statista 🗸 Digital Economy Compass **April 2017**

"At least 40% of all businesses will die in the next 10 years... if they don't figure out how to change their entire company to accommodate new technologies."

John Chambers, Chairman of **Cisco System**

Welcome to the Digital Economy Compass

Less talking, more facts – our idea behind creating the **Digital Economy Compass**. It contains facts, trends and key players, covering the entire digital economy.

We provide...

- key essentials from our research,
- actionable insights,
- Statista's exclusive forecasts.

This very first edition will provide everything you need to know about the digital economy.

Your Digital Market Outlook Team



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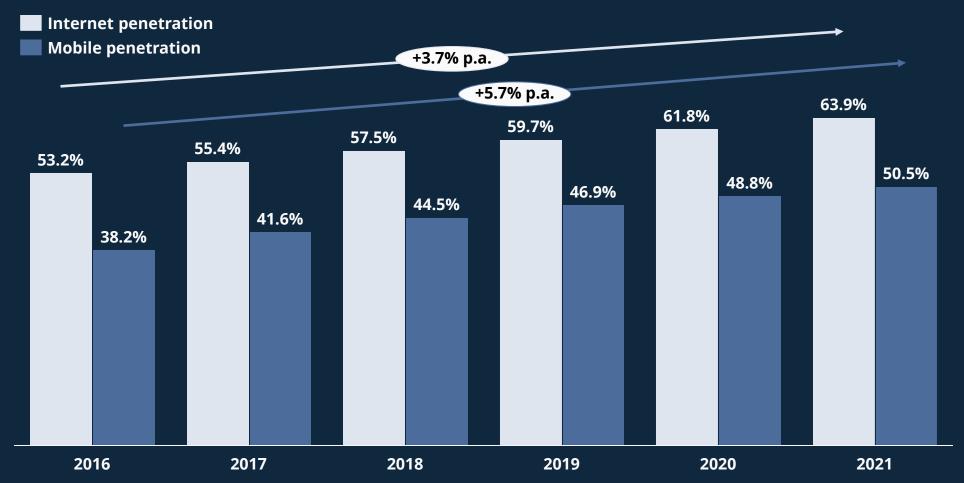
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Connectivity



The world is more connected than ever, a development which looks set to continue

Share of world population connected to the internet from 2016 to 2021





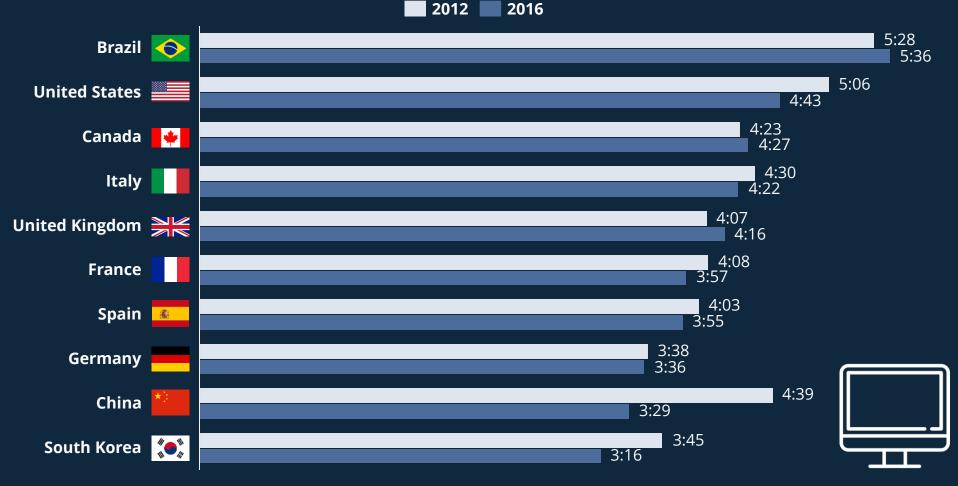
Many people still lack internet access, particularly in the most populous countries

Internet penetration per country in 2016 (in % of total population)



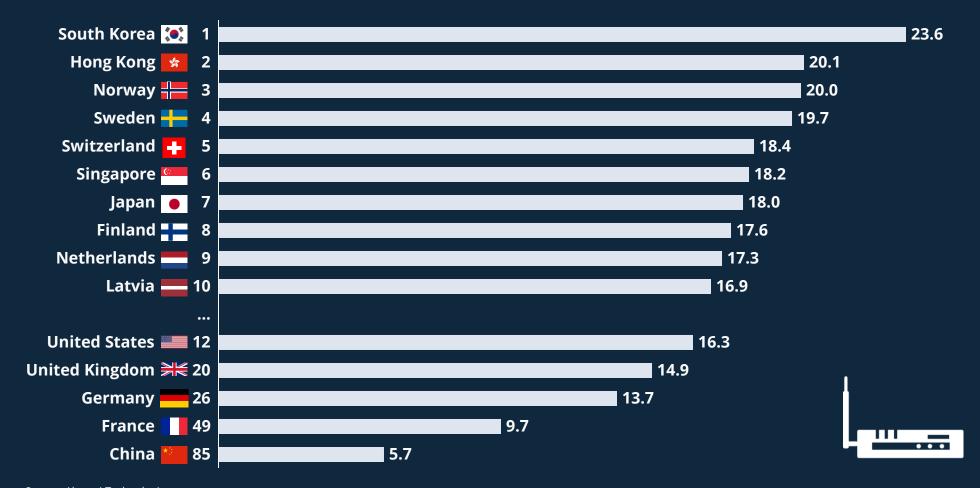
Web consumption per user via Laptop or Desktop PC is highest in Brazil

Time spent online via Laptop/Desktop PC (hours per day)



In a global comparison, broadband speed is fastest in East Asia and Scandinavia

Average broadband speed in Top10 and selected countries (in Mbps¹)

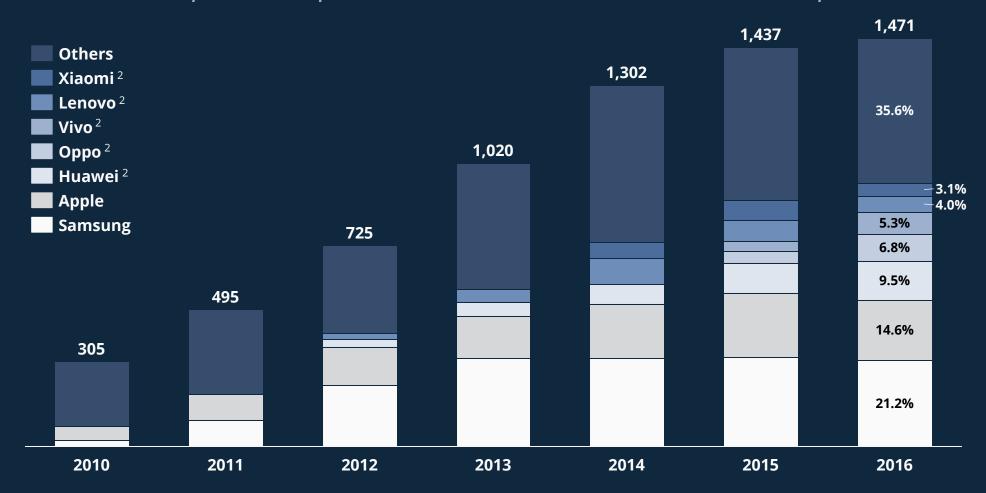


"Mobile is the future, and there is no such thing as communication overload."



Smartphone sales reached almost 1.5 billion in 2016, with Samsung being the biggest vendor

Global smartphone shipments (in million) and market shares per OEM¹



Source: IDC, Gartner

2: Shipment information not available for each year; if no information available, sales are included in "Other" Note: Estimated figures for Lenovo and Xiaomi in 2016; market shares may not sum up in 100% due to rounding

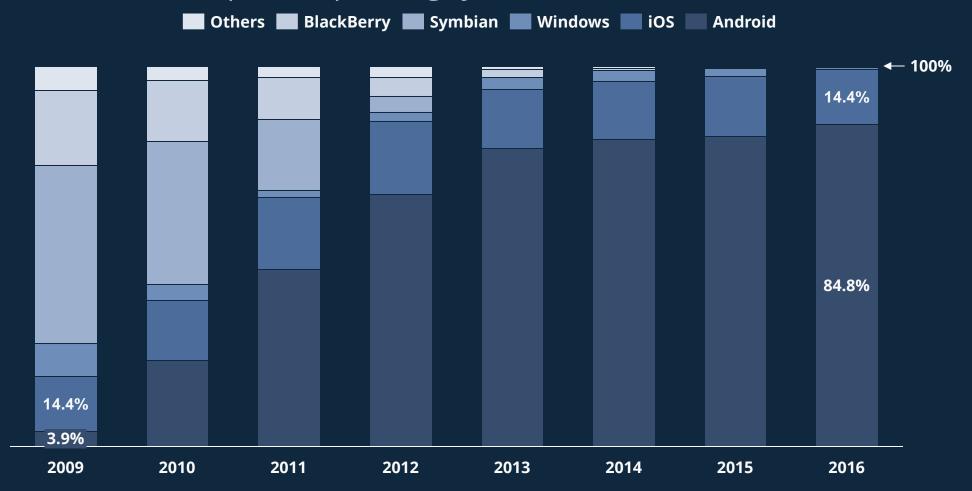




^{1:} Original Equipment Manufacturer

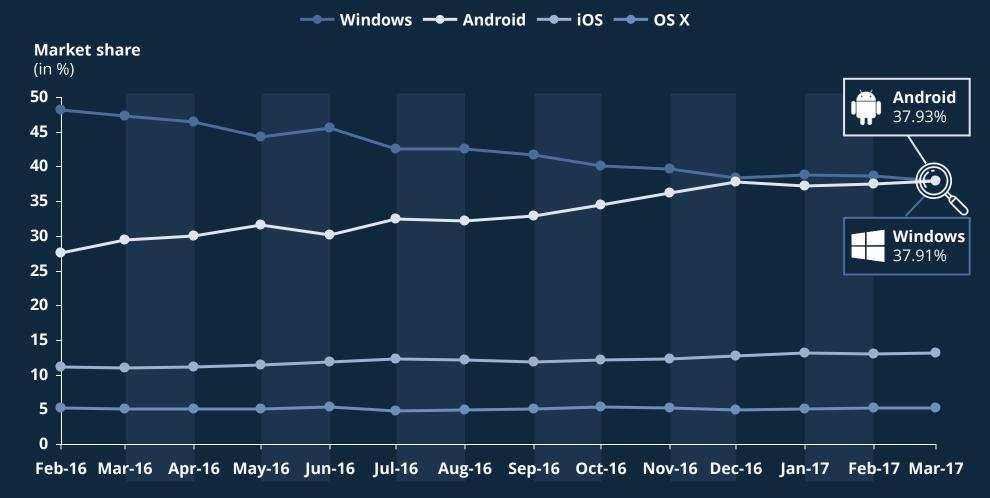
Android has become the dominating mobile OS, while Apple's iOS has maintained market share

