

Support Services for the Connected Home

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Abstracts

As the connected home ecosystem continues to grow and the technical complexity of broadband households increase, the technical support needs of consumers change. This report examines consumer support needs for new and emerging connected devices along with the various approaches to problem solving among consumers. It also details support service trends and forecasts the revenue opportunity for premium technical support services in the U.S.



Contents

1.0 REPORT SUMMARY

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

2.0 SUPPORT SERVICES FOR THE CONNECTED CONSUMER

3.0 CONNECTED DEVICE ADOPTION

- 3.1 Computing, Entertainment, Health, and Emerging Devices
- 3.2 Smart Home Devices

4.0 DEVICE PROBLEMS

- 4.1 Computing, Entertainment, Health and Emerging Device Problems
- 4.2 Smart Home Device Problems

5.0 RESOLVING DEVICE PROBLEMS

- 5.1 Self-Help versus Professional Support
- 5.2 Premium Support
- 5.3 Support Subscriptions

6.0 EMERGENCE OF SMART HOME DEVICE SUPPORT

- 6.1 Consumer Technology Brand Leaders: BestBuy and Verizon
- 6.2 Independent Support Providers
- 6.3 Home Service Providers
- 6.4 Network Monitoring Providers

7.0 CONSUMER TECH SUPPORT FORECASTS

- 7.1 Setup and Installation Services
- 7.2 One-Time Support Services
- 7.3 Subscriptions Support Services
- 7.4 Total Revenue



8.0 IMPLICATIONS AND RECOMMENDATIONS

9.0 APPENDIX

- 9.1 Glossary
- 9.2 Index



List Of Figures

LIST OF FIGURES

Average Number of Connected Devices per U.S. BB HH (2015 – 2018)

Computing and Entertainment Device Adoption

Number of Connected Health Devices Owned (2013 - 2018)

Smart Home Device Adoption

CE Device: Number of Technical Problems Experienced (Q1/18)

Device Problems Computing, Entertainment, and Emerging Devices (2018)

Smart Home Device: Number of Technical Problems Experienced (Q1/18)

Smart Home Devices: Technical Problems (Q1/18)

Problems Setting Up Devices by Smart Home Device (2015 - 2018)

Problems Setting up Devices by Smart Home Device, Cont'd (2015 - 2018)

CE Device: Actions Taken After Experiencing Problems (Q1/18)

Smart Home Device: Actions Taken After Experiencing Technical Problems (Q1/18)

CE Device: Payment for Professional Support (2014 - 2018)

Smart Home Device: Payment for Professional Support (2015 - 2018)

CE Device: Subscription Technical Support Service Adoption (2012 - 2018)

Service Offerings From Consumer Technology Brands

Market Share for Technical Support Subscriptions (Q1/18)

Best Buy Smart Home Support Services

Verizon Smart Home Support Services

Independent Provider - Premium Smart Home Support Services

Amazon - Premium Smart Home Support Services

Network Monitoring Providers - Premium Smart Home Support Services

Smart Home Support Providers

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

Total Revenue - Consumer Premium Technical Support Services



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