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The Mobile Movement

Understanding Smartphone Users

Google/IPSOS OTX MediaCT
U.S., April 2011



Research Objectives

Gain a deep understanding of smartphone consumer behavior, specifically with regard to:



How are smartphones used in **daily life**?



How do consumers **multi-task** with their smartphones?



What types of info are consumers **searching** for on mobile ?



What role do **smartphones** play in decision making for products & services?



How do consumers respond to **mobile ads**?

Research Methodology

- In partnership with Ipsos OTX MediaCT, a total of 5,013 US online adults (18-64 years of age) who identified themselves as using a smartphone to access the Internet were interviewed.
 - A smartphone is defined as “a mobile phone offering advanced capabilities, often with PC-like functionality or ability to download apps”
- Respondents were asked a variety of questions around: device usage, mobile search, web and commerce behavior, mobile advertising
- Interviews were conducted in Q4 2010

Agenda

1 General Smartphone Usage

2 Action-oriented Searchers

3 Local Information Seekers

4 Purchase Driven Shoppers

5 Reaching the Smartphone User



General Smartphone Usage

1

Smartphones Are Embedded Into Daily Life

89%

**Use their smartphone
throughout the day**

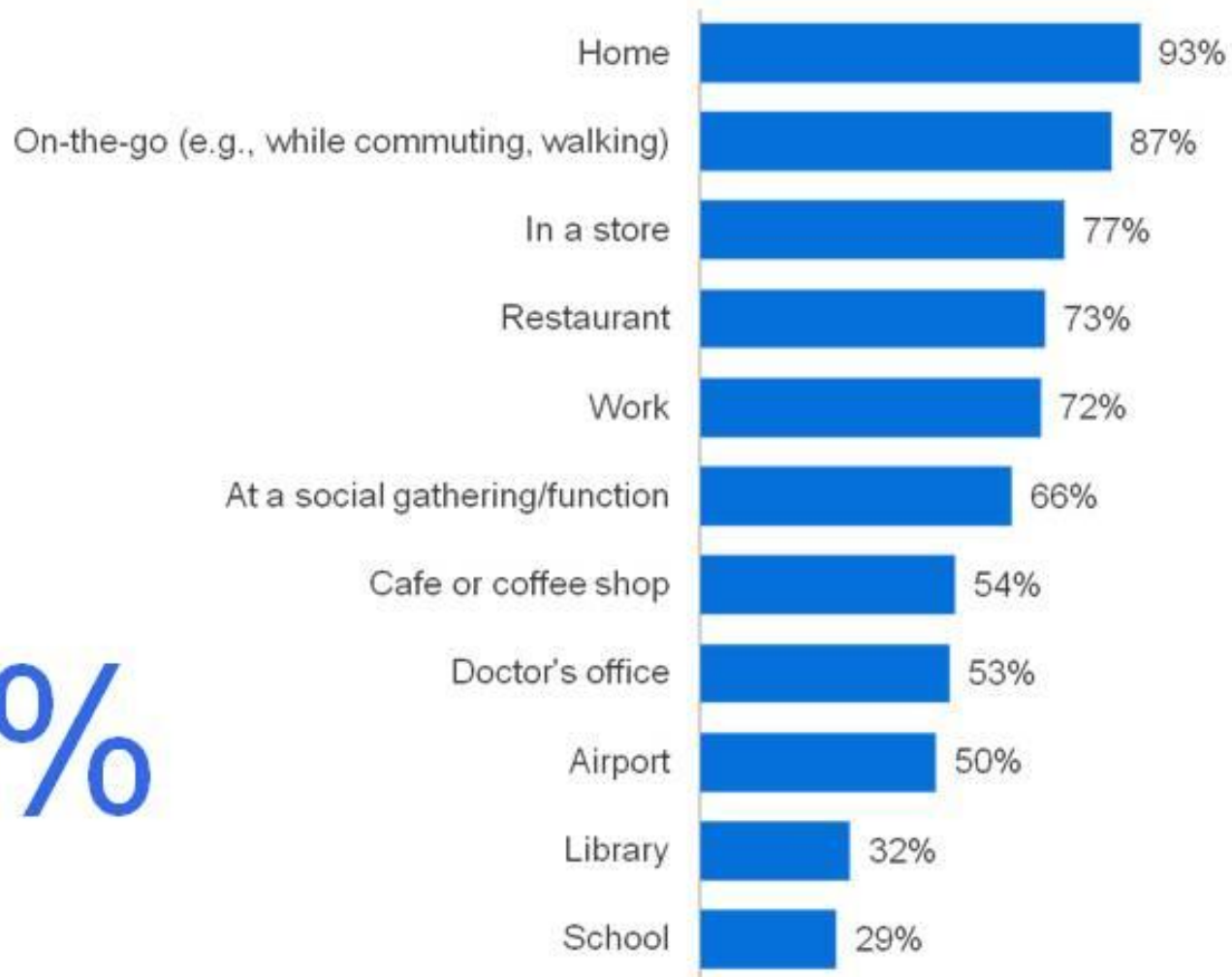
Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users (5013)

Q. Overall, how often do you use your smartphone for anything other than sending or receiving calls? Please think of anytime you may access the Internet, use apps, text message, etc

A Consumer's Always-on Companion

Where Smartphone Is Used



93%

Home

Smartphones Serve As Pocket PCs and Extend Desktop Experience

81%

Browsed the internet

Smartphone Activities Within Past Week
(Excluding Calls)

77%

Used a search engine

68%

Used an App

48%

Watch videos

Source: The Mobile Movement Study, Google/ Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users (5013).

