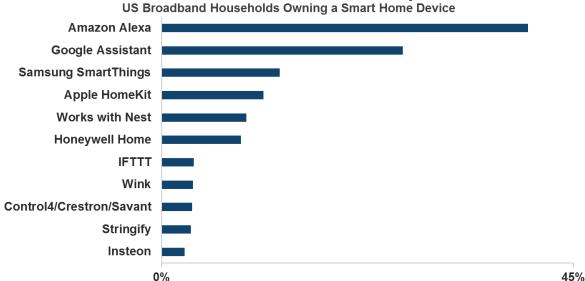
SERVICE: SMART HOME PRODUCTS, DEVICES, AND SERVICES

2Q 2019

### **Smart Home Control Platform Adoption**



© Parks Associates

### **SYNOPSIS**

The smart home market is accelerating as more consumers discover the value of connected products over their predecessors. This annual **360 View** provides the latest data on consumer purchase behavior and preferences that provide critical intelligence for smart home business strategies. Topics include smart product adoption and purchase intention across multiple product categories, purchase channels and installation preferences, voice and control platforms, app engagement, product feature ratings by device category and attitudes about data privacy and security.

### **Key Questions Answered**

- 1) What percent of broadband households have adopted specific smart home products and categories of products?
- 2) What smart home products do consumers intend to purchase in 2019?
- 3) What product capabilities do consumers value most?
- 4) Which smart home devices are most commonly connected to a home control system?
- 5) What are consumer preferences for control of smart home devices via voice control, smart home platforms, and hubs?

Number of Slides: 125

Consumer Analytics Team



Yilan Jiang, Director



Keshav Jaiswal, Researcher



Pooja Kamble, Researcher

### **Industry Analyst**



Brad Russell, Research Director, Connected Home



Chris O'Dell, Research Associate



SERVICE: SMART HOME PRODUCTS, DEVICES, AND SERVICES

2Q 2019

### **CONTENTS**

### **Consumer Analytics: Smart Home Devices** and Services Track

- · Key Questions Answered
- Methodology, Charts, Statistical Information

### **Executive Summary**

- · Industry Insight
- · Key Findings and Market Impact

### **Smart Product Adoption and Trends**

- Smart Home Device Ownership (2014 2018)
- Smart Home Device Ownership (2014 2019)
- Smart Energy & Misc. Device Ownership (2014 - 2019)
- Smart Safety & Security Device Ownership (2014 - 2019)
- Total Average # of Smart Home Devices\* Owned Per BB HH (2015 - 2018)
- Average Smart Home Devices Owned Per Owning Households (2016 - 2018)
- Smart Home Ownership Segment (Q4/18)
- Smart Home Device Ownership Segments (Q4/18)
- Top 5 Devices Owned by Smart Home Device Ownership Segments (Q4/18)
- Lifestyle and Purchase Attitudes by Smart Home Device Ownership Segments (Q4/18)
- Average Scores Among All BB HHs (Q4/18)
- Smart Home Devices: Device Familiarity (2016-2018)
- Smart Home Devices: Perceived Value of Benefit (2016-2018)
- Smart Home Devices: Affordability (2016-2018)

- Smart Home Device Affordability by Household Income (Q4/18)
- Smart Home Devices: Net Promoter Score (2018)
- Smart Home Devices: Self-Installation (2016 - 2018)
- Smart Home Devices: Professional Installation (2016 - 2018)

#### **Channel Trends**

- Smart Lighting Devices: Channel Purchase Location (2015 - 2018)
- Smart Thermostats and Sprinkler Systems: Channel Purchase Location (2015 - 2018)
- Smart Safety & Security Devices: Channel Purchase Location (2015 - 2018)
- Smart Safety & Security Devices: Channel Purchase Location (2015 - 2018) – cont.
- Smart Smoke or Water Leak Detectors: Channel Purchase Location (2015 - 2018)

### **Smart Product Purchase Process**

- Overall Importance of Factors Influencing the Brand Decision (2017-2018)
- Top Six Popular Smart Home Devices: Importance of Factor Influencing the Brand Decision (Q4/18)
- Overall Smart Home Device Purchase Intention (2016 - 2018)
- Smart Home Device Purchase Intentions (2018)
- Purchase Intention: Smart Safety & Security Devices (2014 - 2018)
- Purchase Intention: Smart Energy and Misc. Devices (2014 - 2018)
- Importance of Smart Home Device Purchase Considerations (2017-2018)
- Most Appealing Purchase Location / Installation / Maintenance Option (Q4/18)





SERVICE: SMART HOME PRODUCTS, DEVICES, AND SERVICES

2Q 2019

 Smart Home Devices: Purchase Inhibitors (2017-2018)

### **Smart Product Feature Preferences: Smart Lighting**

- Smart Lighting: Importance of Product Capabilities (Q4/18)
- Smart Lighting: Current Product Capabilities (Q4/18)
- Smart Lighting: Reliability of Product Capabilities (Q4/18)
- Smart Lighting: Appeal of Value Added Services (Q4/18)
- Willingness to Pay for Lighting-Based Security Service (Q4/18)

