

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



“The e-commerce market is reported to account for 17% of all business, with EDI accounting for 9.8% and 7.2% derived from website sales. The website share of all business is growing while the share accounted for by EDI is declining, reflecting the nature of business conducted through the media.”

– **Terry Leggett, Senior Analyst**

This report looks at the following areas:

- How does the B2B e-commerce market compare with the B2C market?
- What is the market penetration of e-commerce in various industries?
- How does the market break down by EDI and website sales?
- How will the market develop over the next five years?
- How will the decision to exit the EU affect the market?

### Definition

All forecasts made in this report are at 2017 prices.

E-commerce covers the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the internet.

Electronic data interchange (EDI) is a document standard, which, when implemented, acts as common interface between two or more computer applications in terms of understanding the document transmitted. It is commonly used by large companies for e-commerce purposes, such as sending orders to warehouses or tracking orders. It is more than mere e-mail. For example, organisations might replace bills of lading and even cheques with appropriate EDI messages. It also refers specifically to a family of standards.

In 1996, the National Institute of Standards and Technology defined electronic data interchange as "the computer-to-computer interchange of strictly formatted messages that represent documents other than monetary instruments. EDI implies a sequence of messages between two parties, either of whom may serve as originator or recipient. The formatted data representing the documents may be transmitted from originator to recipient via telecommunications or physically transported on electronic storage media."

It distinguishes mere electronic communication or data exchange, specifying that "in EDI, the usual processing of received messages is by computer only. Human intervention in the processing of a received message is typically intended only for error conditions, for quality review, and for special situations. For example, the transmission of binary or textual data is not EDI as defined here unless the data are treated as one or more data elements of an EDI message and are not normally intended for human interpretation as part of online data processing."

Before using EDI, trading partners must set up a trade agreement to define all the parameters of EDI. Each partner in a EDI trade agreement must independently determine a method to translate internal data to and from EDI-formatted messages. Each must agree on the communications media and arrange the method for transmitting information. This may involve several methods, such as a dedicated communications link, a virtual area network (VAN) or the internet. Each must provide for system recovery in case of failure or error, security and timely response.

**BUY THIS  
REPORT NOW**

**VISIT:**  
[store.mintel.com](http://store.mintel.com)

**CALL:**  
EMEA  
+44 (0) 20 7606 4533

Brazil  
0800 095 9094

Americas  
+1 (312) 943 5250

China  
+86 (21) 6032 7300

APAC  
+61 (0) 2 8284 8100

**EMAIL:**  
[reports@mintel.com](mailto:reports@mintel.com)

### DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

There are several advantages to using EDI:

- **EDI speeds the process and improves the accuracy of getting information into the user's computer system. The traditional connections between businesses are telephone and mail. Both can be slow and require human intervention. EDI uses direct links to the computer system to minimise the transmission delay.**
- **Direct links also eliminate the need for transcribing the data into the computer. This reduces errors and saves time.**
- **EDI solves business problems, offers cost savings and strategic benefits, and provides a competitive edge.**
- **EDI helps organisations improve communications and increase competitiveness, efficiency, and customer service by cutting costs and maximising productivity and profitability.**
- **EDI can lower costs by reducing inventory investments through more timely ordering. EDI can enable better business practices, such as "just in time" stocking. If point of sale data is sent directly to vendors, inventories can be monitored and orders automatically generated to minimise overstocking.**

**BUY THIS  
REPORT NOW**

**VISIT:** [store.mintel.com](https://store.mintel.com)

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)

# B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

## Table of Contents

### Executive Summary

#### The market

- Figure 1: The total UK e-commerce market, 2012-16 actual and 2017-21 forecast
- Figure 2: Analysis of the total UK e-commerce market, by type of sale, 2012-16
- Figure 3: Comparison of the B2B and B2C e-commerce market, 2012-16
- Figure 4: Segmentation of website sales by type of customer, and size of company, 2015
- Figure 5: Proportion of companies making sales and purchases through e-commerce, by sector, 2015
- Figure 6: Segmentation of e-commerce sales by end use sector, 2016

#### Market factors

- Figure 7: Proportion of businesses with internet access, by size of company, 2015
- Figure 8: Proportion of businesses with a website, by size of business, 2015
- Figure 9: Proportion of businesses with a website offering ordering or booking capabilities, by size of business, 2015

#### Companies

#### What we think

### Key Insights

- How does e-commerce activity differ by company size?
- How does e-commerce activity differ by industry?
- Figure 10: Proportion of companies making sales and purchases through e-commerce, by sector, 2015
- What are the major industry changes?