Worldwide smartphone operating system market share¹



Cross-device, Android even overtook Windows as the dominating OS for desktop and mobile

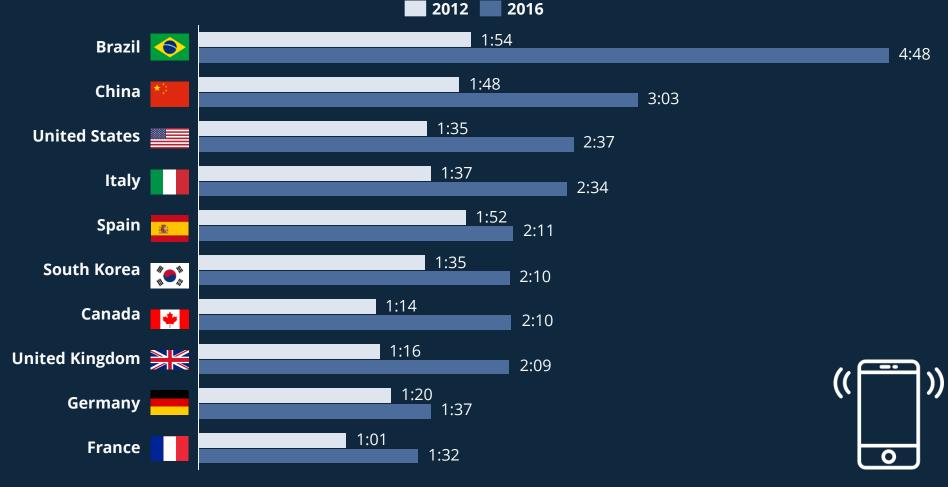
Global operating system market share from Feb 2016 to Mar 2017





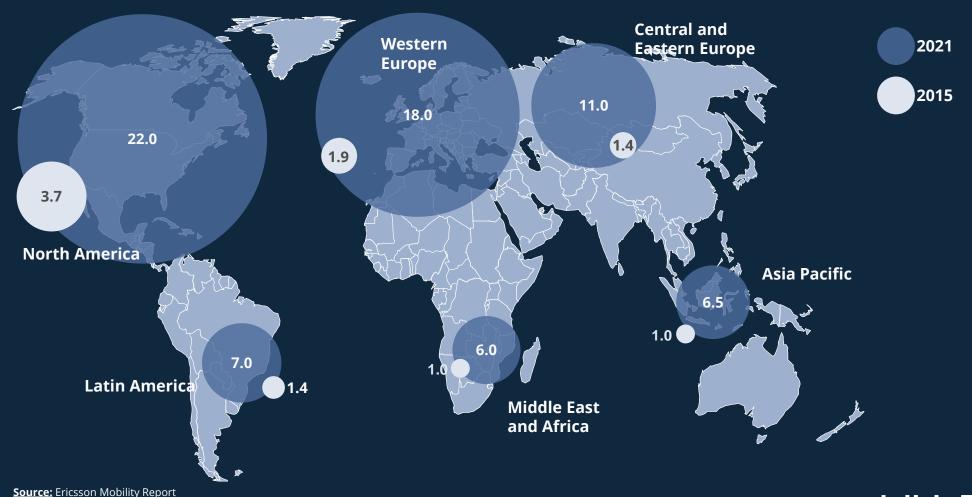
Advanced mobile devices and a growing number of apps increase time spent on mobile devices

Time spent online via mobile device per user (hours per day)



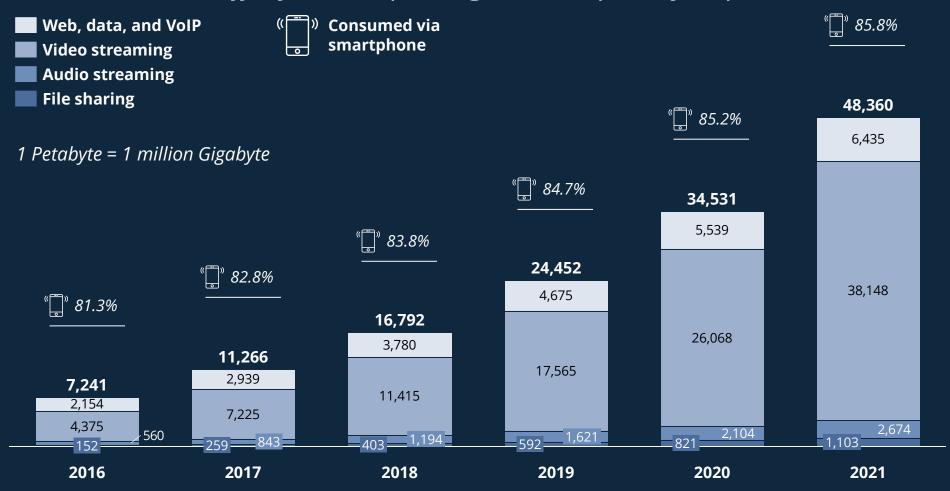
Being 'always online' leads to larger mobile data traffic per device

Estimated data traffic per smartphone (in gigabytes per month)



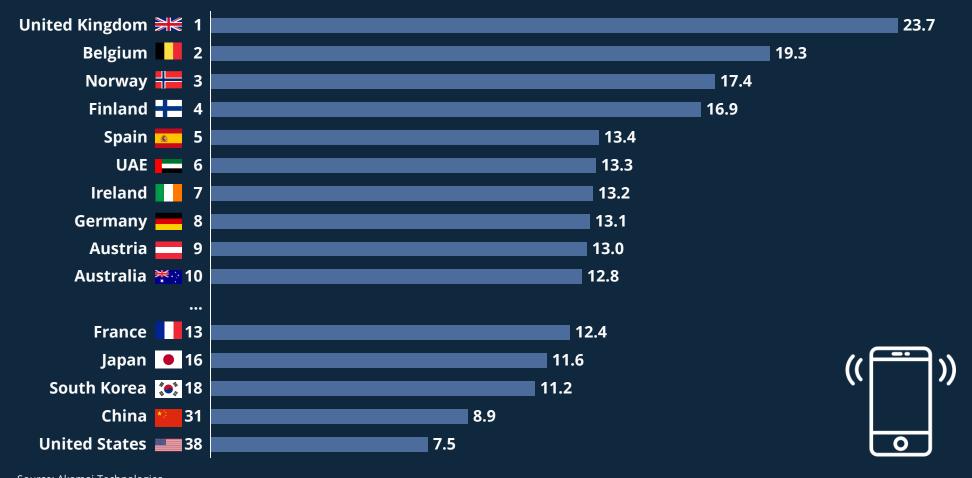
The sevenfold increase in global mobile data traffic is mainly driven by online video streaming

Global mobile traffic forecast per segment (in petabytes per month)



Mobile connection speed varies a lot between countries, with disappointing speed in the U.S.

Average mobile speed in Top10 and selected countries (in Mbps1)

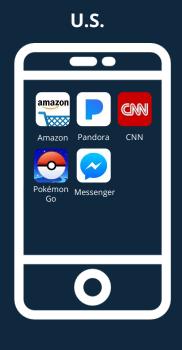


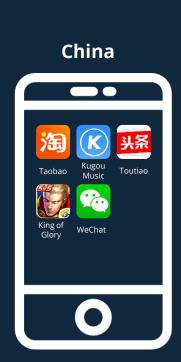


Pokémon Go was the most popular mobile game for iPhone users across the globe

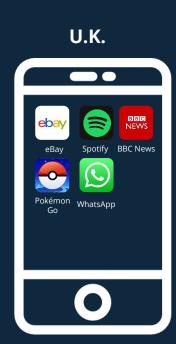
Most downloaded iPhone apps per category and country in 2016

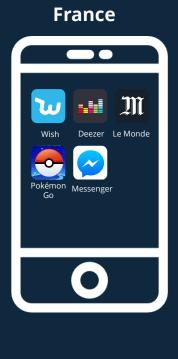
Categories covered: Shopping, Music, News, Gaming, Social Networks











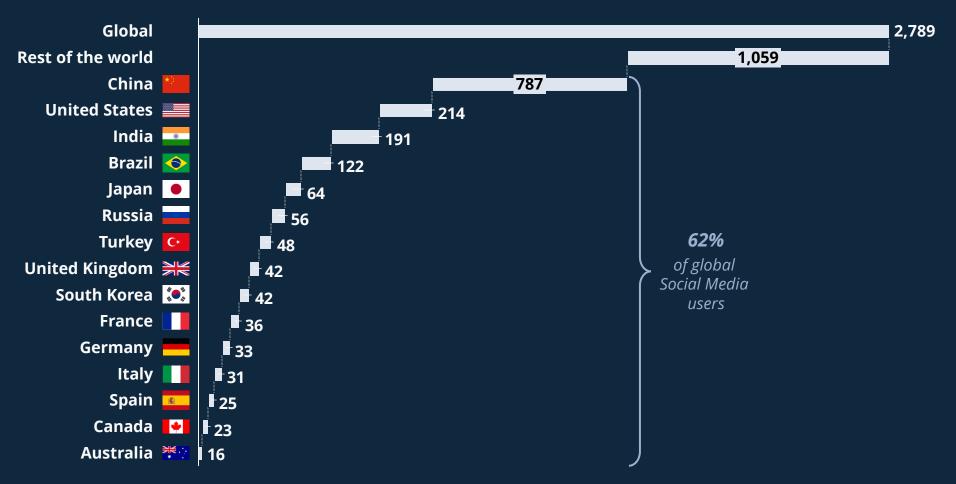
Social Media

"If you make customers unhappy in the physical world, they might each tell 6 friends. If you make customers unhappy on the Internet, they can each tell 6,000 friends."