Q. Aside from making or receiving calls, which of the following activities, if any, have you done on your smartphone in the past week?

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Smartphones Are Used While Consuming Other Media



Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users(5013).

Q. In general, which of the following media-related activities do you do while also using the Internet on your smartphone?

Smartphones Users Multi-task in General



59%
Waiting in line



40%
Socializing

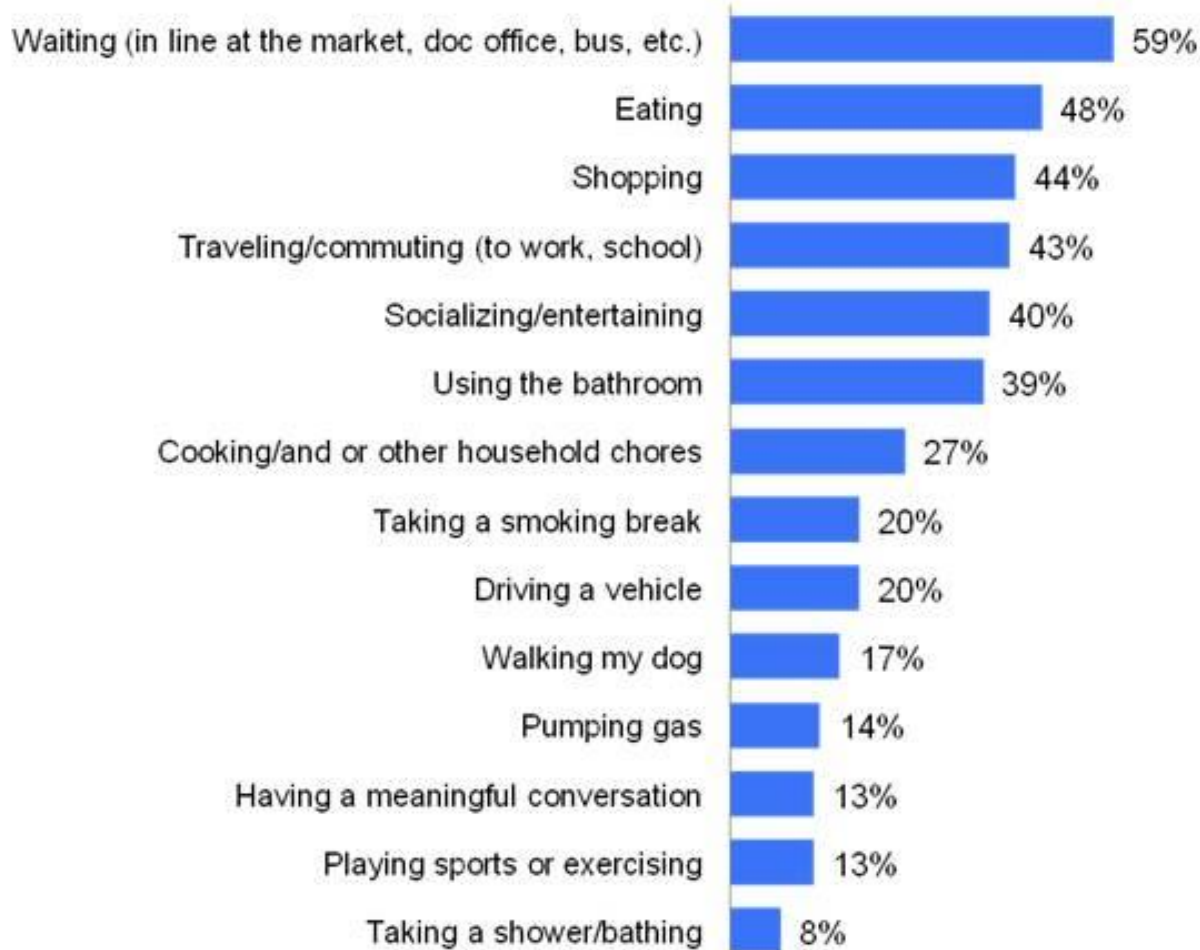


39%
Using the bathroom

27%
Cooking



Activities Conducted While Using Internet on Smartphone



Smartphones Help Us With Our Daily Lives



89% Stay Connected



82% Research and Read news



75% Navigate



65% Keep Entertained



45% Manage and Plan



What We're Willing to Give Up to Keep Our Smartphones

Willing To Exchange For Internet Usage On Smartphone



43%

BEER



36%

CHOCOLATE



34%

SUPERBOWL
TICKETS



26%

HIGH HEELS



20%

CABLE TV

