



# Press release

Statistics Netherlands

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## ***Extensive preparations did not prevent all millennium problems***

Nearly all companies in the manufacturing industry and the business services sector undertook extensive preparations to prevent computer problems on 1 January 2000. In spite of these measures, the new year did cause some problems, according to a millennium survey carried out by Statistics Netherlands. The complications reported by manufacturing companies were mainly of an administrative nature. In the services sector there were some hiccups in the provisions of the services concerned. Some companies will be able to recoup the damages. Only a small number of businesses expect the problems to have an effect on their profits.

### ***Large scale preparations***

Nearly all companies in the manufacturing industry and business services sector took measures to prevent millennium problems. Only two per cent of companies said they made no preparations at all. These companies reported no problems at the turn of the year.

### ***Some 2K problems***

Some ten per cent of companies in the business services sector encountered computer problems connected with the new millennium. These were mostly in the area of actual services provision. Within the business services sector, one in five computer services bureaux reported problems, mostly with the delivery of products and services.

There were fewer problems in the manufacturing industry. Six per cent of companies in this sector experienced complications connected with the new millennium. The problems were mostly administrative and only very few had an effect on production.

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### ***Fewer problems in the coming months***

A small group of companies think problems are still to come. About two per cent of companies in the business services sector expect complications in the next few months. And within the sector, five per cent of computer service bureaux still expect to experience difficulties connected with the millennium.

In the manufacturing industry, only half of one per cent foresee such problems.

### ***Computer service bureaux recoup losses***

Over half of companies providing IT services want to recover losses caused by the millennium. Over a quarter of all companies in the business services sector will put in claims for compensation.

The percentage is much lower in manufacturing (seven per cent). Within the manufacturing industry, one third of companies in the paper and publishing sector in particular want to recover their damages. One in ten companies in this sector were affected by the 2K bug.

In both the business services sector and in the manufacturing industry, affected companies are claiming damages from the causer, not their own insurance. Only a few companies are considering legal action in this respect.

### ***Limited effects on profits***

None of the companies in the survey indicated that their very existence had been threatened by millennium problems. A few companies do think the problems will dampen profits for this period: one in six companies in the business services sector, and four per cent in the manufacturing industry.

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