Jeff Bezos, Founder and CEO of **Amazon**

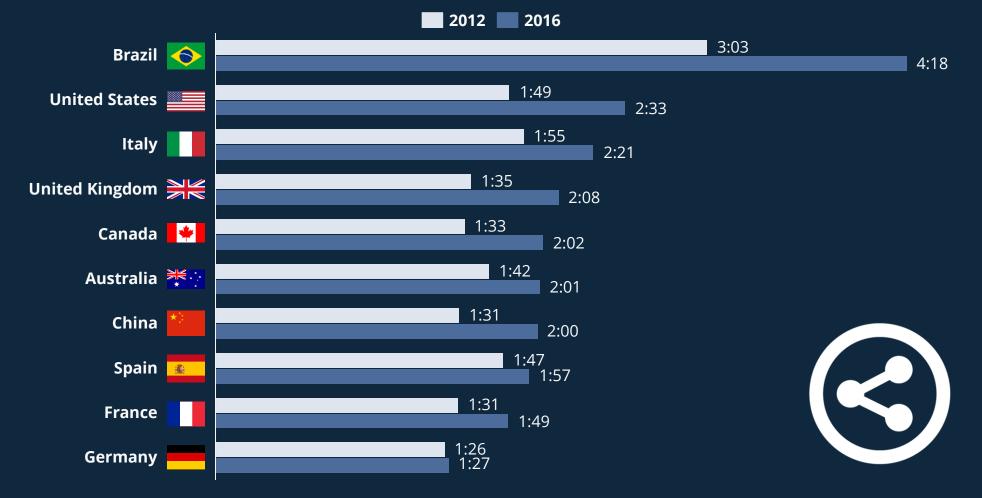
In 2016, Social Media platforms connected 2.8bn people, more than 1/3 of the world population

Selected countries in terms of Social Media MAU¹ (in million)



Users in Brazil are connected to Social Media for more than 4 hours a day

Avg. time users spend on Social Media platforms (hours per day)



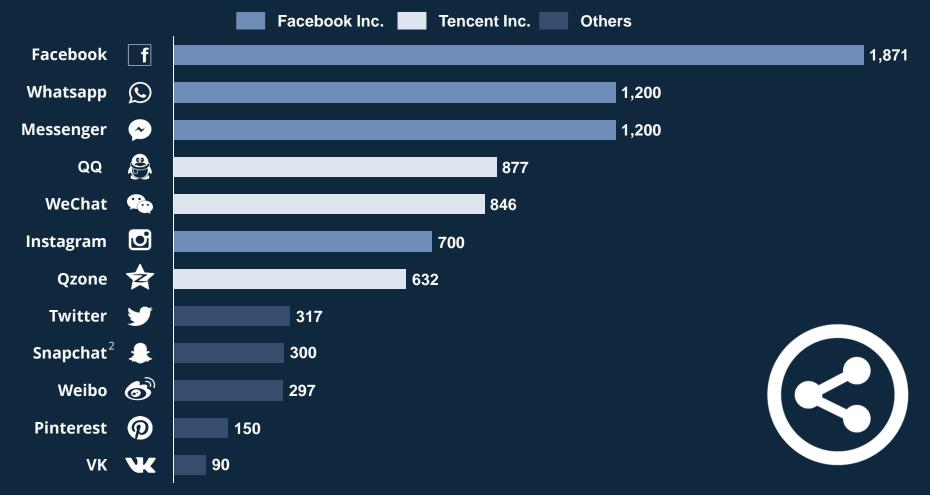
> 50,000,000,000

More than 50 billion messages are sent through *WhatsApp* every day.



Facebook has the biggest Social Media reach, followed by Chinese tech-company Tencent

MAU¹ of selected social networks and messaging services (in million)

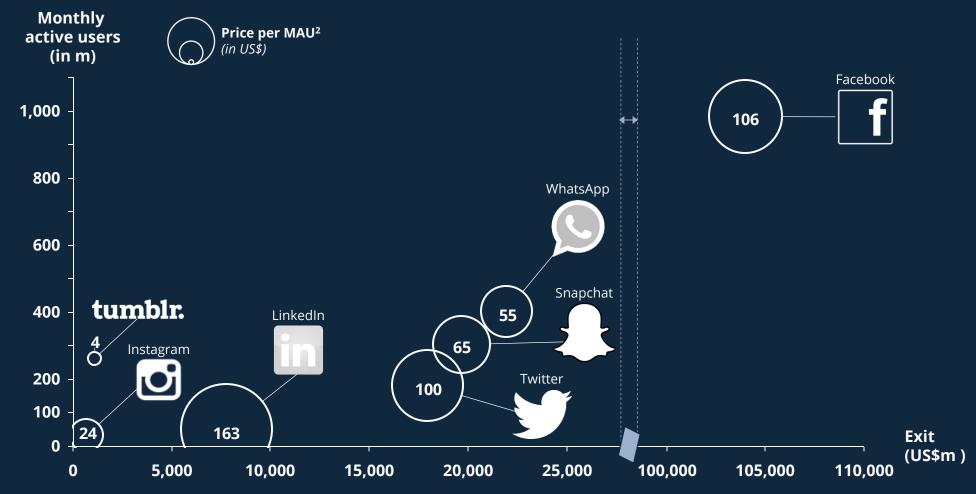






Facebook and LinkedIn Social Media exits¹ were the most expensive per user to investors

Social Media exits (acquisition or IPO) in comparison



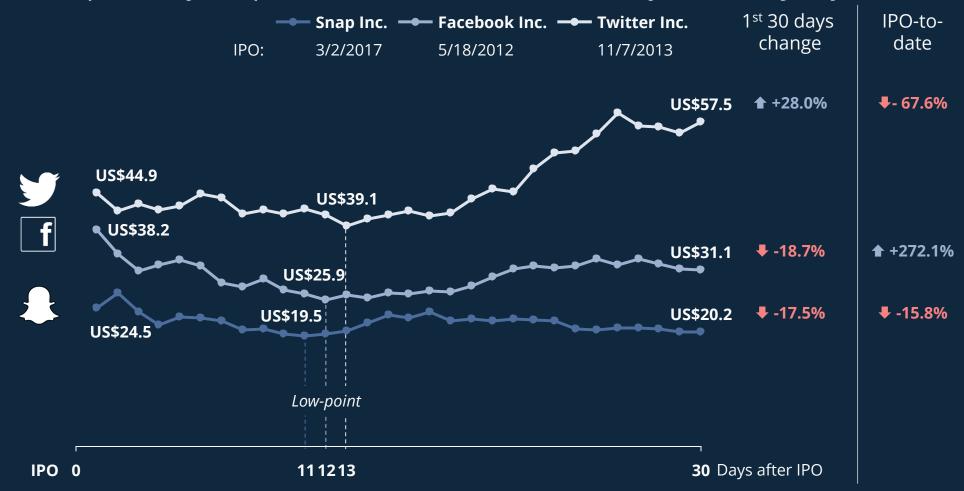
Snapchat pre-IPO revenue per user performed well compared to its biggest competitor

Global avg. revenue per user in the eight quarters before IPO (in US\$)



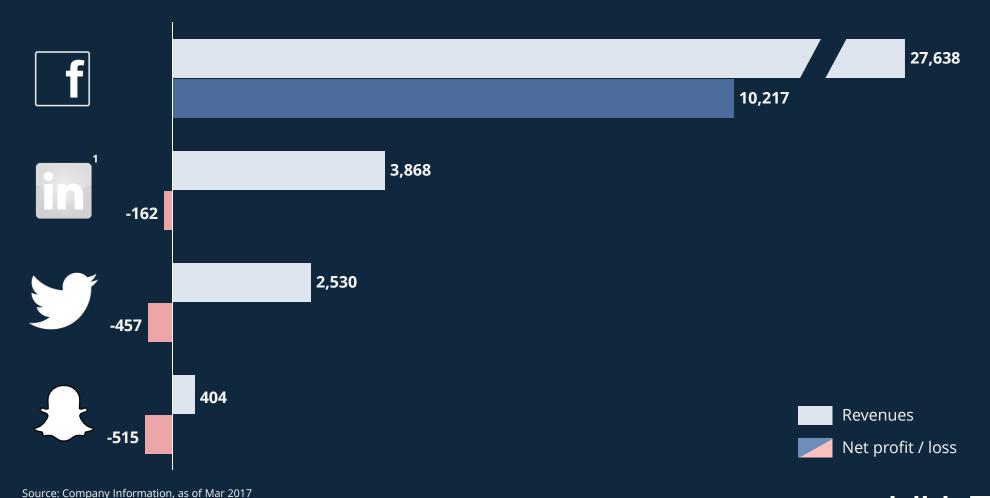
Post-IPO development is nothing to worry about for Snapchat

Stock prices of Snap, Facebook and Twitter in the first 30 days after IPO



If you are not Facebook, it remains challenging to transform Social Media into a profitable business

FY2016 results of listed U.S. Social Media platforms (in US\$ million)



Platform Economics

"A platform is a plug-and-play business model that allows multiple participants (producers and consumers) to connect to it, interact with each other and create and exchange value."

Twitter



The success of a digital platform is dependent on its external ecosystem

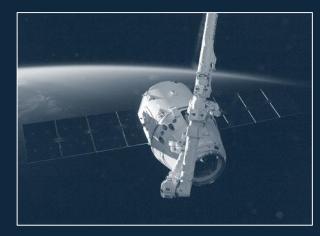
Factors determining successful platforms

Connection



Simplicity for partners to plug in, share and transact

Gravity



Capability to **attract producers** and **consumers**

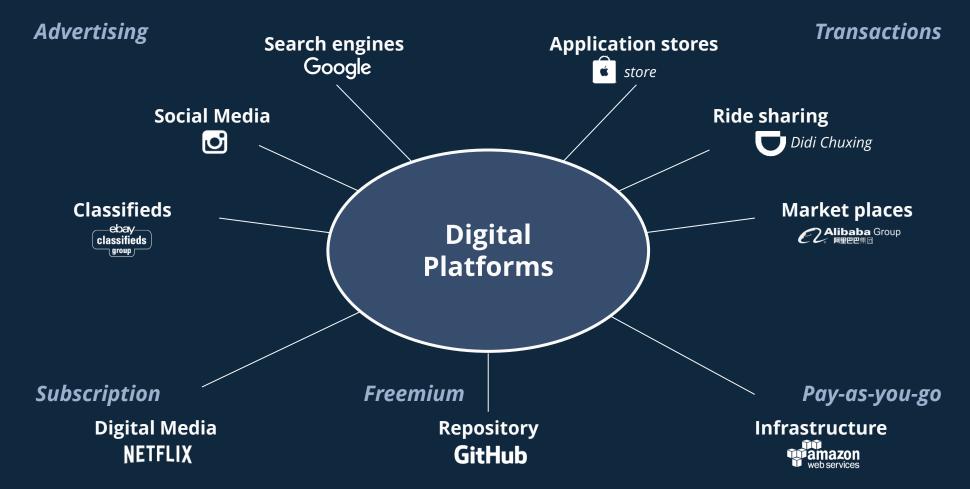
Flow



Promotion of **co-creation** and **exchange of value**

Digital platforms with varying business models can be found in multiple industries

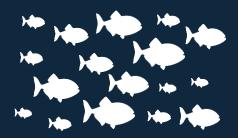
Marketplace examples and their business models



The platform landscape consists of White Sharks, Swordfish, and Piranhas

Platform economics in nutshell





Digital White Sharks







- At the top of the food chain -
- > (Very few) digital economy leaders
- > Wide, diverse product portfolio
- Gigantic assets

Digital **Swordfish**





NETFLIX





- Big, fast, rarely get eaten -
- > (Few) big industry shaping players
- > Deep, vertical specific products
- > Already **near peak** growth

Digital **Piranhas**



Bla Bla Car

WARBY PARKER







- Small but aggressive for prey -
- **>** (Many) **product specific** players
- Huge, product centric competition
- **> Peak growth** not yet reached

Huge Chinese rivals are catching up on the big four U.S. platforms

Top 15 publicly listed platforms by market cap (in US\$ billion)



