

# Onboarding and Technical Support for the Connected Home

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## Abstracts

Consumer onboarding experience with connected home products and systems is critical to maximizing customer lifetime value, through its impact on factors like product return rates and brand loyalty. This report examines approaches to providing positive experiences with elements of onboarding including installation and other strategies to ensuring product and service reliability in the connected home. The report profiles leaders in support services and includes a five-year forecast of the support needs generated by emerging connected devices in the US.

## Contents

### **1.0 REPORT SUMMARY**

- 1.1 Purpose of Report
- 1.2 Key Questions Addressed by this Research
- 1.3 Research Approach/Sources

### **2.0 PURCHASE SUPPORT**

- 2.1 Device Purchases
- 2.2 Purchase Challenges
- 2.3 Purchase Consultation Services
- 2.4 Purchase Support Solutions

### **3.0 SETUP AND INSTALLATION**

- 3.1 Setup and Installation Challenges
- 3.2 Setup and Installation Services
- 3.3 Setup and Installation Solutions

### **4.0 DEVICE OWNERSHIP AND ONGOING SUPPORT**

- 4.1 Ongoing Device Challenges
- 4.2 Ongoing Support Services
- 4.3 Ongoing Support Solutions

### **5.0 CONSUMER TECH SUPPORT FORECASTS**

- 5.1 Setup and Installation Services
- 5.2 One-Time Support Services
- 5.3 Subscriptions Support Services
- 5.4 Total Revenue

### **6.0 IMPLICATIONS AND RECOMMENDATIONS**

### **7.0 APPENDIX**

- 7.1 Glossary

7.2 Index

7.3 Image Sources

## List Of Figures

### LIST OF FIGURES

Device Purchases and Purchase Intentions – Smart Home Device  
Device Purchases and Purchase Intentions – CE Devices  
Purchase Questions for Smart Home Devices  
Pre-Purchase Consultations  
Purchase Consultations  
Service Appeal Smart Home Consultation Service  
Setup and Installation – Smart Home and CE Devices  
Smart Home Devices: Problems Setting Up Device (2016 - 2019)  
CE Devices: Problems Setting Up Device (Q2/19)  
Setup and Installation Services – CE Device  
Setup and Installation Services  
Smart Home Premium Setup Services  
Service Appeal Setup Services  
Device Ownership (Q2/2019)  
CE Devices: Technical Problems Experienced (Q2/19)  
CE Devices: Technical Problems Experienced (Q2/19)  
Smart Home Devices: Technical Problems Experienced (Q2/19)  
Smart Home Devices: Technical Problems Experienced (Q2/19)  
Technical Support Subscription Services  
Service Appeal: Ongoing Technical Support Services  
Network Monitoring Solutions  
Forecast Methodology – Setup and Installation Services  
Total Revenue - Setup and Installation Services  
Forecast Methodology - One-time Support Services  
Total Revenue - One-time Support Services  
Forecast Methodology - Subscription Support Services  
Total Revenue - Subscription Support Services  
Consumer Premium Technical Support Services

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