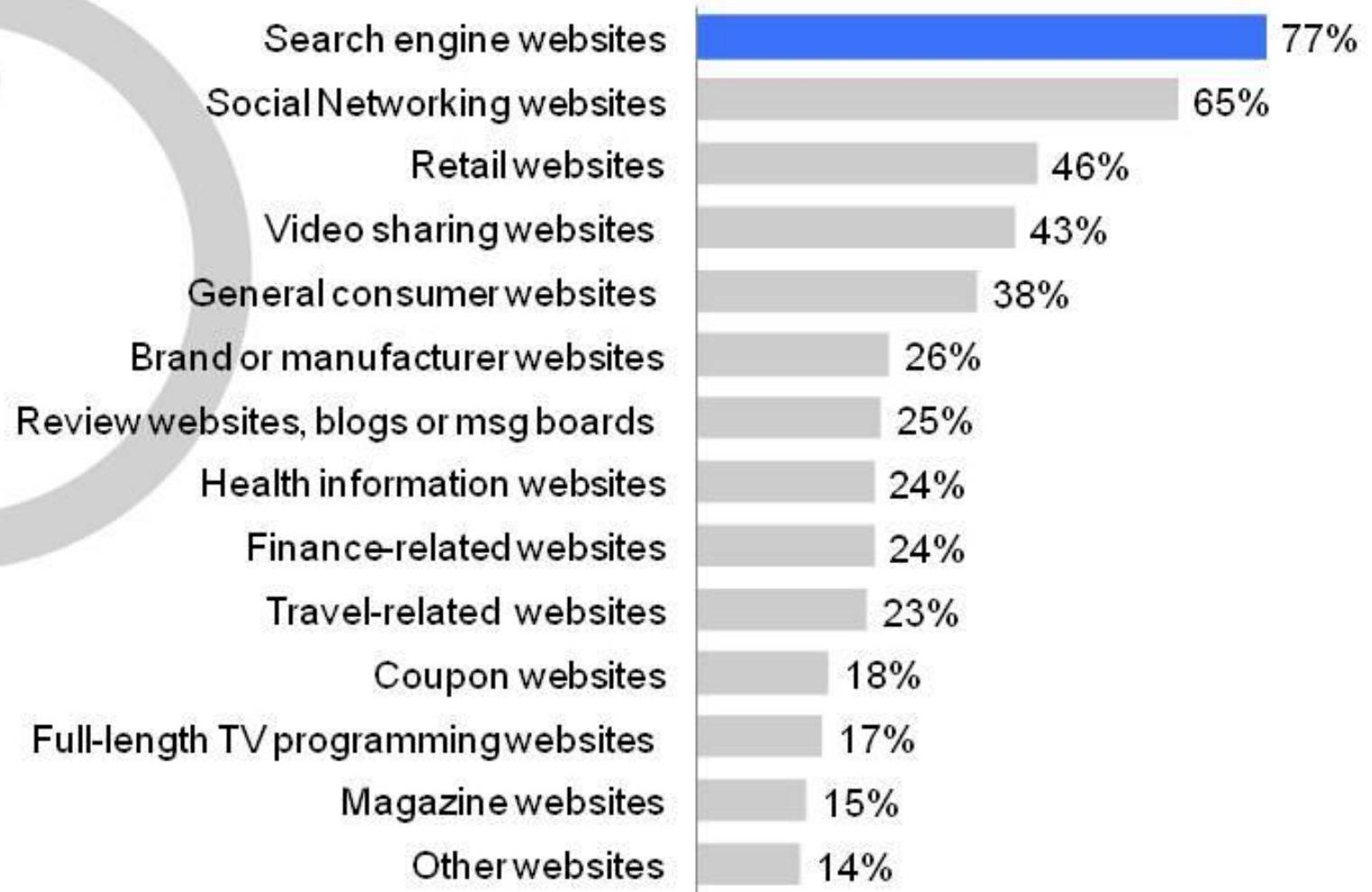


Action-oriented Searchers

2

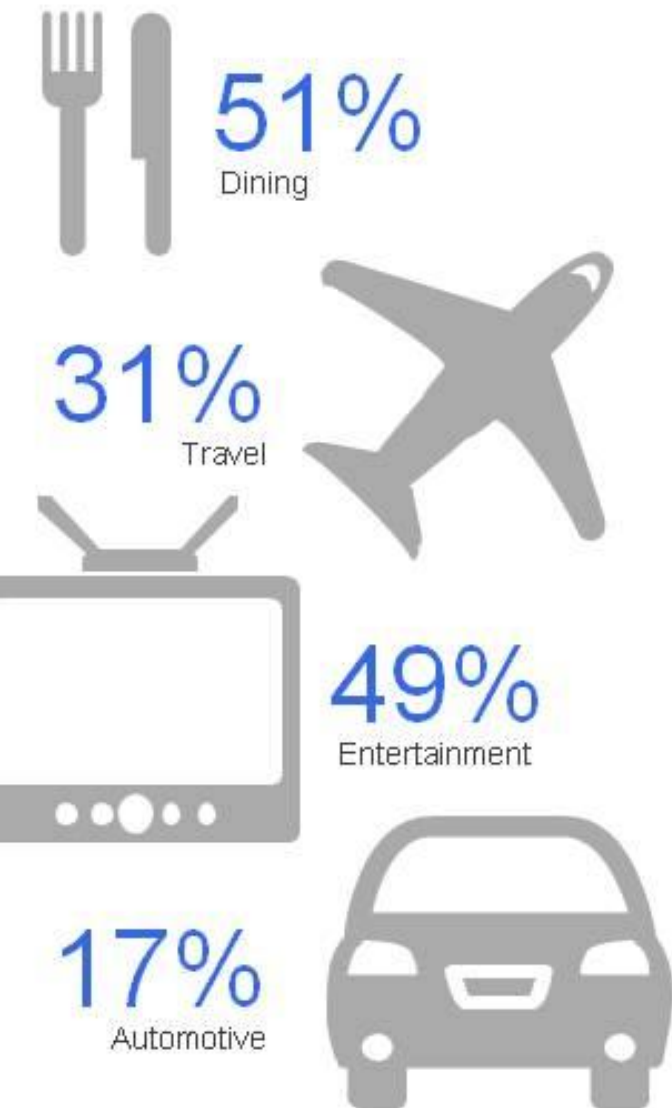
Search is The Most Visited Website

Websites Visited via Smartphone

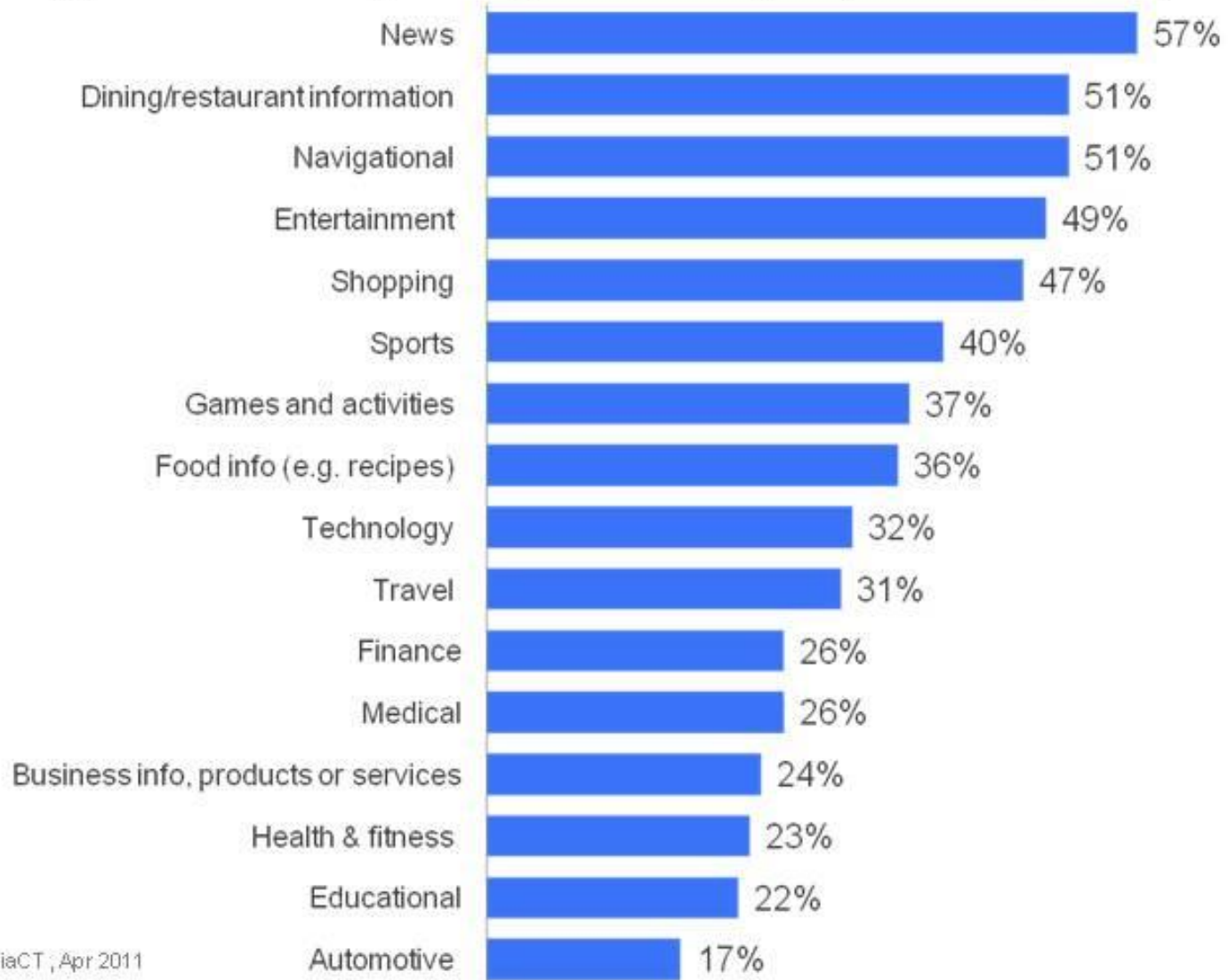


Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011
Base: Smartphone Users 18+ (n=5,013)
Q: Which of the following types of websites do you visit on your smartphone?

Smartphone Searchers Look For a Wide Variety of Information



Types of Info Sought Using Search Engine (Via Smartphone)