VC-backed platforms are vertically focused and 1/3 of the Top15 is located in China

Top 15 privately held, VC-backed platforms by market cap (in US\$ billion)



Google Amazon Facebook Apple

The biggest **White Sharks** in the digital economy: Google, Amazon, Facebook, and Apple

Google, Amazon, Facebook and Apple key figures

Google

Founded: 09-1994

HQ: Mountain View, California **CEO:** Sundar Pichai (since 10-2015) **Revenues**¹: US\$90.23 billion

Net income¹: US\$19.48 billion

Employees: 69,953

Market cap: US\$558.1 billion



Founded: 02-2004

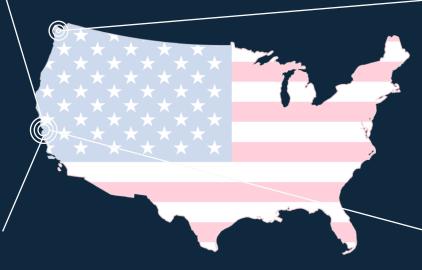
HQ: Menlo Park, California

CEO: Mark Zuckerberg (since 2004)

Revenues¹: US\$27.64 billion Net income¹: US\$10.22 billion

Employees: 17,048

Market cap: US\$399.5 billion



amazon

Founded: 05-1994 **HQ:** Seattle, Washington

CEO: Jeff Bezos (since 05-1996) **Revenues**¹: US\$135.99 billion **Net income**¹: US\$2.37 billion

Employees²: 341,400

Market cap: US\$407.0 billion



Founded: 04-1976
HQ: Cupertino, California
CEO: Tim Cook (since 08-2011)
Revenues: US\$215.64 billion
Net income: US\$45.69 billion

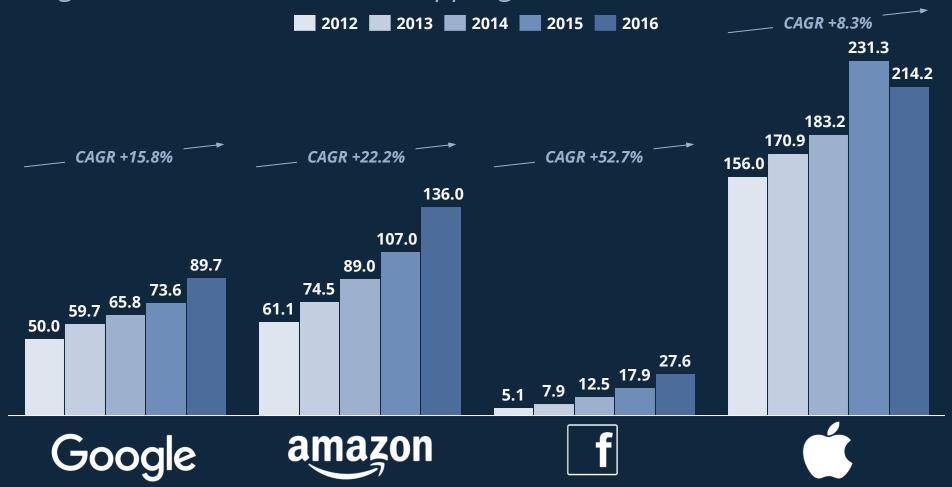
Employees: 116,000

Market cap: US\$727.4 billion



Revenues of the biggest four U.S. players show consistent growth

Google, Amazon, Facebook and Apple global revenues (in US\$ billion)



Source: Company Information

Apple has the highest net income, while Facebook has just started to make big money

Google, Amazon, Facebook and Apple global net income (in US\$ billion)



Relationships with their users are key to the biggest digital platforms' successes

User touchpoints of Google, Amazon, Facebook and Apple

	Google	amazon	f	Ć	
IT & Infrastructure	Google fiber	fulfillment webservices fulfillment	Aquila	Apple SIM	
Artificial Intelligence	Google Assistant	ama zon alexa	Jarvis	Siri	
Hardware Devices	G Pixel	amazon fireT∨ amazonkindle amazon echo	oculus oculus	<i>¢iPhone ≰iPad €WATCH</i> <i>etc.</i>	
Communication & Messaging	G+ Google+ Allo		Whatsapp f facebook	iMessage	
Digital Media & Entertainment	Google Play You Tuhe	amazon Prime instant video	facebook.com/gaming	ば iTunes ば t∨ ば MUSIC	
Connected Car & e-Mobility	android auto	alexa Alexa integration	-Integration (Transportation)	€ CarPlay	
E-Commerce & Retail	Google Shopping 'Purchase on Google'	amazon.com etc. amazon PrimeNOW	Facebook 'Buy-Button'	iBeacon store	
FinTech & Payment	Google pay	amazon payments	-Integration (Friend-to-Friend Payment)	É Pay	
Navigation & Location services	Google Maps	Amazon Maps API, MAPS.ME integration		Apple Maps	
Advertising	Google Adwords Google AdExchange	amazonassociates amazonadvertising	Facebook Business, Instagram Business	Apple Search Ads	

59,141

Every second *Google* receives 59,141 search requests. On a single day, this number totals over 5.1 billion.

Google's extensive product portfolio covers nearly all aspects of the digital experience

Google product portfolio



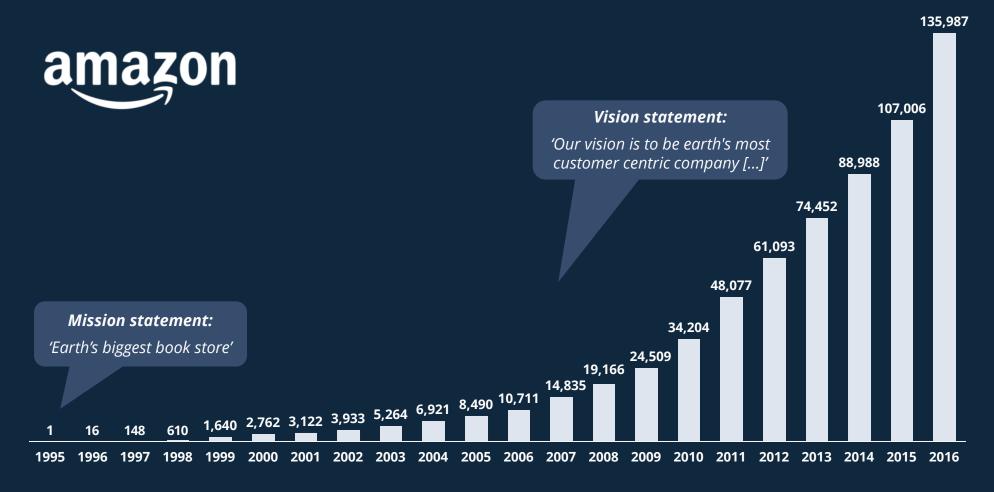
"Day 2 is stasis. Followed by irrelevance. Followed by excruciating, painful decline. Followed by death. And that is why it is always Day 1."

Jeff Bezos, Founder and CEO of **Amazon**



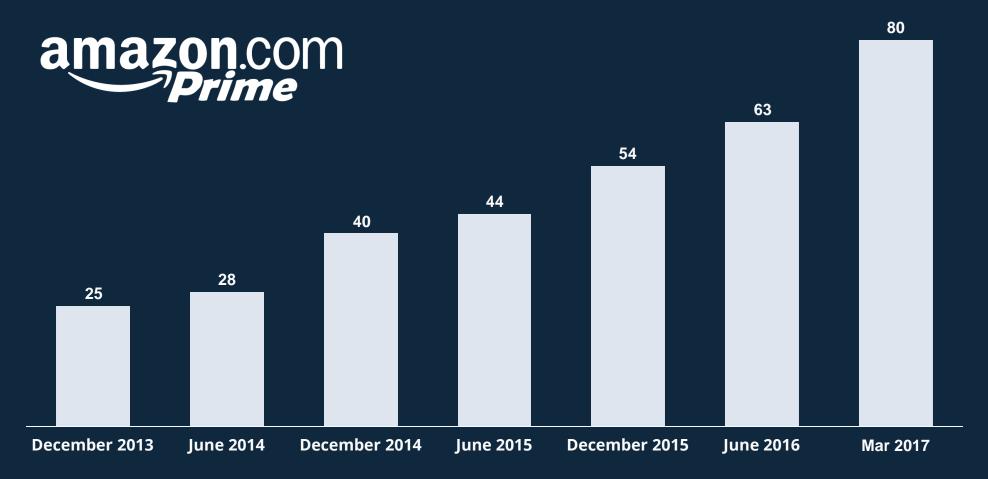
The key to Amazon's success is Jeff Bezos' "Day 1" philosophy

Amazon revenue development from foundation to 2016 (in US\$ million)



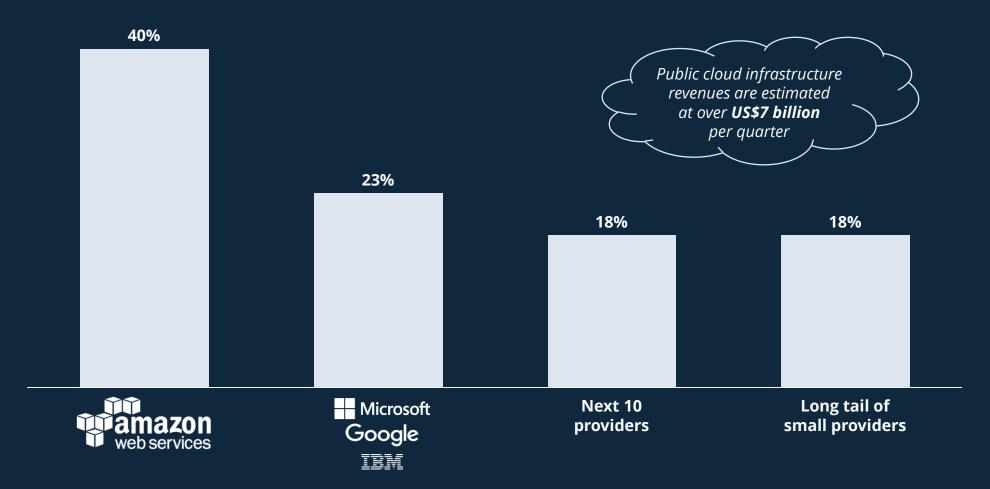
About 32% of U.S. e-Commerce customers subscribe to Amazon Prime

Amazon Prime subscribers in the United States (in million users)



Amazon is far more than just an e-Commerce giant; it also controls the public cloud landscape