### **Smart Product Feature Preferences: Smart Thermostats**

- Smart Thermostat: Importance of Product Capabilities (Q4/18)
- Smart Thermostat: Ranking of Product Capabilities (Q4/18)
- Smart Thermostat: Current Product Capabilities (Q4/18)
- Smart Thermostat: Reliability of Product Capabilities (Q4/18)
- Smart Thermostat: Appeal of Value Added Monitoring Services (Q4/18)
- Smart Thermostat: Appeal of Dealer Services (Q4/18)
- Smart Thermostat: Willingness to Pay for Dealer Services (Q4/18)

### **Smart Product Feature Preferences: Networked Cameras**

- Networked Camera: Object of Monitoring (Q4/18)
- Networked Camera: Importance of Product Capabilities (Q4/18)
- Networked Camera: Ranking of Product Capabilities (Q4/18)

- Networked Camera: Current Product Capabilities (Q4/18)
- Networked Camera: Reliability of Specified Capabilities (Q4/18)
- Network Camera: Length of Time Recorded Video is Stored (Q4/18)
- Networked Camera: Video Storing Methods (Q4/18)
- Networked Camera: Requests for Video Sharing (Q4/18)
- Networked Camera: Source of Video Storage (Q4/18)
- Networked Camera: Cost of Video Storage (Q4/18)
- Networked Camera: Willingness to Pay for Video Storage Service (Q4/18)

### **Smart Product Feature Preferences: Access Control Devices**

- Access Control Devices: Importance of Product Capabilities (Q4/18)
- Access Control Devices: Ranking of Product Capabilities (Q4/18)
- Access Control Devices: Current Product Capabilities (Q4/18)
- Access Control Devices: Reliability of Product Capabilities (Q4/18)
- Value of In-Home Delivery Services (Q4/18)
- Willingness to Pay for In-Home Delivery Services at Various Price (Q4/18)

#### **Smart Home Control Systems**

- Home Control System Ownership (2014 2018)
- Home Control System Ownership by Smart Home Device Ownership Segment (Q4/18)
- Home Control App Usage (2017-2018)
- Paying A Monthly or Annual Fee for a Home Control System (2014 - 2018)





SERVICE: SMART HOME PRODUCTS, DEVICES, AND SERVICES

2Q 2019

- Smart Home Devices Connected with Home Control System (Q4/18)
- Smart Home Safety & Security Devices: Method of Device Addition to Home Control System (Q4/18)
- Smart Home Energy & Misc. Devices: Method of Device Addition to Home Control System (Q4/18)
- Time of Acquiring a Smart Home Control System (2017-2018)
- Upfront Cost of an Independent Home Control System (2017-2018)
- Smart Home Control Systems: Purchase Location (2017-2018)

### **Smart Speakers and Voice Control**

- Smart Speakers with Voice Assistant Ownership (2016 - 2019)
- Average Numbers of Smart Speakers Owned Per Owning HH
- Smart Home Device Control Methods (2017 2018)
- Reasons for Not Using Smart Speakers for Home Control (Q4/18)
- Frequency of Voice Control: Top 7 Smart Home Devices (Q4/18)
- Frequency of Voice Control: Smart Home Devices, Continued (Q4/18)
- Experience with Voice Control of Smart Home Devices (2017-2018)
- Method Used to Perform Tasks with Smart Home Devices (Q4/18)
- Preferred Smart Home Device for Voice Control (Q4/18)
- Usage of Smart Speaker to Control Smart Home Devices by Room (Q4/18)
- Addition of Smart Speaker by Room (Q4/18)
- Smart Speaker Users (Q4/18)

- Regular Use of Personal Digital Assistant App (Q1/19)
- Smart Speaker: Importance of Product Capabilities (Q4/18)
- High Important Smart Speaker Capabilities by Smart Speaker Brands (Q4/18)

### **Smart Home Cloud Platforms and Hubs**

- High Familiarity with Smart Home Platforms (2017-2018)
- Smart Home Control Platform Adoption (2017-2018)
- Value of Networking Protocols (Q4/18)
- Familiarity with Smart Home Hubs (Q4/18)
- Value of Smart Home Hub Features (Q4/18)
- Familiarity with a Hub for Central Control by Device Ownership (Q4/18)
- Smart Home Hubs: Appeal by Type (Q4/18)

#### **Privacy and Security Concerns**

- Concerns of Unauthorized Access to Smart Home Products (Q4/18)
- Concerns of Unauthorized Access to Smart Home Products by Smart Home Device Segments (Q4/18)
- Actions Taken to Prevent Unauthorized Access to Devices (Q4/18)
- Solutions to Relieve Consumer Concerns (2016-2018)

#### **Appendix**





SERVICE: SMART HOME PRODUCTS, DEVICES, AND SERVICES

2Q 2019

### **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

Authored by Keshav Jaiswal, Yilan Jiang, Pooja Kamble, Brad Russell, and Chris O'Dell Executive Editor: Jennifer Kent

Published by Parks Associates

© 2019 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.

