ICT plays a key role inManufacurers use new technology to design and business today In fact, its huild products. At the design stage, they use use is now so widespread computer–aided design (CAD) software to produce that it is difficalt to succeed without it. Rapid nay companies use wbots. These are machines developmenti in the ICThat do the work of people, and are controlled ty sector in the last two new idens and desigos la the prodoction stare, compoter–assisted manufacturing (CAM programs. Robots can carry out routine, com and dungerous procedures. They can work 24 lecades have produced a hage range of new products and vervices These inchude products such as personal computers (PCs), notebooks and hours a day and the standard of their work remains ax machines, and services such as e–mail, intranet constant because they do not get tired or bored. As und the Internet, Businesses of all sizes and types a result companies can improve their groduction use computer–based sysiems like these becauserwithout losing quality they offer a letter way to work–one which can save time and money New technology, then, oflers a range of benefits Firsily, it saves time Tiass that once look a long Fistly, ICT is a faster and more efficient way for time to do by hand now take a fraction of that people to communicate, Buninesses no longer lave to time Secondly, ICT improves communication iely on slow postal servicen. They can send and between people, speeding up boniness transactions receive information and documents by lext,c–mail and decision–making, and opening up new markets or fax, Video–conferencing means people do not around the world Thirdly, incspensive ICT need to travel long distances to attend meetingssolutions can often replace expensive people ICT provides a way for pcople within an organization to contact each other quickly and share work. It also means that they can work with can increase the quantity and impove the quality people around the world Consequently, companies can reduce the size of their wockforce and their wage bills. Finally. ICT of goods prodiaced, which may also incrcase profits ICT is also used to input, sore and manage information.One common use of office computers However, it is important to understand that there is to record, find and work with information. For are costs as well as benclits ICT systems can be example, bhninesses une word–proxcessing (WP)orvery expensive. Companies have to choose deskiop publishing (DTP) packages to produce systems which suit their needs and ane cos company documents, and databases to store customer details and produce mailing lists. In the consider several faciors. Firstly, technology is past, these tisks look houn, days or even weeks constantly developing which means that systems and produced a lot of paperwork. With ICT they nee to be regularly upgraded. Another issue is cffoctive befoe investing in ICT. They have to take less time and cost less. Such electronic systems also save storage space stalf training There is no point installing an ICT system if workers cannot use it. Lastly, there is the cost of tochnical support, such us a helpdesk, to Another area where ICT is important is the retail industry. Mout items black and white label called a bar code. Many shops combine bar–coding with electronic point–of–sale (EPOS) systems. The customer takes systems or to return to working without them. on sale in shops have a small ensure that everything uns well on a daily basis Moderm technology is here to stay. It would be almost impossible to ignore computer–based an item to the cashier, who wes a scannndevice However, saccessful use of ICT requires to read the bar code and find out the price of theinvestment in both equipment and skills item. The EPOS system logs each sale and helps Businesses of all sizes nced to make the right the shop manager to decide which products to reorder

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from the supplier. Some EPOS systems are involved. even programmed to do the ordering. choices because there are risks, as well as benelits

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