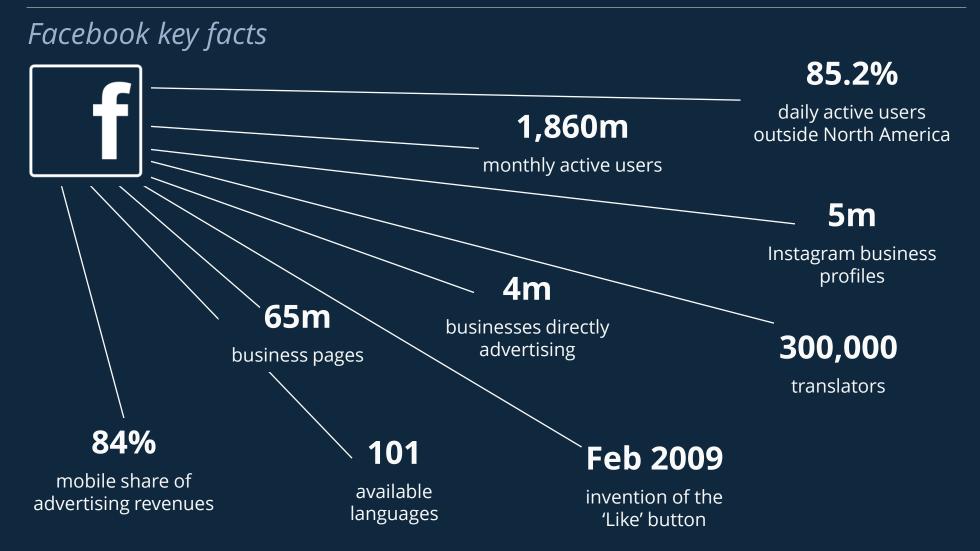
Global public cloud infrastructure¹ market share (% of revenue) in Q4-'16



300,000,000,000 gigabytes

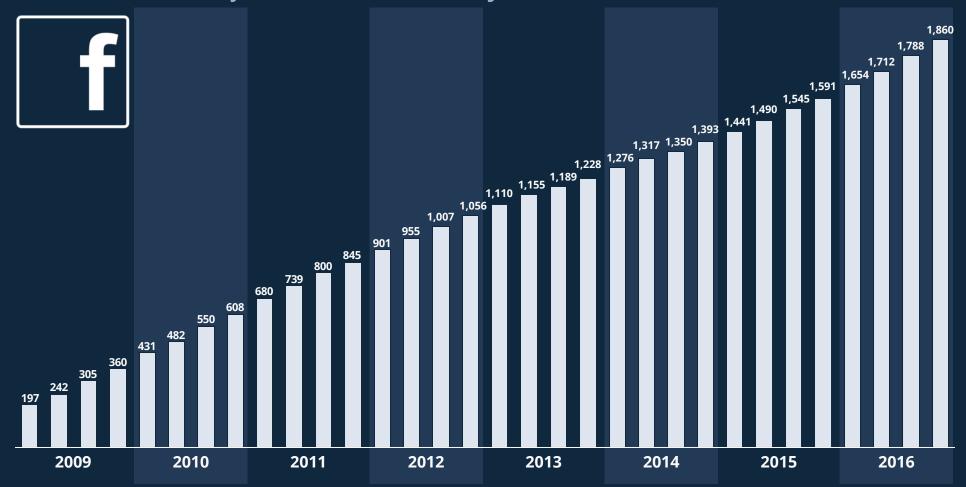
Facebook stores more than 300 million gigabytes of user data. This data corresponds to 126 digital books about each active user.

Facebook has 1,860m MAU¹ with 85.2% of them located outside of North America



Facebook's active user base has been consistently growing

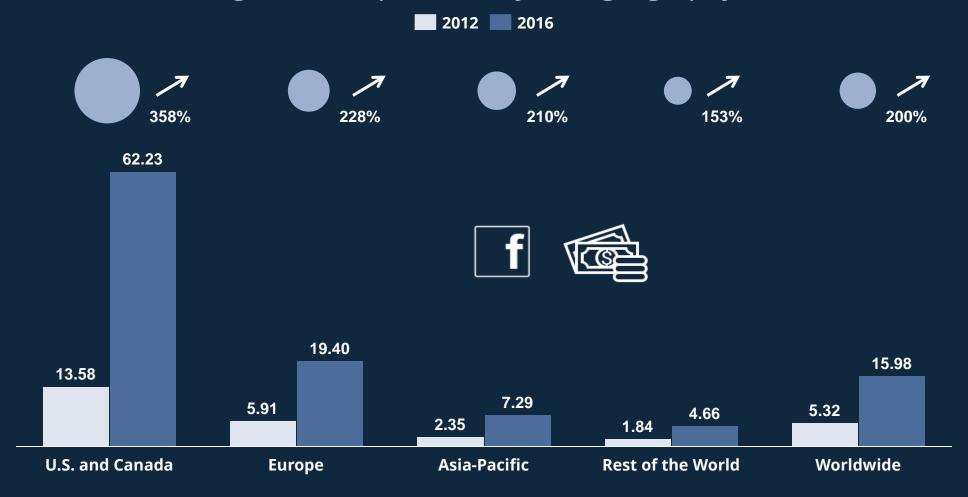
Global number of Facebook's monthly active users (in million users)



Source: Facebook Inc.

Imagine if Facebook's worldwide average revenue per user equaled that of North America

Facebook's average revenue per user, by user geography in US\$



"There is no chance that the iPhone is going to get any significant market share."

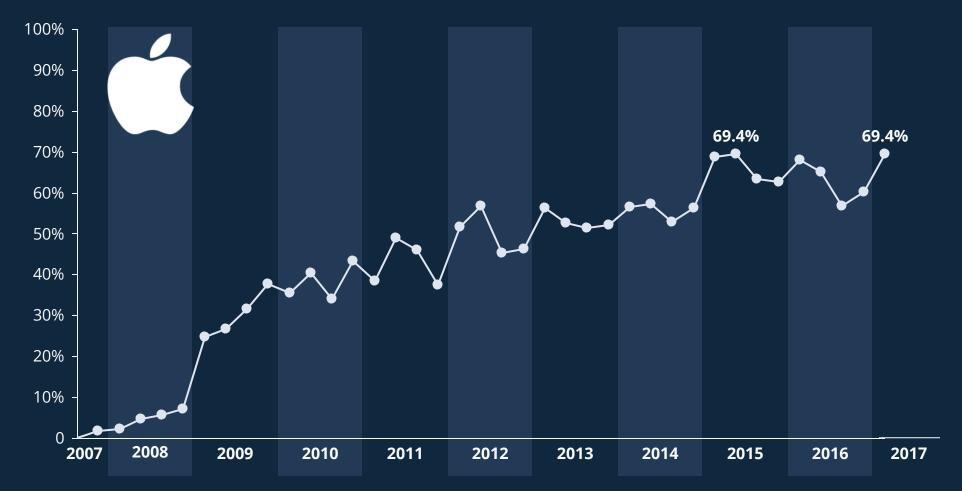
Steve Ballmer in 2007, Former CEO of *Microsoft*





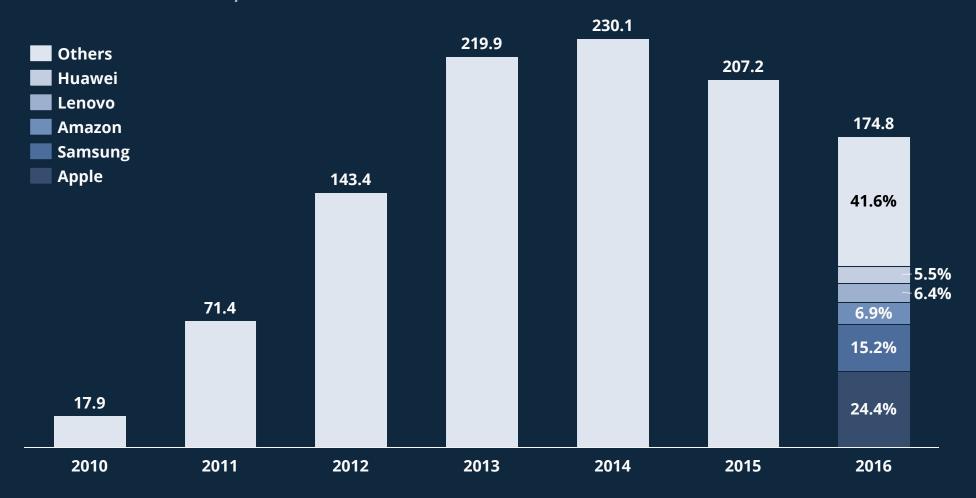
With nearly 70% revenue share in Q1-'17, the iPhone is the biggest success in Apple's history

iPhone revenue as percentage of Apple's total revenue since 2007¹



Apple is the biggest vendor in a shrinking tablet market

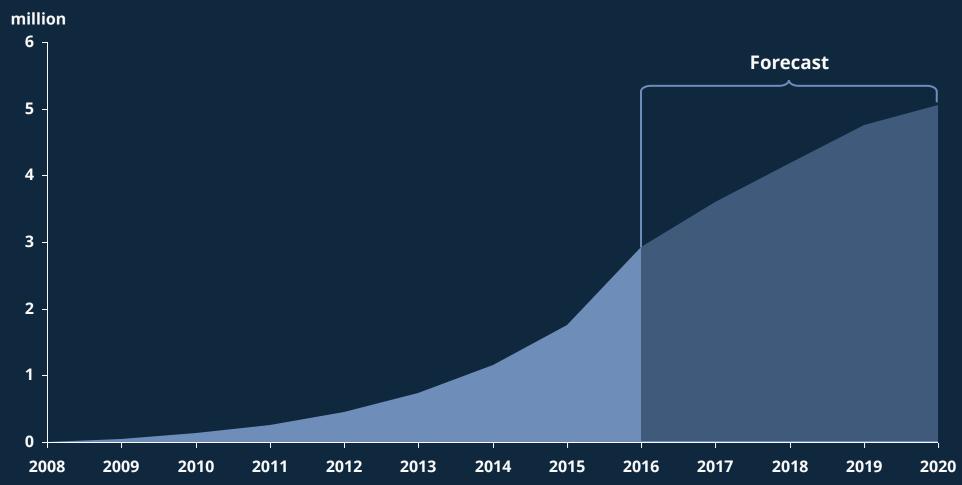
Global tablet shipments in 2016 in millions



Source: IDC

The number of active Apps in Apple's App Store is predicted to reach over 5 million by 2020

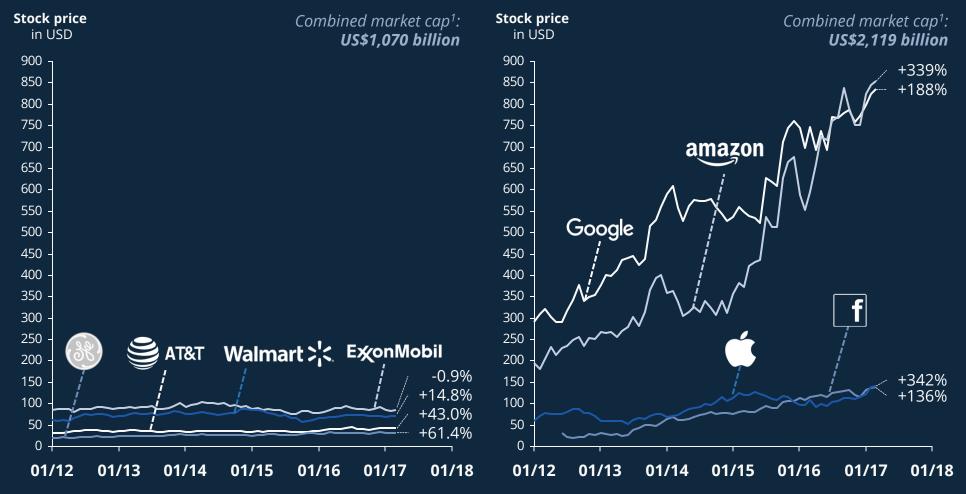
Projected number of active apps in Apple's App Store worldwide by 2020



Source: SensorTower

Stock market prices reflect the tech-giants' development

U.S. tech-giants vs. Top U.S. non-tech giants stock market development



Only investing \$1,000 in bitcoins would have been more profitable than in digital platforms

Pay-off in Mar 2017 for a US\$1,000 investment in Jan 2012



207,071

As many western platforms struggle in China, Chinese competitors have stepped up

Major digital platforms and their appearance in the Chinese market



1.45% search engine market share



0.8% e-Commerce market share



Fail and retreat a decade ago

UBER 优步

Acquired by Didi Chuxing

NETFLIX

Licensing partnership instead of own business

YAHOO!

