

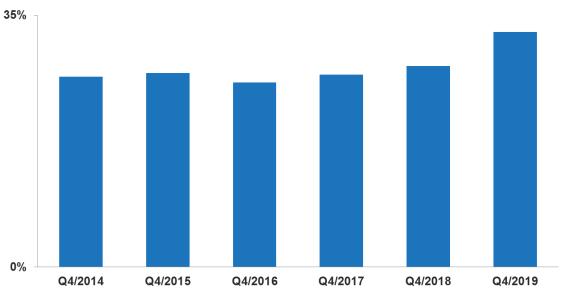
Safe Enough: Consumer Attitudes toward Alternative Security Solutions

SERVICE: RESIDENTIAL SECURITY

2Q 2020

Home Security System Ownership (2014 - 2019)





© Parks Associates

Consumer Analytics Team



Yilan Jiang, Director



Xiaofan Tan, Consumer Insights Analyst I



Sharon Jiang, Intern

Industry Analyst



Dina Abdelrazik, Senior Analyst

SYNOPSIS

The DIY smart home movement is challenging traditional, pro-installed, and monitored security systems. Some consumers are deciding that self-monitoring is adequate for their needs and pocketbook, putting pressure on pro-monitored services to more vigorously substantiate their value. This primary research quantifies consumers' perceptions of the value of traditional and non-traditional security products and services, what features are most important to make consumers feel safe enough, business model concept testing, and purchase channel preferences.

ANALYST INSIGHT

"As smart home security devices grow in familiarity, value, and affordability, these alternatives will close the divide from traditional security systems. Increasing integration of robust analytics, AI, and intelligence will make these devices 'safe enough' for consumers to monitor and protect their homes."

— Dina Abdelrazik, Senior Analyst, Parks Associates

Number of Slides: 52





Safe Enough: Consumer Attitudes toward Alternative Security Solutions

SERVICE: RESIDENTIAL SECURITY

2Q 2020

CONTENTS

Consumer Analytics: Residential Security

- · Key Questions Answered
- Survey Methodology
- · Defining Heads of Broadband Households
- · Definitions and Abbreviations
- Reading Parks Associates Charts

Executive Summary

- · Industry Insights
- · Key Findings and Market Impact

Security System Landscape

- Home Security System Ownership (2014 2019)
- Home Security System Ownership: Professional vs. Self-Monitored Services (Q4/19)
- Demographic Breakdown of Security System Owners (Q4/19)
- Housing Profile of Security System Owners (Q4/19)
- Security-Related Purchase Intenders (Q4/19)
- Demographic Profile of Security System Intenders (Q4/19)
- Installation Method for Recently Acquired Systems (2014 - 2019)

Smart Home Device and Ownership

- Smart Home Device Ownership (2014-2019)
- Overall Smart Home Device Ownership by Segments (2017-2019)
- Smart Home Safety & Security Device Ownership by Segments (Q4/19)

- Smart Home Device: Device Familiarity (2016 - 2019)
- Smart Home Device: Perceived Value of Benefit (2016 - 2019)
- Smart Home Device: Affordability (2016 2019)
- Benefits Influencing Smart Safety & Security Device Purchases (Q4/19)
- Networked Cameras Monitoring Interest (Q4/19)
- Smart Safety & Security Device: Channel Purchase Location (Q4/19)
- Average Selling Price of Smart Security & Safety Devices (2017 - 2019)
- Factors Driving Smart Safety & Security Device Purchases (Q4/19)
- Smart Security & Safety Device: Installation Methods (Q4/19)
- Smart Home Device Purchase Intention (Q4/19)
- Smart Security & Safety Device Purchase Intention by Security System Ownership (Q4/19)
- Smart Security & Safety Device: Preferred Purchase Channels (Q4/19)

Attitudes Toward Alternative Security Solutions

- Home Safety Concerns of Smart Safety Device Owners & Home Security Non-Owners (Q4/19)
- Home Safety Concerns of Security System Owners (Q4/19)
- Agreement on Safe Enough Devices (Q4/19)
- Agreement on Safe Enough Bundle Devices (Q4/19)
- Smart Security & Safety Device: Appeal of Price Range (Q4/19)





Safe Enough: Consumer Attitudes toward Alternative Security Solutions

SERVICE: RESIDENTIAL SECURITY

2Q 2020

- Appealing Home Protection Solutions (Q4/19)
- Appealing Home Protection Product Combinations (Q4/19)
- Agreement on Safety Protection Ability (Q4/19)
- Likely Security Solution Purchase (Q4/19)

Appendix





Safe Enough: Consumer Attitudes toward Alternative Security Solutions

SERVICE: RESIDENTIAL SECURITY

2Q 2020

ATTRIBUTES

Parks Associates

5080 Spectrum Drive Suite 1000W Addison TX 75001 parksassociates.com sales@parksassociates.com PHONE 972.490.1113 Toll free 800.727.5711 FAX 972.490.1133

Authored by Dina Abdelrazik, Sharon Jiang, Yilan Jiang, and Xiaofan Tan Executive Editor: Jennifer Kent

Published by Parks Associates

© 2020 Parks Associates | Addison, Texas 75001

All rights reserved. No part of this book may be reproduced, in any form or by any means, without permission in writing from the publisher.

Printed in the United States of America.

DISCLAIMER

Parks Associates has made every reasonable effort to ensure that all information in this report is correct. We assume no responsibility for any inadvertent errors.