### Introduction

- Definitions
- Methodology
- Abbreviations
- Market positioning
- Customer data
- Coverage
- Market targeting
- Economic advantage
- Convenience
- Payment simplicity
- Product return
- Perceived environmental compatibility
- Checkout abandonment
- Price competition
- Lack of interactivity

### UK Economy

BUY THIS  
REPORT NOW

**VISIT:** [store.mintel.com](http://store.mintel.com)  
**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094  
 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300  
 APAC +61 (0) 2 8284 8100 |  
**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### Overview

Figure 11: Forecast GDP development 2017-21

Figure 12: UK GDP quarterly development, 2004-17

Figure 13: UK GDP in economic downturns and recoveries since 1979

### Inflation

#### House prices

Figure 14: UK House price changes, 2006-2017

#### Interest rates

#### Consumer spending

#### Manufacturing

Figure 15: UK manufacturing, 2014-17

#### Business investment

Figure 16: UK GFCF 2003-17

#### Imports

#### Exports

## Market Factors

### Internet access and usage

Figure 17: Worldwide internet usage, by region, 2010-16

Figure 18: Proportion of businesses with internet access, by size of company, 2011-15

Figure 19: Proportion of businesses with broadband, by size of company, 2011-15

Figure 20: Proportion of businesses by maximum contracted internet connection speed, by size of company, 2011-15

### Business web sites

Figure 21: Proportion of businesses with a website, by size of business, 2011-15

Figure 22: Proportion of businesses with website facilities, by size of business, 2014-15

### Advertising

Figure 23: Proportion of businesses paying to advertise on the internet, by size of business, 2015

### Use of social media

Figure 24: Proportion of businesses using social media, by size of business and type of media, 2015

## Market Size and Trends

### Key analysis

#### Market size

Figure 25: The total UK e-commerce market, 2012-16

Figure 26: Comparison of the B2B and B2C e-commerce market, 2012-16

#### Market trends

Figure 27: Analysis of the total UK e-commerce market, by type of sale, 2012-16

Figure 28: Segmentation of website sales by type of customer, 2015

Figure 29: Segmentation of website sales by type of customer and size of company, 2014 and 2015

Figure 30: Segmentation of UK e-commerce website sales, by type of sale, 2011-15

**BUY THIS  
REPORT NOW**

**VISIT:** [store.mintel.com](http://store.mintel.com)

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### Market Segmentation

#### Key analysis

#### Market segmentation

##### Manufacturing

Figure 31: Manufacturing sales made through e-commerce, by type of sale, 2012-16

Figure 32: Segmentation of website sales by type of customer by manufacturing companies, 2015

Figure 33: Manufacturers making sales and purchases through e-commerce, 2011-15

Figure 34: The role of the manufacturing sector in e-commerce sales, by type of sale, 2012-16

##### Utilities

Figure 35: Utility sales made through e-commerce, by type of sale, 2012-16

Figure 36: Segmentation of website sales by type of customer by utility companies, 2015

Figure 37: Utilities making purchases through e-commerce, 2011-15

Figure 38: The role of the utilities sector in e-commerce sales, by type of sale, 2012-16

##### Construction

Figure 39: Construction sales made through e-commerce, by type of sale, 2012-16

Figure 40: Segmentation of website sales by type of customer by construction companies, 2015

Figure 41: Construction companies making sales and purchases through e-commerce, 2011-15

Figure 42: The role of the construction sector in e-commerce sales, by type of sale, 2011-15

##### Wholesaling

Figure 43: Wholesale sales made through e-commerce, by type of sale, 2012-16

Figure 44: Segmentation of website sales by type of customer by wholesalers, 2015

Figure 45: Wholesalers making sales and purchases through e-commerce, 2010-14

Figure 46: The role of the wholesaling sector in e-commerce sales, by type of sale, 2012-16

##### Retailing

Figure 47: Retail sales made through e-commerce, by type of sale, 2012-16

Figure 48: Segmentation of website sales by type of customer by retailers, 2015

Figure 49: Retailers making sales and purchases through e-commerce, 2011-15

Figure 50: The role of the retail sector in e-commerce sales, by type of sale, 2012-16