0.49% search engine market share







BANNED

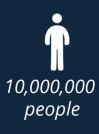


0.0001% share of China e-Commerce transactions

Baidu Alibaba Tencent Huawei

The untapped potential of 676m awakening digital customers makes China unique

Online vs. Offline population in China and the U.S. in 2016

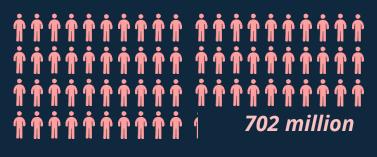






Online population





Offline population (growth potential)



59 million



Baidu, Alibaba, Tencent, and Huawei (BATHu) are China's overlooked tech-giants

BATHu key figures



Founded: 01-2000

HQ: Peking

CEO: Robin Lu (since 01-2004) Revenues¹: US\$10.20 billion Net income¹: US\$1.68 billion

Employees: 45,887

Market cap: US\$60.04 billion

Tencent 腾讯

Founded: 11-1998 **HQ:** Shenzhen

CEO: Ma Huateng (since 11-1998) Revenues¹: US\$21.97 billion Net income¹: US\$5.99 billion

Employees: 38,775

Market cap: US\$257.57 billion





Founded: 04-1999 **HQ:** Hangzhou

CEO: Daniel Zhang (since 05-2015) Revenues: US\$15.69 billion

Net income: US\$11.06 billion

Employees: *36,446*

Market Cap: US\$258.47 billion



Founded: 1987 **HQ:** Shenzhen

CEO: Ren Zhengfei (since 1988) Revenues: US\$75.10 billion Net income: US\$5.34 million

Employees: 180,000 Market cap: not listed

BATHu's compound annual growth rates from 2012 to 2016 are consistently above 20%

BATHu global revenues (in US\$ billion)







Tencent腾讯



Alibaba's FY16 net income was almost fifteen times higher than 5 years ago

BATHu global net income in US\$ billion

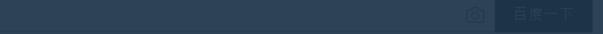


Accompanied by their financial prosperity, Chinese platforms invest in U.S. startups

VC-investments of Baidu, Alibaba and Tencent in the U.S.

	2014 IndoorAtlas		2015		2016	
Bai 首度			Cloudflare IndoorAtlas	Taboola GWC	Dynamic Yield Velodyne LiDAR	ZestFinance
CZAlibaba Group 阿里巴里集団	Peel Kabam Lyft	Tango 1stdibs	Lyft Mei.com	Snap Inc. Quixey	Barefoot Networks	Magic Leap PlacelQ
Tencent腾讯	Playdots Kamcord Heirloom Technology Tile Heirloom, Inc. Woqu.com AltspaceVR	Moon Express, Inc. Vurb Women.com Scaled Inference TapZen Whisper Weebly	Circle Medical Watsi Artillery FlightCar Clinicloud Nav Nixie Labs HomeHero Tute Genomics Tissue Analytics Lyft	CloudMedx Inc Scanadu Skymind VC Mobile Entertainment Inc. Cyanogen Satellogic Robot Entertainment Discord SketchMe	Stae Clear Labs Barefoots Networks Petuum Skymind Nav Payoff Meta	Tile Paradox Interactive Planetary Resources Kamcord Diffbot Discord





1st

Baidu was the first Chinese company to be listed in the NASDAQ 100 index.







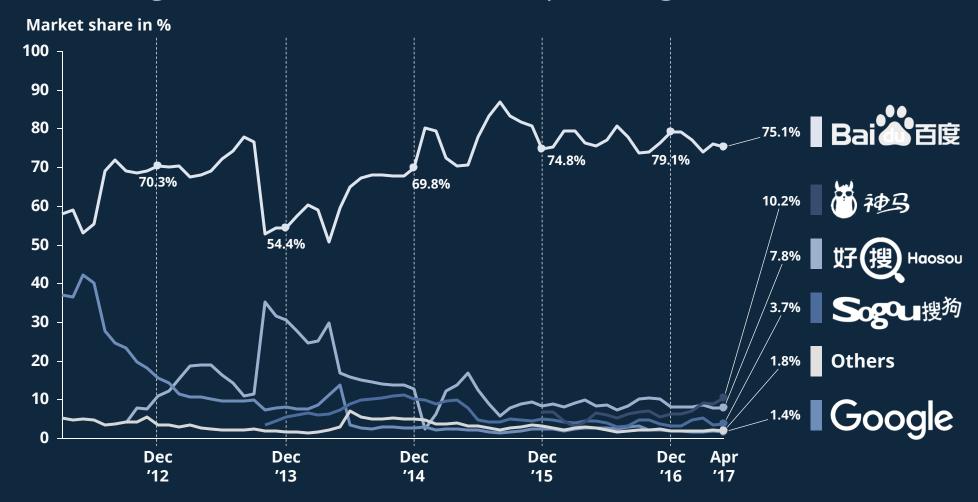
Although primarily operating in China, Baidu dips its toes into new markets

Baidu key facts



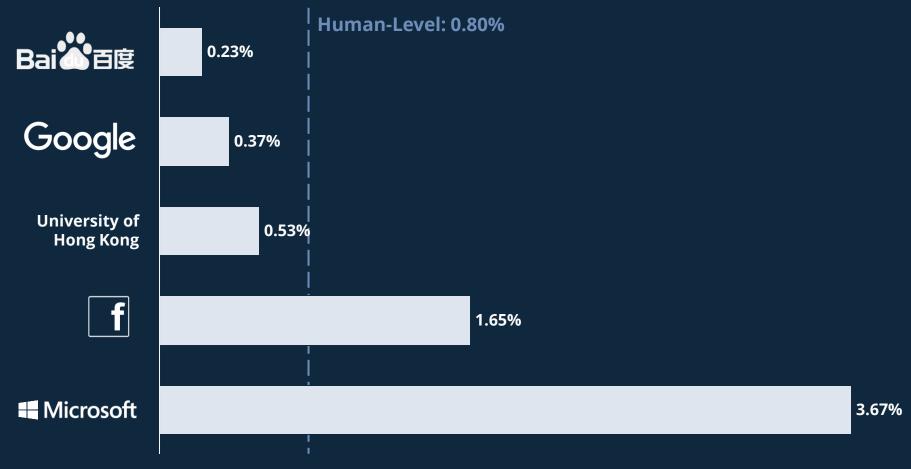
In China, Baidu has strong brand awareness, with a large domestic market share of over 75%

Search engine market share in China (in percentage)



Al will further improve search engines; Baidu's face recognition software is a good example

Face recognition software comparison as %-error in face recognition



175,000

Chinese e-Commerce giant *Alibaba* processed 175,000 transactions per second on the peak time of "Singles' Day" in 2016. At the end of the day the number of orders processed totaled 657 million.

The Alibaba Group has evolved to become a platform with multiple user touchpoints

Alibaba Group Overview

Digital Media

0.3.0







表Alipay

Others



























四里吗吗 Alimama.com

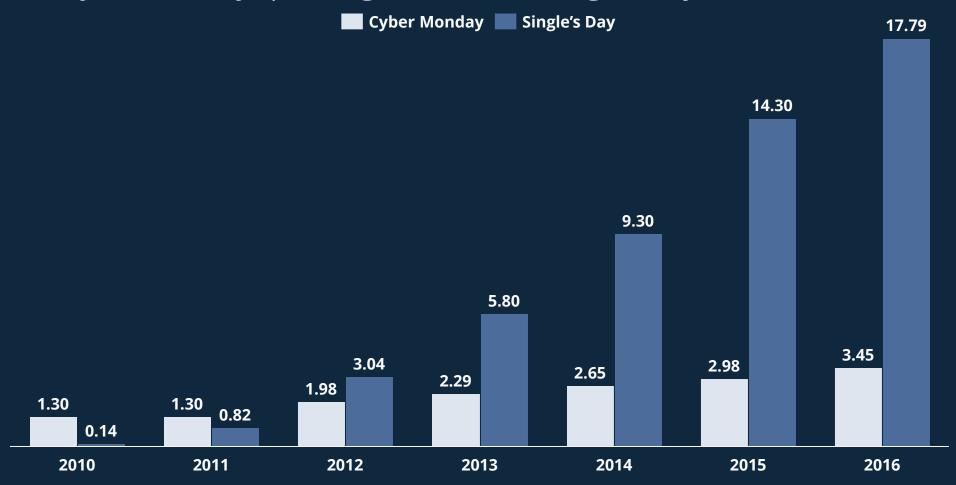




AliExpress

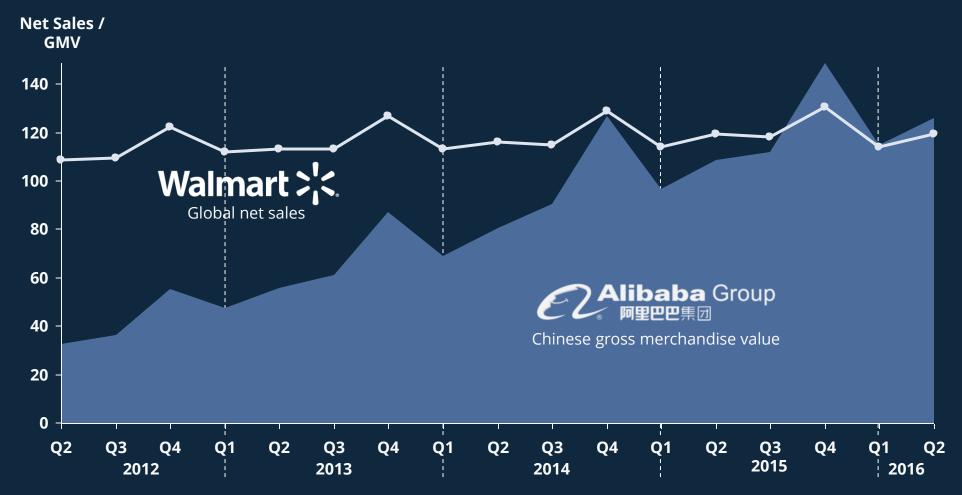
Singles' Day is the largest shopping day in the world, and Alibaba benefits most of it

