

Tech Support Landscape: U.S. Trends and Outlook

<https://marketpublishers.com/r/T49A2196662EN.html>

Date: December 2017

Pages: 60

Price: US\$ 3,500.00 (Single User License)

ID: T49A2196662EN

Abstracts

The growing complexities of modern connected lifestyles and the emergence of IoT products and services have changed the technical support needs of broadband households. This report examines the ways in which support strategies are evolving to proactively and efficiently address the issues created by adoption of new and emerging connected devices face. It focuses on measures that ensure consumers experience the promise of their devices and avert the challenges that come with increasing technical complexity. The report also includes a five-year forecast of the support needs generated by emerging connected devices in the U.S.

Contents

1. REPORT SUMMARY

- 1.1 Purpose of Report
- 1.2 Scope of Report
- 1.3 Research Approach/Sources

2. MARKET DRIVERS

3. DEVICE ADOPTION

- 3.1 Computing and Entertainment Devices
- 3.2 Smart Home Devices
- 3.3 Connected Health Devices
- 3.4 Other Emerging Devices

4. DEVICE PROBLEMS

- 4.1 Computing and Entertainment Device Problems
- 4.2 Smart Home Device Problems
- 4.3 Connected Health device Problems

5. USE OF PROFESSIONAL SUPPORT

- 5.1 Premium Support
 - 5.1.1 Computing and Entertainment Devices
 - 5.1.2 Smart Home Devices
 - 5.1.3 Connected Health Devices
- 5.2 Support Subscriptions

6. TRENDS AND OUTLOOK

- 6.1 Service Expansion
 - 6.1.1 In-Home Consultation Services
 - 6.1.2 Setup and Installation Services
- 6.2 Visibility Solutions for Support Efficiency
 - 6.2.1 Home Network
 - 6.2.2 Video

6.3 Self-help

7. FORECAST

7.1 Forecast Methodology

7.2 Forecast

8. IMPLICATIONS AND RECOMMENDATIONS

9. APPENDIX

9.1 Glossary

9.2 Index

9.3 Image Sources

List Of Figures

LIST OF FIGURES

Computing and Entertainment Device Data
Smart Home Device Adoption
Connected Healthcare Device Adoption
Emerging Device Adoption
Problems Experienced with Consumer Electronics (2014 - 2017)
Device Problems: Computing and Entertainment Devices (2016 - 2017)
Smart Home Devices: Technical Problems Experienced (2016 - 2017)
Leading Smart Home Device Problems (2015 - 2017)
Leading Smart Home Device Problems, Cont. (2015 - 2017)
Connected Medical Devices: Post-Setup Problems (Q2/17)
Connected Health Devices: Setup Problems (Q2/17)
Consumer Actions to Resolve Technical Problems (2014 - 2017)
Consumer Actions to Resolve Technical Problems (2014 - 2017)
Problem Resolution: Computing and Entertainment Devices
Problem Resolution Smart Home Devices
Problem Resolution: Connected Health Device Problems (2017)
Subscription Technical Support Service Adoption (2012 - 2017)
Technical Support Service Model
Premium Support Services Available from Major Brands
Subscription Technical Support Providers by Device (2016 - 2017)
Subscription Tech Support Providers by Device, cont. (2016 - 2017)
Smart Home Consultation Services
Smart Home Premium Support Services
Network Visibility and Support Services
LogMeIn Rescue Lens Solution
TechSee Intelligent Visual Assistance
Advantages and Disadvantages of Self-Help Support
Self-Help Support
Forecast Methodology: Professional Support Requests
Professional Support Requests: Smart Home Devices and Systems

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