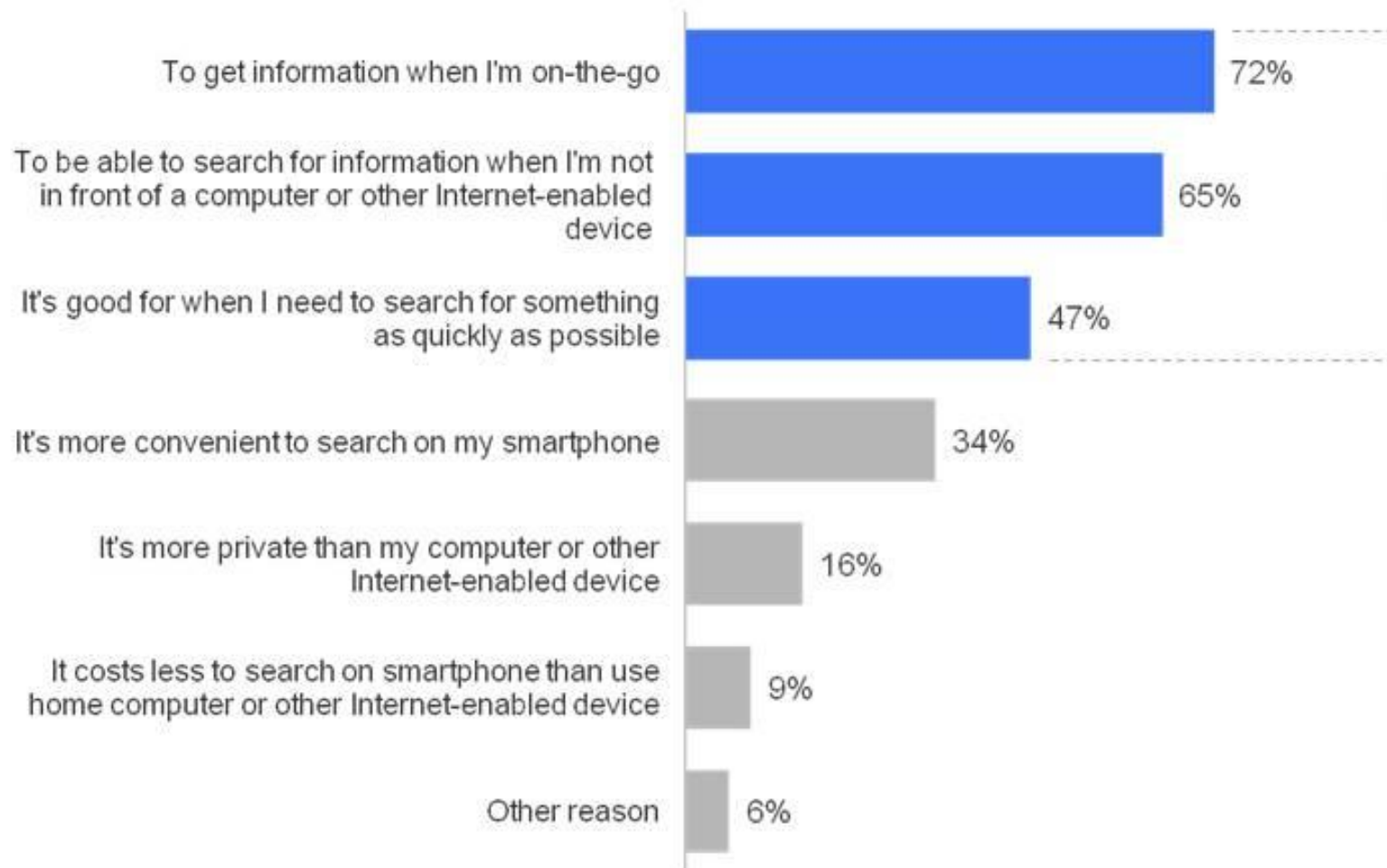
Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Use Search (4902).

Q. Which of the following types of information do you look for using a search engine on your smartphone?

Consumers Seek Quick and Convenient Information When Searching

Reasons For Searching On Smartphone



89%
urgency



Bag Claim 5-10



Ground Transport



Parking



Rental Cars



9 out of 10
searchers have taken
action as a result of a
smartphone search

Source: The Mobile Movement Study, Google/ Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Use Search (4902).

Q. Which, if any, of the following actions have you taken as a result of conducting a search on your smartphone?

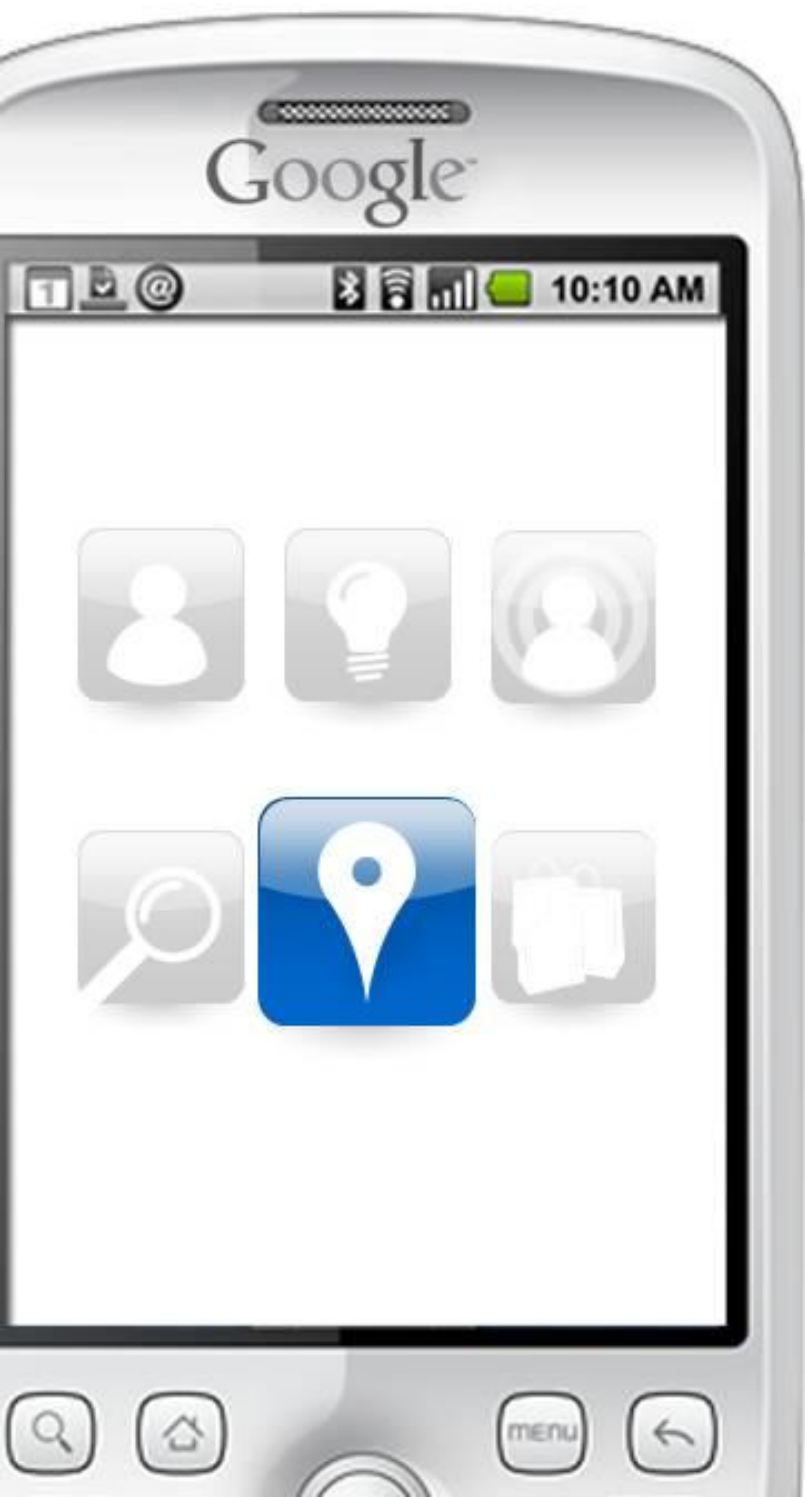
More than Half of Smartphone Searchers Purchase