U.S. Cyber Monday spending and Alibaba Single's Day GMV (in US\$bn)



Alibaba's fast growth demonstrates how software is much more scalable than warehousing

Walmart and Alibaba quarterly key-figure comparison (in US\$ billion)



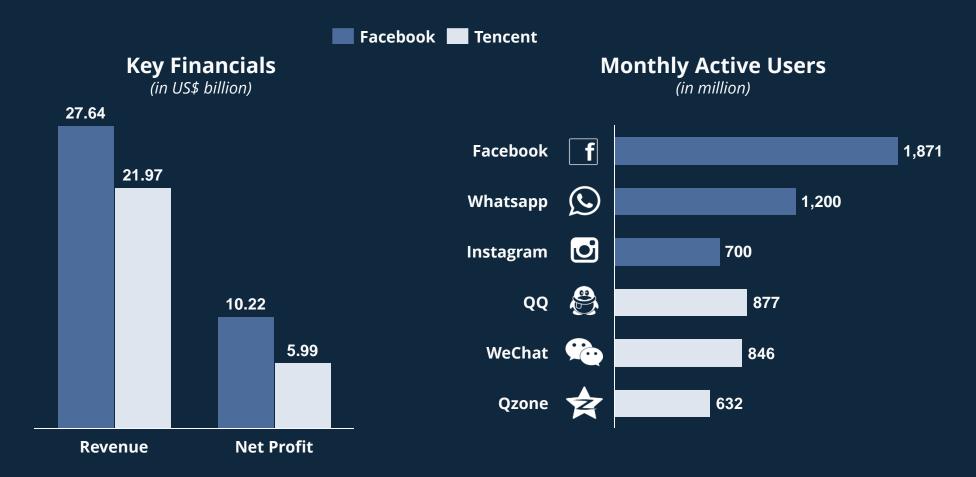


"Will **Tencent** join the likes of *Amazon, Google, Facebook* and *Twitter*? [...] They already are in that league. The rest of the world just doesn't know it."

Aditya Rathnam, Co-Founder of *Kamcord*

China's largest tech company can be compared with its U.S. Social Media counterpart

Key financial and operating metrics of Tencent and Facebook in 2016



WeChat has a diverse business model with multiple revenue sources

Direct comparison of WeChat and WhatsApp

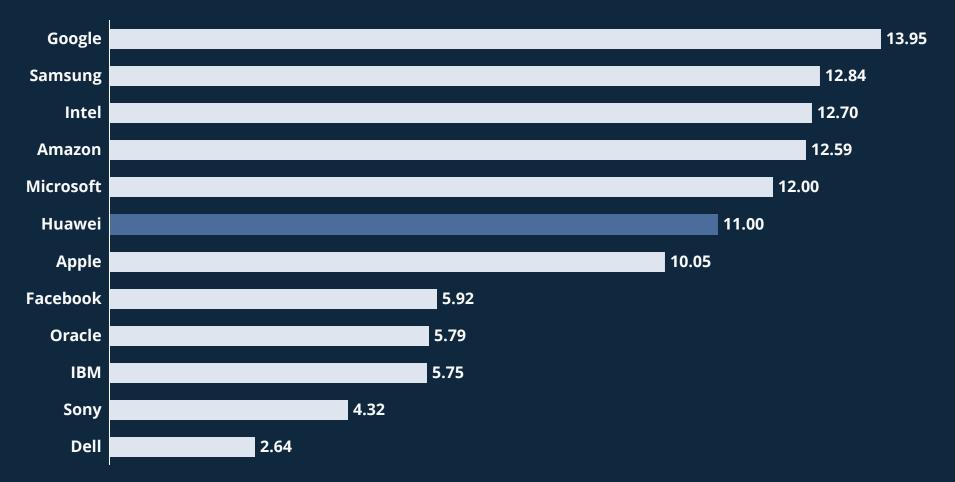
		WeC	hat 🥰				Wha	tsApp 〔	\mathcal{O}
Geographical focus		Chi	na 🔭			Į	JS	Euro	pe 🕦
Monthly active users		846 m	nillion				1,200	million	
Price		Free of	Charge				Free of	f Charge	
Monetization	Trans	action Fees &	Mobile Ad	lvertising				×	
> Social & Communication	Texting Group	p Photography	Video	Location	Video Chat	Texting	Group Chats	Photo- graphy	 ▶ Video
	Voice Officia		Voice Chat	Moment Feeds	QR Code Reader	Locat) ion V	/ideo	U Voice Message
> Leisure & Commerce	Newsfeeds O Price Checks	Translation e-Commerce	Taxi Reservati	on Event Or	ganization = © Banking			×	
> Media & Gaming	Music	Mobile G		☑ Desktop Ga	aming			×	

5G

Huawei aims at playing a central role in 5G mobile technology, the next big evolutionary step in mobile connectivity. Along with large R&D expenditures, Huawei also initiated a number of collaborative research initiatives – widely known as **Wireless X labs**.

Huawei overtook Apple and became one of the most R&D-intensive tech companies

R&D spending of major global tech-companies in 2016 (in US\$ billion)

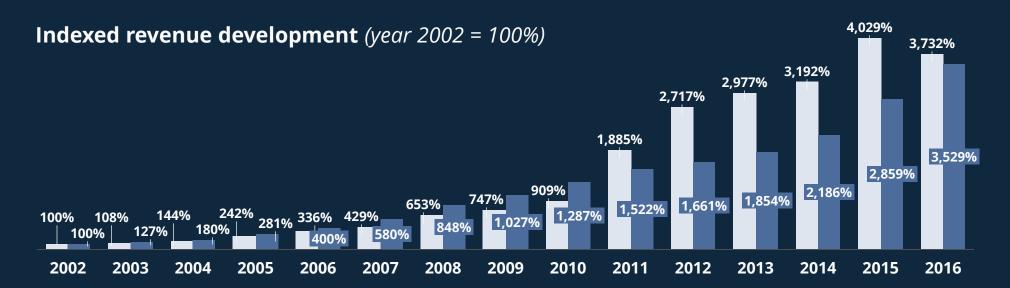


Huawei and Apple show similar revenue growth

Annual revenue comparison of Huawei and Apple from '02-'16

Annual revenue (in US\$ billion)

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
L Ć	5.7	6.2	8.3	13.9	19.3	24.6	37.5	42.9	52.2	108.2	156.0	170.9	183.2	231.3	214.2
W HUAWEI	2.1	2.7	3.8	6.0	8.5	12.3	18.0	21.9	27.4	32.4	35.4	39.5	46.5	60.8	75.1



Baidu, Alibaba, Tencent and Huawei vs.

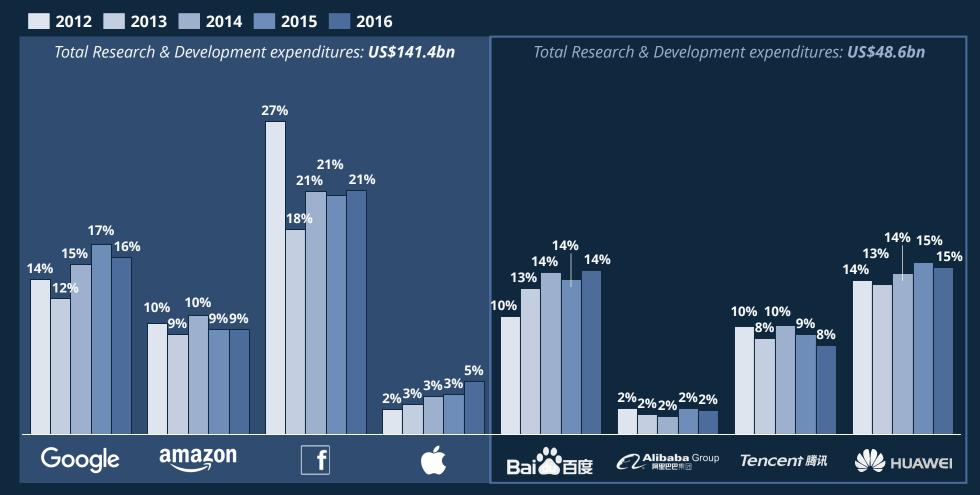
Google, Amazon, Facebook and Apple

Who is taking the lead?



BATHu may catch up in the digital economy, but the big U.S. players remain the top innovators

Research & Development expenditures (in percent of total revenues)



Comparatively, U.S. tech-giants remain ahead of their Chinese competitors

Key-figure comparison: GAFA vs. BATHu

Google	VS.	Bai 首度

Revenues	US\$bn	★ 89.73	10.20
CAGR ¹ '12-'16	%	15.77	★ 29.92
Profit margin	%	★ 21.71	16.44
R&D expend.	US\$bn	★ 13.95	1.47
Domestic market share	%	64.0	★ 75.1

Revenues	US\$bn	★ 135.99	15.69
CAGR ¹ '12-'16	%	22.15	+ 48.63
Profit margin	%	1.74	** 70.5
R&D expend.	US\$bn	★ 12.59	0.34
GMV	US\$bn	251.0 ²	★ 484.6

vs. Tencent 腾讯

Revenues	US\$bn	* 27	'.64	21.97
CAGR ¹ '12-'16	%	★ 52	2.66	32.88
Profit margin	%	★ 36	5.97	27.3
R&D expend.	US\$bn	* 5	.92	1.71
MAU ³	m	★ 1,	871	877

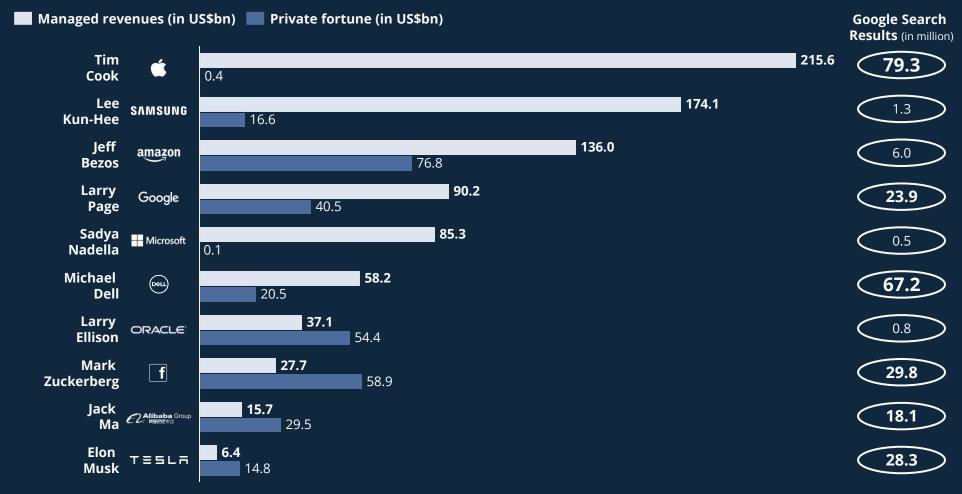
\ \ \	



Revenues	US\$bn	★ 214.23	75.10
CAGR ¹ '12-'16	%	8.26	20.73
Profit margin	%	★ 21.33	7.1
R&D expend.	US\$bn	10.05	★ 11.00
Smartphone shipments	m	★ 215.4	139.3