##### Transport

Figure 51: Transport sales made through e-commerce, by type of sale, 2012-16

Figure 52: Segmentation of website sales by type of customer by transport companies, 2015

Figure 53: Transport companies making purchases through e-commerce, 2011-15

Figure 54: The role of the transport sector in e-commerce sales, by type of sale, 2012-16

##### Accommodation and food

Figure 55: Accommodation and food sales made through e-commerce, by type of sale, 2012-16

Figure 56: Segmentation of website sales by type of customer by accommodation and food companies, 2015

Figure 57: Accommodation and food suppliers making sales and purchases through e-commerce, 2011-15

Figure 58: The role of the accommodation and food sector in e-commerce sales, by type of sale, 2012-16

##### Information and communication

**BUY THIS  
REPORT NOW**

**VISIT:** [store.mintel.com](http://store.mintel.com)

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 59: Information and communication sales made through e-commerce, by type of sale, 2012-16

Figure 60: Segmentation of website sales by type of customer by information and communication companies, 2015

Figure 61: Information and communication companies making purchases through e-commerce, 2011-15

Figure 62: The role of the information and communication sector in e-commerce sales, by type of sale, 2012-16

### Other services

Figure 63: Other services sales made through e-commerce, by type of sale, 2012-16

Figure 64: Segmentation of website sales by type of customer of other service companies, 2015

Figure 65: Other service suppliers making sales and purchases through e-commerce, 2011-15

Figure 66: The role of the other services sector in e-commerce sales, by type of sale, 2012-16

## Industry Structure

### Key analysis

#### Industry development

Figure 67: Development of the dedicated retail sales via mail order or internet industry, 2011-15

Figure 68: Development of companies making e-commerce sales, 2011-15

#### Structure by turnover

Figure 69: Analysis of the dedicated retail sales via mail order or internet industry, 2015-16

#### Structure by employment

Figure 70: Analysis of the employment structure of the dedicated retail sales via mail order or internet industry, 2015-16

Figure 71: Proportion of businesses making e-commerce sales, by number of employees, 2011-15

Figure 72: Proportion of businesses making website sales, by number of employees, 2011-15

Figure 73: Proportion of businesses making EDI sales, by number of employees, 2011-15

### Company profiles

## Alibaba Group Holding

Figure 74: Turnover development of Alibaba Group Holdings, 2013-17

Figure 75: Turnover analysis of Alibaba Group Holdings, 2016 and 2017

### Company strategy

## Amazon/Amazon Business

Figure 76: Turnover analysis of Amazon, 2012-16

Figure 77: UK net sales analysis of Amazon compared with other countries, 2014-16

### Company strategy

## Dell Corporation

Figure 78: Financial analysis of Dell, 2011-15

### Company strategy

## Ebuyer (UK)

Figure 79: Financial analysis of Ebuyer (UK), 2012-16

### Company strategy

## Electrocomponents

**BUY THIS  
REPORT NOW**

**VISIT:** [store.mintel.com](http://store.mintel.com)

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)

## B2B E-Commerce - UK - August 2017

Report Price: £995.00 | \$1288.43 | €1182.46

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 80: Financial analysis of Electrocomponents, 2013-17

Figure 80: Geographical analysis of Electrocomponents turnover, 2017

Figure 81: End Use analysis of Electrocomponents turnover, 2017

Company strategy

### Orbital Fasteners Holdings

Figure 82: Financial analysis of Orbital Fasteners Holdings, 2012-15

Company strategy

### Office Depot

Figure 83: Financial analysis of Office Depot International (UK), 2011-15

Company strategy

### Screwfix Direct

Figure 84: Financial analysis of Screwfix Direct, 2012-16

Company strategy

### Forecast

Key analysis

The market

Figure 85: The forecast total UK e-commerce market, 2017-21

Figure 86: Forecast comparison of the B2B and B2C e-commerce market, 2017-21

Figure 87: Forecast comparison of website and EDI sales in the B2B e-commerce market, 2017-21

BUY THIS  
REPORT NOW

**VISIT:** [store.mintel.com](http://store.mintel.com)

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

**EMAIL:** [reports@mintel.com](mailto:reports@mintel.com)