

**360 VIEW** 

SERVICE: CONNECTED HOME SYSTEMS AND SERVICES

2Q 2014

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## SYNOPSIS

360 View: Residential Security & Smart Home provides a comprehensive analysis of the market for smart home products and services. It assesses the current state of the home security market and adoption of new offerings from telco and cable providers. It details the adoption of "smart" security systems that integrate smart home devices into home security systems and analyzes the market for smart home devices, including purchase rates, average sales prices, distribution channels, and order of purchase. Finally, it assesses market demand for smart home products and services, including hypothetical matchups between entry-level smart home devices and more robust premium devices.

# Smart Home Privacy Concerns (U.S. Broadband Households) ■ Concerned (Rating 5) ■ Very concerned (Rating 6-7)

Concern over historical data

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0%

70%

35%

## **ANALYST INSIGHT**

"Data continues to indicate a substantial, latent market for smart home devices and services as well as several key challenges. Familiarity is still very low, and consumers have privacy concerns about the data generated by smart home systems."

Concern over unauthorized access

- John Barrett, Director, Consumer Analytics, Parks Associates





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#### **About the Research**

#### **Previous Research**

- The Internet of Things: Business Models & Opportunities (Q3/14)
- Evolution of Smart Home and the Internet of Things (Q2/14)
- Winning Business Models from a Consumer Perspective (Q1/14)
- The New Face of Home Security (Q1/14)
- Smart Home Packages (Q4/13)
- Connected Home System: Smart Home Central Controllers and Platforms (Q4/13)
- · Expanding the Base: From Security to Smart Home (Q3/13)

## **Key Findings**

#### Recommendations

#### **Overview of Home Security System Adoption**

- Home Security System Ownership (2014)
- Non-Functioning Security System Ownership (Q2/14)
- Security System Acquisition (Q2/14)
- Time of Security System Acquisition (Q2/14)
- Home Security System Installation (Q2/14)
- Amount Paid for Recent Security System Purchase (Q2/14)
- Home Security System: Remote Monitoring & Control (Q2/14)
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#### **Security Monitoring Services: Overview**

- Using Professionally Monitored Security Service (2014)
- · Professionally Monitored Service Provider (2014)
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- Previous Professional Monitoring Service Subscription (Q2/14)
- · Length of Time Subscribing to Professional Monitoring Service (Q2/14)
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- · Cable & Telco Companies: Service Bundles and Professional Security Monitoring (Q2/14)
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- Home Security System Monitoring (Q2/14)
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- Unaided Awareness of Smart Home Service Providers (Q2/14)
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## **Demand for Advanced Smart Home Equipment: Security Cameras**





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## **Additional Research from Parks Associates**





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## **ATTRIBUTES**

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