ons/dcp171778\\_342569.pdf](http://www.ons.gov.uk/ons/dcp171778_342569.pdf)

Without digital communications, this would mean that SME's would be unable to connect with almost one third of the national economy. Importantly, that chunk of the economy is growing at 23%.

**Question 1: What are the communications needs of SMEs and how may these differ by: business size, sector and business model, location, other relevant factors?:**

**Question 2: How do the needs of SMEs for communications services differ from (a) residential consumers and (b) large enterprises?:**

**Question 3: What are the types and degree of network availability issues that affect SMEs, for example issues with specific locations or services and what is the effect of these issues on SMEs? businesses?:**

**Question 4: What opportunities do communications providers see in serving the SME market and how are these evolving as a result of developments in technology and infrastructure?:**

**Question 5: How far does the choice, quality and price of products in the retail market meet the needs of SMEs?:**

**Question 6: Are there challenges for communications providers in targeting the SME sector, and do these vary by geography, SME size and SME sector?:**

**Question 7: Are there issues facing retail providers in engaging with wholesale providers in order to offer retail products which meet the needs of SMEs?:**

**Question 8: How far does the quality of service delivered by communications providers meet the needs of SMEs?:**

**Question 9: What issues face SMEs in ensuring that they have appropriate SLAs and are able to gain redress when quality of services falls below the standards expected?:**

**Question 10: What products and service enhancements are available, at what indicative price points, to deliver on SMEs' quality of service needs (e.g. in terms of technical product characteristics or fault resolution)?:**

**Question 11: What information is available to SMEs to enable them to select communications services appropriate for their business needs? Please identify any additional information or measures which you consider would enhance transparency for SMEs and your reasons for this view?:**

**Question 12: What factors do SMEs take into account when they are considering changing their communications service or provider? Please identify any that you consider may deter SMEs from switching and your reasons for this view.:**

**Question 13: What evidence is there of issues where bad practices by communications providers causes harm to SMEs?:**

**Question 14: Are there any other issues in relation to the provision of communications services to SMEs, or SMEs' experience of these services, which you consider should be included within our assessment?:**

**Question 15: For any issues identified in response to any of the questions above do you have any views on how they may be resolved?:**