

CHANNEL RESEARCH

TABLE OF CONTENTS

1Q 2023

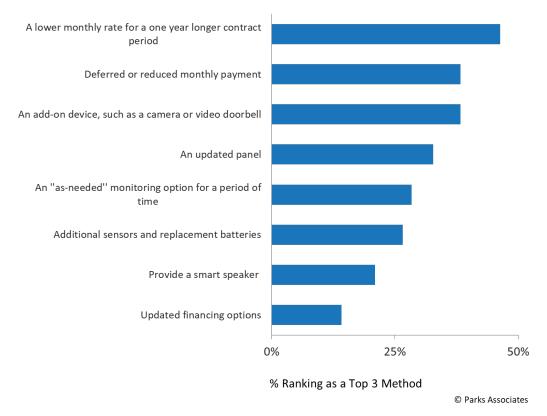
By Tricia Parks, CEO; Yilan Jiang, Senior Director of Consumer Analytics; Sharon Jiang, Consumer Insights Analyst II; Yuting Mu, Consumer Insights Analyst I, Parks Associates

SYNOPSIS

This research presents and analyzes the results of a survey of installers/dealers employed by security firms installing security systems in US households. It quantifies the dealers' view of security market performance, with data compared across multiple surveys, and analyzes competitive pressures, industry conditions, and new trends, including the addition of smart home and interactive technologies.

Parks Associates fielded this online survey to residential security dealers without a retail location between August and September 2022.

Most Appealing Ways to Reduce Attrition



CONTENTS

Report: The 2022 Survey of Residential Security Dealers

- · Survey Methodology and Definitions
- · ADT Independent Dealer
- · Residential vs. Non-Residential Sales
- · Professional Monitoring Service
- · Self-Installed vs. Pro-installed
- · Top Five Business Regions
- · Average Residential Sales vs. Non-Residential Sales as a Percentage of the Dealers' Total Sales
- · 2021 Residential Security System Revenues as a Percent of Total Revenue





CHANNEL RESEARCH

TABLE OF CONTENTS

1Q 2023

CONTENTS

· Residential Security System Revenues as a Percent of Total Revenues

Key Findings and Implications

2022 Industry Benchmarks and Trends

- · Type of Residential Security System Sold
- · Role in Selecting Monitoring Affiliations
- · Annual Revenues, YoY
- · 2021 Annual Revenues
- Expected Changes in Residential Revenues: 2022 vs. 2021
- · Changes in Residential Revenues
- · Dealer-Reported Average Installations Per Month
- · Consumer-Reported Home Security System Ownership
- · Installation Method for All Home Security Systems
- Installation Method for Home Security Systems Acquired within the Past 12 Months

Business Drivers and Inhibitors

- · Business Drivers
- · Most Powerful Business Drivers
- · Business Inhibitors
- · Most Damaging Business Inhibitors

Monitoring, System Pricing, and Interactive Services

- · Interactive Security Systems
- Dealer Reported ARPU for Professional Monitoring Only
- · Average Monthly Fee for Professionally Monitored Security Service, YoY reported by Consumers
- · Percentage of Firms Selling Specified Service
- · Average Monthly Fees for Various Professional Monitoring Services
- · Percentage of Residential Security System Sales
- · Contract Term of Professional Monitoring Services, YoY

Security Dealers & Smart Home Devices

- · Security System Installations Including Smart Home Devices
- · Installation of Smart Home Devices
- Security System Integration with Customer Owned Smart Home Devices, YoY
- · Smart Home Devices Impact on Support Costs, YoY





CHANNEL RESEARCH

TABLE OF CONTENTS

1Q 2023

CONTENTS

- · Smart Home Devices Impact on Support Costs
- · Methods Used to Resolve Inbound Smart Home Support Cases
- · Average Upfront Price by Type of Security Systems
- · Difficulty of Integrating Smart Home Devices with Security System
- · Capability to Remotely Control Customer Systems
- · Importance of Remote Control Tool
- · Familiarity with Matter Initiative
- · Likelihood of Offering Add-On Services to Professional Monitoring in the Next 12 Months

Serving Existing Customers and Gaining New Ones

- · Leading Methods of Acquiring Sales Leads
- · Attrition for Year 2021
- · Most Appealing Ways to Reduce Attrition

Infrastructure & Ecosystem

- · Channels to Provide Professional Monitoring Services
- · Top Ranked Considerations in Selecting a Central Monitoring Station
- · Primary Communication Path for Security Systems
- · Installation % of Various Control Panel Brands, YoY*
- · High Importance of Control Panel Features
- Most Commonly Used Interactive Service Providers, YoY
- · Top Ranked Considerations in Selecting an Interactive Service Provider

DIY/Self-Installed Security System

- · Method of Installation: Residential Security Sales by DIY System Dealers
- · Consumer Installation Method for Home Security Systems Acquired within the Past 12 Months
- · Reasons for Selling DIY Security Systems
- · Average % Professional Monitoring Service Adding After Self-Install System Sale
- Impact of DIY Systems on Residential Security Dealers
- · Sales Lost to DIY Security System
- Type of Company

Dealer Business Strategies: Commercial Growth & Succession

- · Commercial Sales Growth in 2022 over 2021
- · Reasons to Increase Commercial Sales





CHANNEL RESEARCH

TABLE OF CONTENTS

1Q 2023

CONTENTS

- · Succession Plan of Company
- · Company Succession Statement

ATTRIBUTION

Parks Associates 5080 Spectrum Drive Suite 1000W Addison, TX 75001 972.490.1113

parksassociates.com sales@parksassociates.com Number of Slides: 71 Published by Parks Associates

© 2023 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.