Source: The Mobile Movement Study, Google/ Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Use Search (4902).

Q. Which, if any, of the following actions have you taken as a result of conducting a search on your smartphone?



Local Information Seekers

3



95%

Smartphone users have looked for local information

Source: The Mobile Movement Study, Google/ipsos OTX MediaCT, Apr 2011
Base: Smartphone Users (5013).

Q. How often do you look for information about business or services close to your location? Think about any information you may access while you are in your home area, while traveling, etc.

Local Information Seekers Are Ready To Buy

Actions Taken As a Result of a Looking for Local Information



Source: The Mobile Movement Study, Google/psos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Access Local Content (4757).

Q. Which of the following actions have you taken after having looked up this type of information (business or services close to your location) on your smartphone?

A Variety of Actions Are Taken After Accessing Local Content



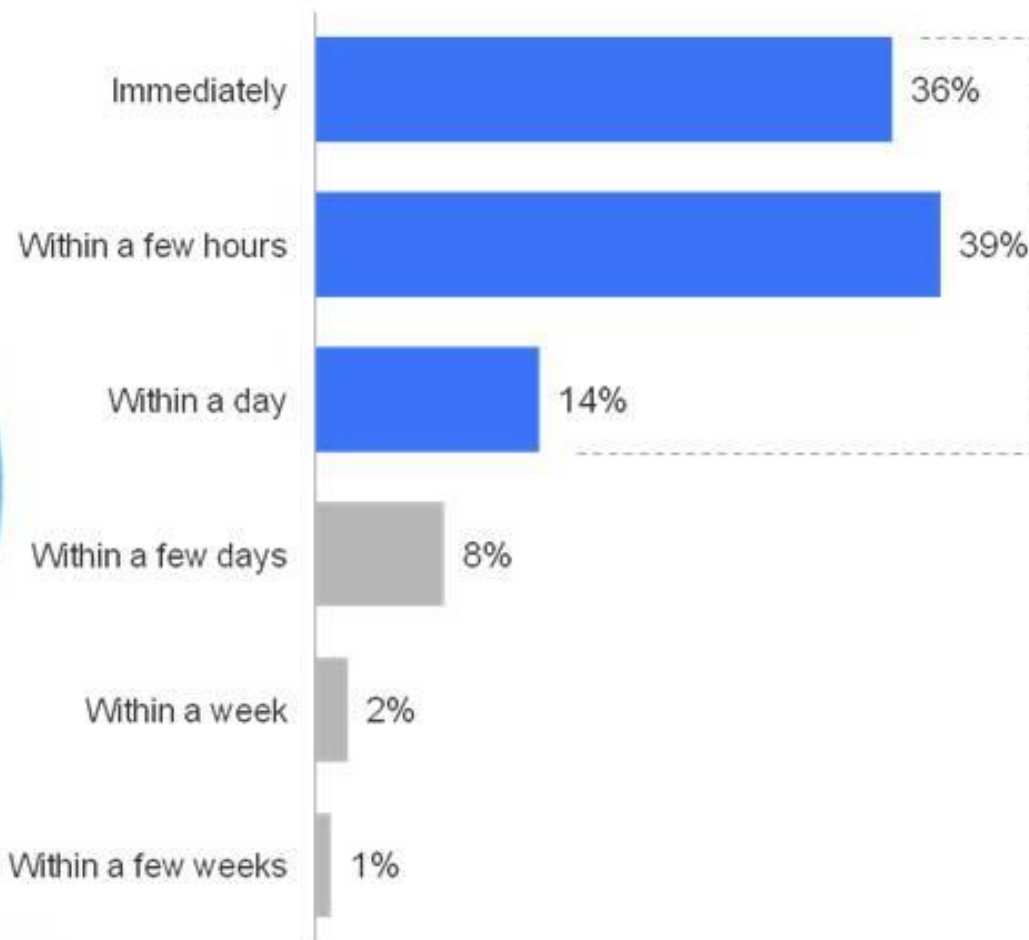
Source: The Mobile Movement Study, Google/ Ipsos OTX MediaCT, Apr 2011.

Base: Smartphone Users Who Access Local Content (4757).

Q. Which of the following actions have you taken after having looked up this type of information (business or services close to your location) on your smartphone?

Nearly All Local Information Seekers Take Action Within a Day

When Action Is Taken (After Looking Up Local Information)



Within a day: 88%



Purchase Driven Shoppers

4

Mobile is Transforming Everyday Shopping Behavior



79% of Users Rely on Smartphones to Help with Shopping



78% In-store Drivers



69% Get More Product Information



52% Contact Retailer



48% Find and Use Offers & Discounts



Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011
 Base: Smartphone Users (5013); Have Used Smartphone to Help Shop (3968).
 Q. Which, if any, of the following ways have you used the Internet on your smartphone to help with your shopping?



