

**¿HOW MUCH PROGRESS HAS BEEN MADE IN PROVIDING BUSINESS INTELLIGENCE AND ANALYTICS TO SMES?**

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**ABSTRACT**

This paper reviews the refereed academic publications of the 2017-2018 period related to business intelligence and the analytics, oriented to micro businesses engaged in commerce, seeking to find an opportunity to reduce the information asymmetries in the decision making of this relevant sector of the economy. The level of progress achieved is shown and the shortage of business intelligence technology and the analytics to contribute to the sustainability of these businesses in the context of industry 4.0. Future work is proposed to provide analytical technology and business intelligence, oriented to micro businesses dedicated to trade, that allows them to have data visualization reinforced with fuzzy logic, through a diffuse control panel.

**Keywords:** Analytics, Business Intelligence, PYME, IoT, Dashboard.

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