

# A model to assess the technological level of small businesses<sup>1</sup>

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**Abstract.** In this paper we present a three-dimensional framework (named Cube of Corporate Technological Level – CCTL) to evaluate the technological position of small enterprises from different points of view. This framework has been developed from existing tools with similar goals, already proposed by other authors. Compared to existing ones, this framework differs primarily for the inclusion of a collaborative perspective. It reflects the distinctive features of the latest interactive and web 2.0 tools (chat, blogs, forums, ...), that allow companies to manage their relationships with the external stakeholders of the supply chain. The proposed framework has been applied to a sample of small businesses to test its validity. Some business cases with different positions in the Cube are described.

**Keywords:** ICT, web 2.0, technological readiness, small enterprises, innovation, collaborative tools.

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<sup>1</sup> This paper is the joint effort of the authors. Francesca Maria Cesaroni developed sections 1, 2 and 5 and Domenico Consoli sections 3 and 4.