70%

Use smartphone while shopping in-store

Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Have Used Smartphone to Help Shop or Purchase (4153).

Q. Have you ever used your smartphone while shopping in a store (e.g., to look up product information, prices, features)?

Smartphones Are an Integral Part of a Multi-channel Purchase Process



67%

Research on smartphone and then buy in store



23%

Research on smartphone, visit store to check out product and then purchase **online** (computer or internet enabled device)



16%

Research on smartphone, visit store to check out product and then purchase on **smartphone**



9%

Visit store, then purchase on **smartphone**

Majority of Smartphone Shoppers Purchase

Ever Made A Purchase
(As A Result Of Using A Smartphone)?



Yes
74%

Purchase Channel

In-store: **76%**



Online using
a computer: **59%**



Smartphone: **35%**



Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Made Purchase As a Result of Using Phone While Shopping (3710).

Q: As a result of using your smartphone have you ever purchased products or services...?

Smartphone Shoppers Purchase Via Mobile Websites

27%

through website



Source: The Mobile Movement Study, Google/ Ipsos OTX/MediaCT, Apr 2011
Base: Have Used Smartphone to Purchase (3731)
Q. As a result of using your smartphone while shopping, have you ever purchased products or services...?

Smartphone Shoppers Purchase Via Apps



Source: The Mobile Movement Study, Google Apps OTX MediaCT, April 2011
Base: Have Used Smartphone to Purchase (3731)
Q. As a result of using your smartphone while shopping, have you ever purchased products or services...?

Shoppers Spent Roughly \$300 On Smartphone Purchases in Past Year

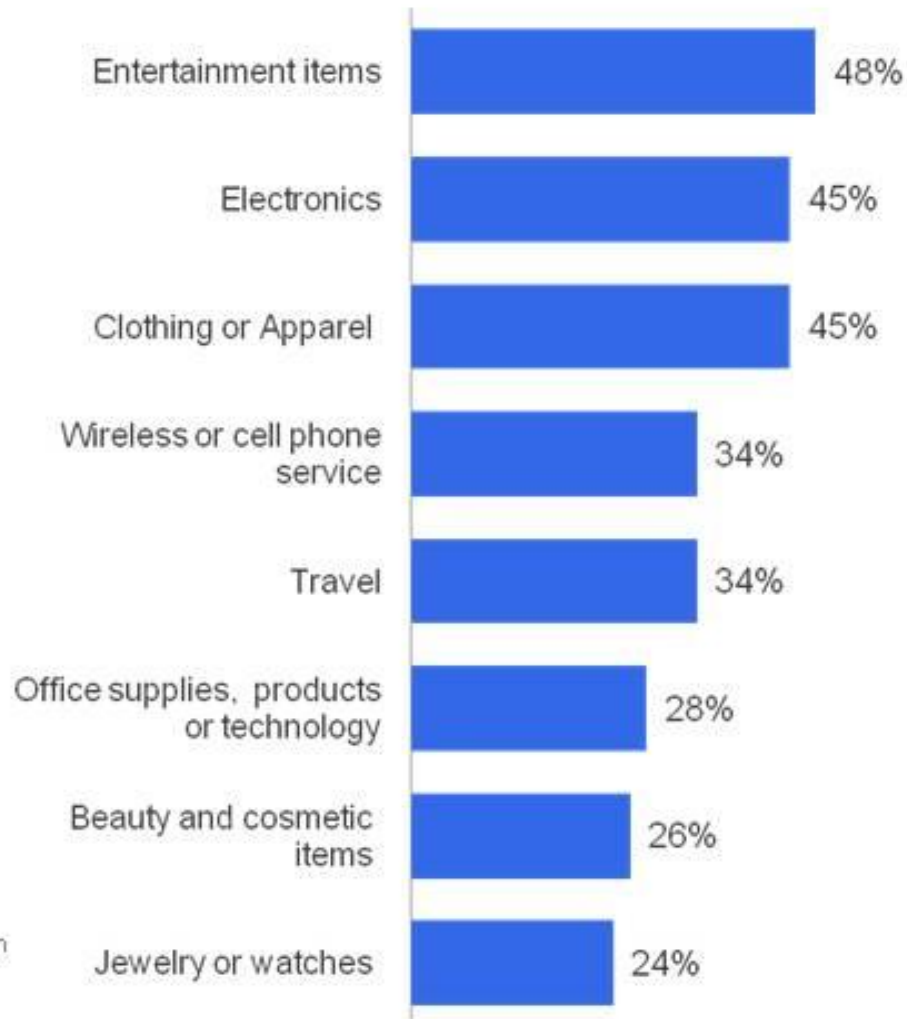
Total Amount Spent On Smartphone Purchases (Past Year)

Median:

\$300



Top Purchases Made on Smartphone In Past Year



Source: The Mobile Movement Study, Google Apps OTX MediaCT, Apr 2011
Base: Purchased Products or Services on Smartphone in Past Year Through App or Website (1255)
Q. Which of the following purchases have you made on your smartphone in the past year?
Q. And, approximately, how much have you spent in total on these purchases you have made on your smartphone in the past year?
*Note: Excludes those who "Have not made a purchase in past year".



Reaching the Mobile User

5

Cross Media Exposure Influences Mobile Search

Motivations for Mobile Search As a Result Of



61% Word of Mouth



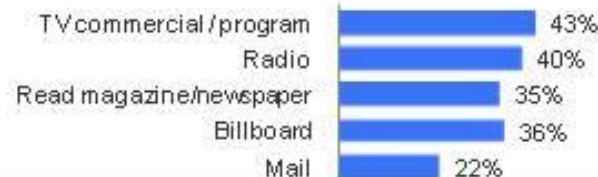
44% Saw something in Store



18% Saw Online Ad



68% Traditional Media



27% Mobile Ad





71%

search because
they saw an ad

Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Use Search (4902).

