

**Firms using email to interact  
with clients/suppliers (%)**

**78%**

A vertical bar chart is shown on the right side of the image. The bar is divided into two segments: a green segment at the bottom, which represents 78% of the total, and a grey segment at the top, which represents the remaining 22%. The green segment is outlined in black and contains the text '78%' in white. The grey segment is also outlined in black.