

# Copernicus WEkEO USER UPTAKE

2025 KPI Highlights



PROGRAMME OF THE  
EUROPEAN UNION

# About this report

The first edition of the Copernicus WEKEO KPIs report, highlighting key service insights, is now available.

This inaugural report aims to present the key data and performance indicators reflecting the usefulness of the Copernicus WEKEO service.

It provides a picture of how Copernicus WEKEO supports its growing community.

Through this report, Copernicus WEKEO showcases its role in facilitating access to Earth Observation data and strengthening data-driven tools.

Chapter 1

# WEKEO users

In 2025, Copernicus WEKEO reached **41,432 users** in **230 countries**, bringing together **8,187 organisations**.

Thanks to the continuous availability of datasets, products and services, as well as enhanced platform features, Copernicus WEKEO has attracted users across Europe and worldwide.

## A/ Overview of WEKEO subscribers

	Registered users	41,442
	Number of countries	230*
	Number of organisations	8,187

## B/ WEKEO Community on [wekeo.copernicus.eu](https://wekeo.copernicus.eu)

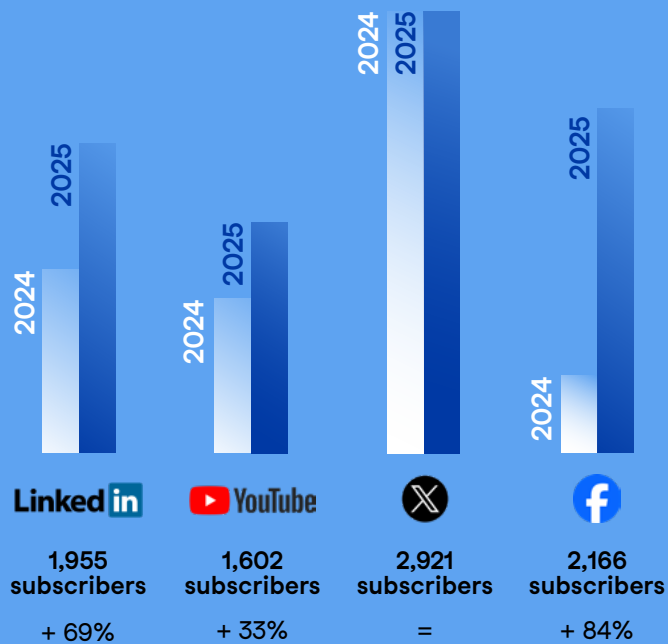
### Website traffic

104,574	visits
148,978	unique pageviews
9.1	actions per visit (pageviews, downloads, outlinks and internal site searches)



\* ISO 3166-1 alpha-2 standard

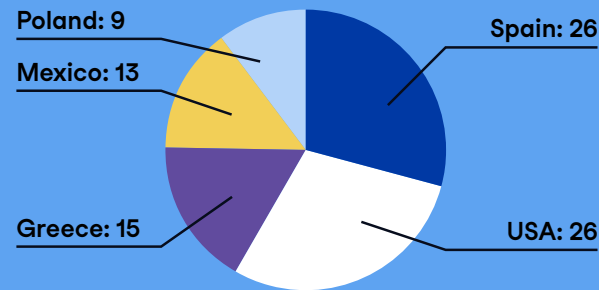
## C/ WEkEO Community on social media



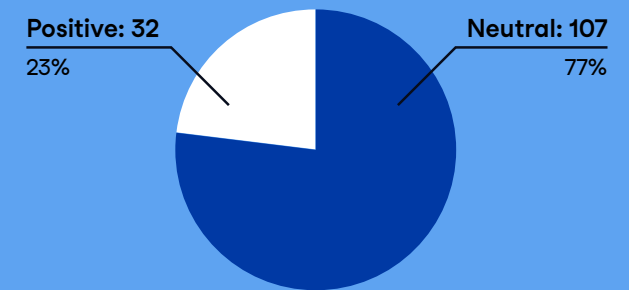
## D/ Press coverage

Number of mentions **139**

### Countries publishing the most articles



### Sentiment



## Chapter 2

# WEkEO data and tools

Copernicus WEkEO users have shown evolving usage patterns, with 773 TB of downloads, almost 3 million requests, and 33,488 pageviews recorded for the data viewer in 2025.