Q. Have you ever used a search engine on your smartphone to find more information on something that you ...

Google Confidential and Proprietary

35

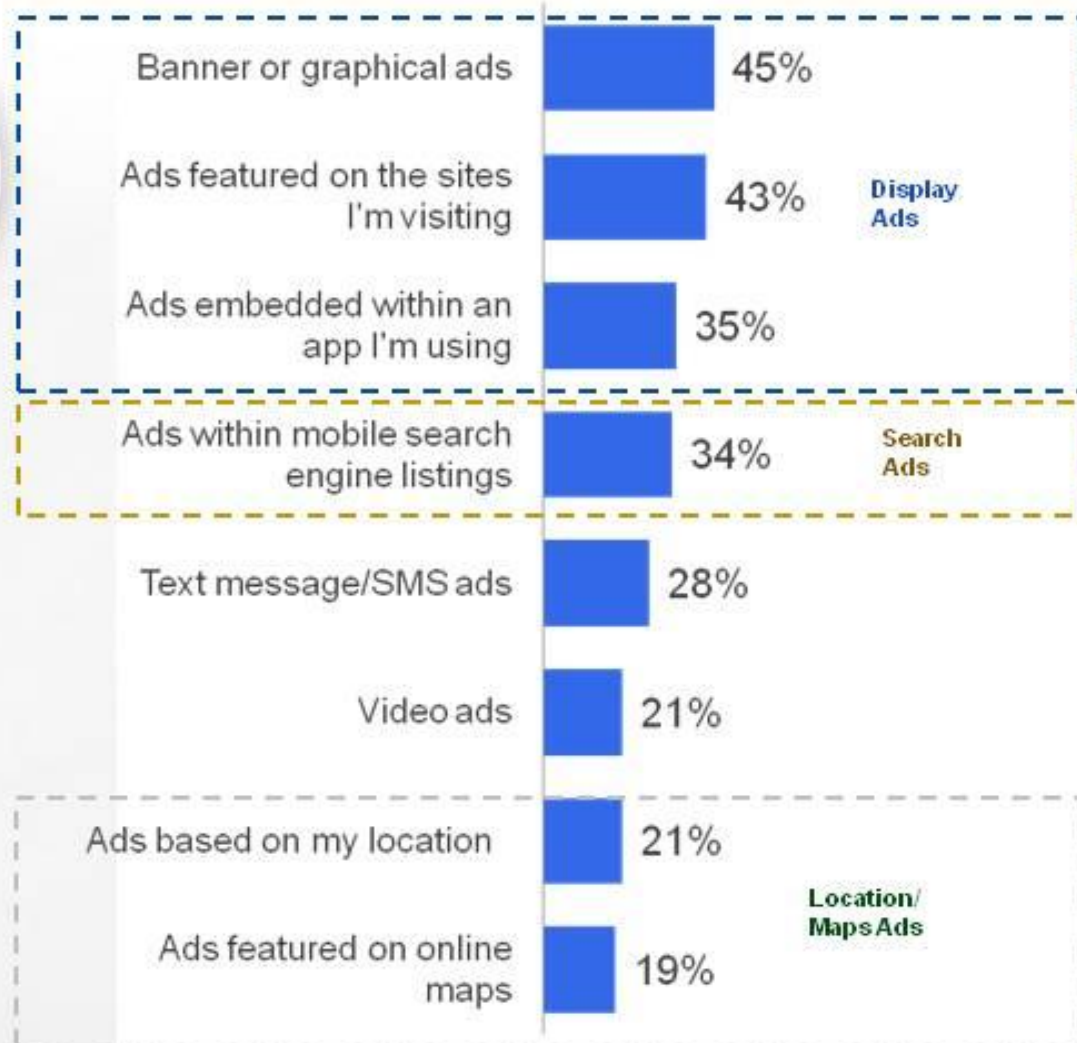
A Vast Majority Notice A Mobile Ad

Notice Ads
on Smartphone

82%



Types of Mobile Ads Noticed



Source: The Mobile Movement Study, google.com/psos/OTXMediaCT, Apr 2011

Base: Smartphone Users (5013)

Q. How often do you notice advertising when you are using your smartphone?

Half of Those Who See a Mobile Ad Take Action

Actions Ever Taken As a Result of Seeing A Mobile Ad



42% Clicked on Ad | **35%** Visit website

Source: The Mobile Movement Study, Google/Ipsos OTX MediaCT, Apr 2011

Base: Smartphone Users Who Took Action as a Result of Noticing Ads (1997)

Q: Which of the following actions, if any, have you taken as a result of seeing a mobile ad of any type on your smartphone?

Summary of Findings and Implications



Extend online advertising strategies to mobile as consumers use their smartphones to help with all aspects of their daily lives.



Be found via mobile search as consumers regularly use their phones to find and act on information.



Incorporate location based products and services and make it easy for mobile customers to reach you because local information seeking is common among smartphone users and they are most ready to act on the information they find.



Develop a comprehensive **cross-channel strategy** as mobile shoppers use their phones in-store, online and via mobile website and apps to research and make purchase decisions. **Have a mobile-optimized website** so consumers can easily complete their goals.



Implement an integrated mobile ads marketing strategy as people use their smartphones while consuming other media and are influenced by it. **Ensure your mobile ads are engaging and appear prominently** as a majority of mobile users notice mobile ads and take action on them.