This reflects a more consistent and regular use of the platform, demonstrating increasing engagement from the user community.

The analysis of user behaviour highlights how Copernicus WEkEO supports sustained and growing data usage across its services.



Volume of download data: **773 TB**



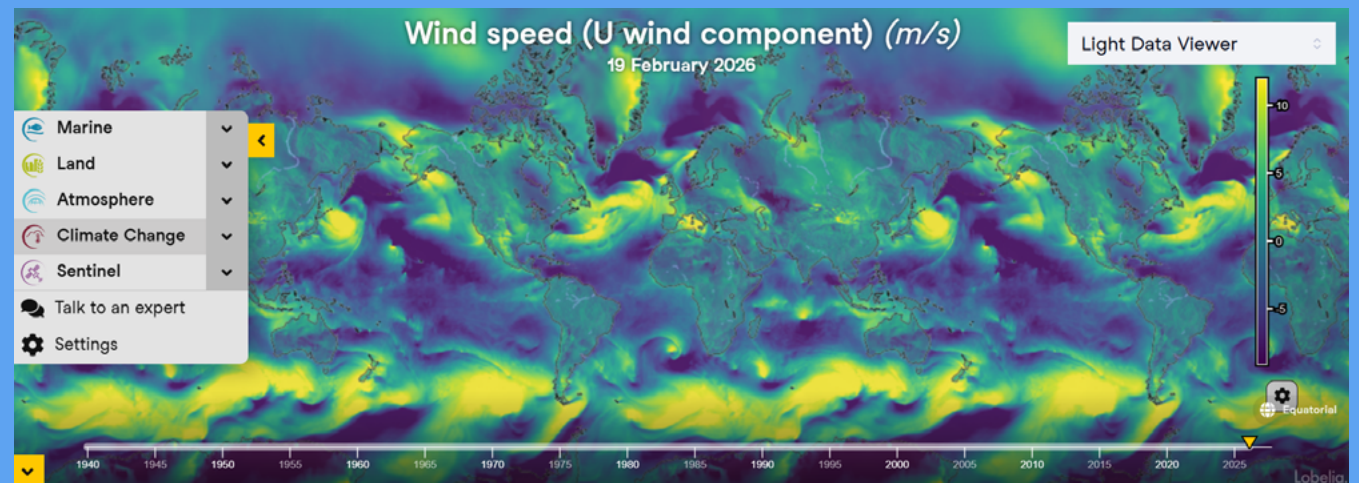
Number of requests: **3 million (2,948,519)**



Number of active users: **9,353** (users who logged to the portal)



Unique viewer pageviews: **33,488**



Chapter 3

# WEkEO User Support

Copernicus WEkEO's User Support team handle a growing number of requests, while maintaining a high level of efficiency and responsiveness.

Despite the increasing demand, support processes remain fast and effective, ensuring timely assistance to users.

Continuous improvements in support workflows and tools enhance the overall user experience.



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Articles published in the WEkEO Help Center ([help.wekeo.eu](http://help.wekeo.eu))  
↗ 8 articles published in 2025

**Total article views in 2025: 62,456**



51,788

Seeking support



99.1%

Resolved by self-serve support



0.9%

Served by human support



89.1%

Positive feedback

Chapter 4

# User outreach and training events

In 2025, Copernicus WEkEO organised 6 training sessions, bringing together a total of 5,307 participants from across its community.

These events played a key role in fostering engagement, knowledge sharing, and collaboration among users.

The 95% satisfaction rate reported by attendees reflects the relevance and high quality of the activities delivered throughout the year.



**Events organised  
in 2025**

6



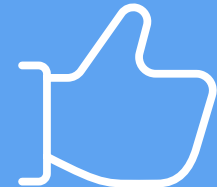
**Total  
attendees**

5,307



**Average  
attendees**

884



**Satisfaction  
rate**

95%