The Top 10 digital CEOs manage revenues of \$846bn and own a combined fortune of \$312bn

Top 10 business people in the digital economy



Venture Capital

7,300,000,000

US\$

In 2016 *Didi Chuxing*, the Chinese ride sharing company and major competitor of *Uber*, collected fresh capital funding totaling US\$7.3 billion in order to strengthen its position in the Southeast Asian market



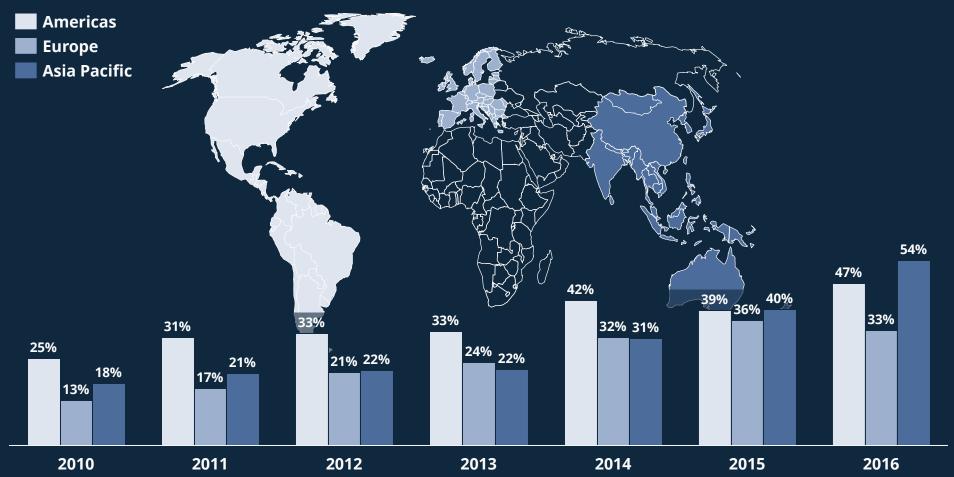
More deals and greater capital invested, bar 2016, complement growing average deal size

Global venture financing from 2010-2016 (in US\$ billion)



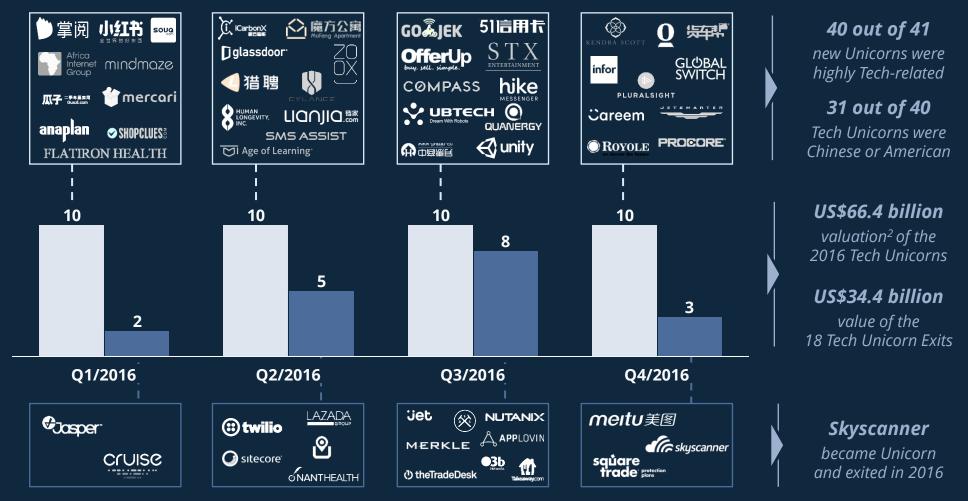
"Software is eating the world" - at least in the case of VC financing

Software sector share in venture financing in a regional comparison



The stereotype Unicorn¹ in 2016: digital and most likely to be Chinese or American

New VC-backed Tech Unicorns and Exits in 2016



Source: CB Insights 1: Unicorn = Startup company with a company valuation of more than US\$ 1.0 billion 2: Company valuation as per 03-15-2017

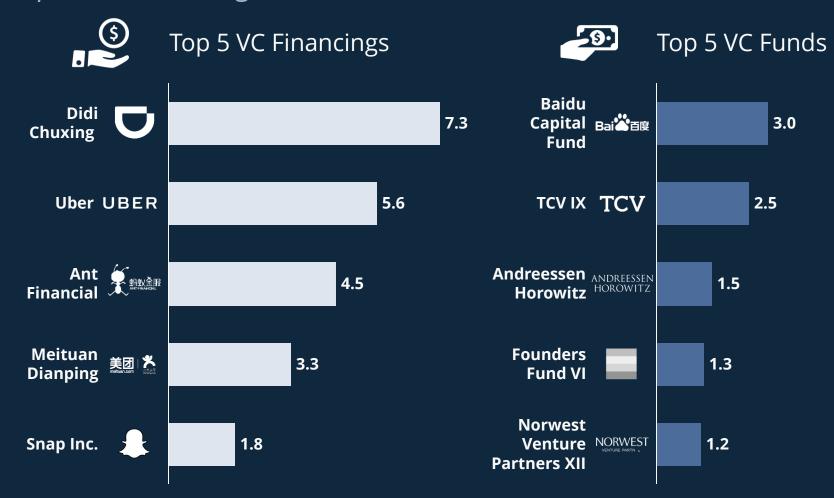






U.S. and Chinese players take the top spots in terms of global VC financing and funding

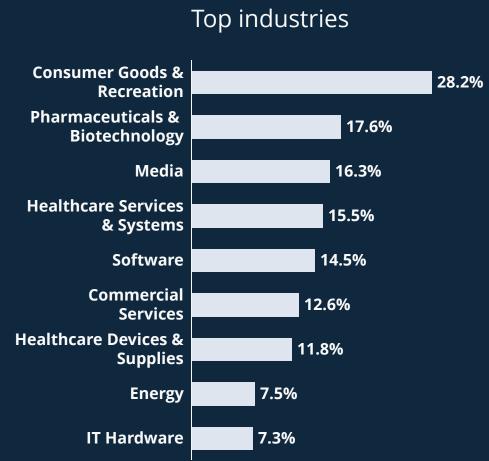
Top 5 VC Financings and Funds in 2016 (in US\$ billion)



VC deals are primarily closed with male founders, particularly in the tech landscape

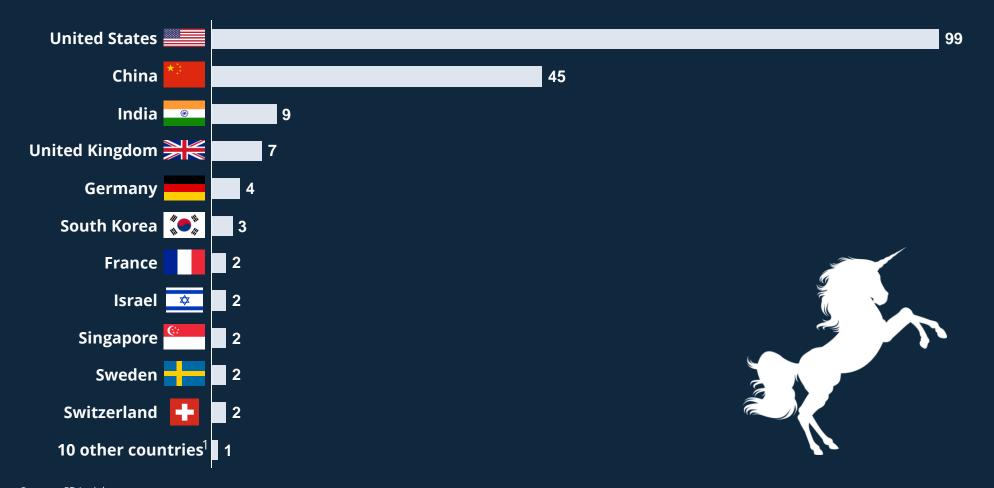
Global VC deals for companies with at least one female founder





The U.S. and China are home to the greatest number of Unicorns, with Europe lagging behind

Private companies valued at one US\$ billion or more as of 03-27-2017



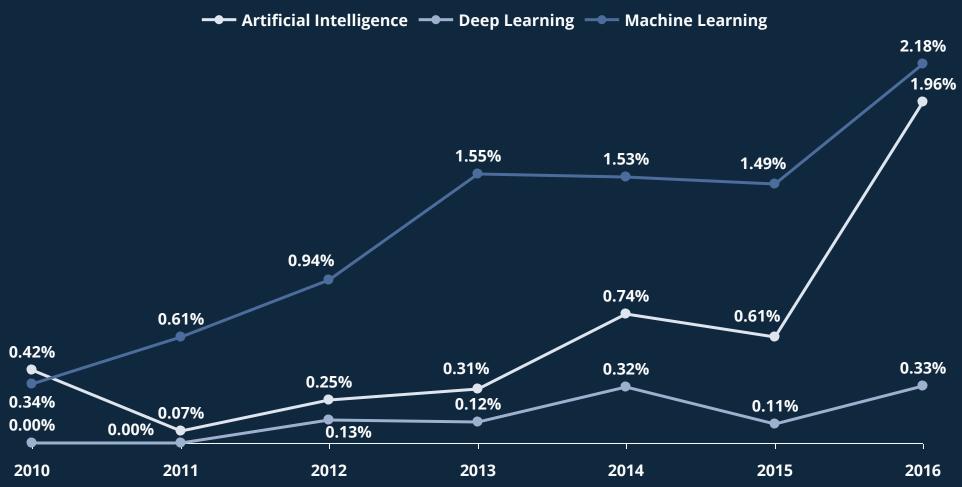
AI, AR & VR

99.77%

Baidu has developed a facial recognition software that recognizes human faces with a 99.77% accuracy. This surpasses average human-level facial recognition and many Silicon Valley competitors.

There is a lot of activity in the Artificial Intelligence and Data Mining startup scene

VC-backed companies with certain words in their company description



VC-backed companies with the terms Machine Learning, VR & AI drastically increased since '10

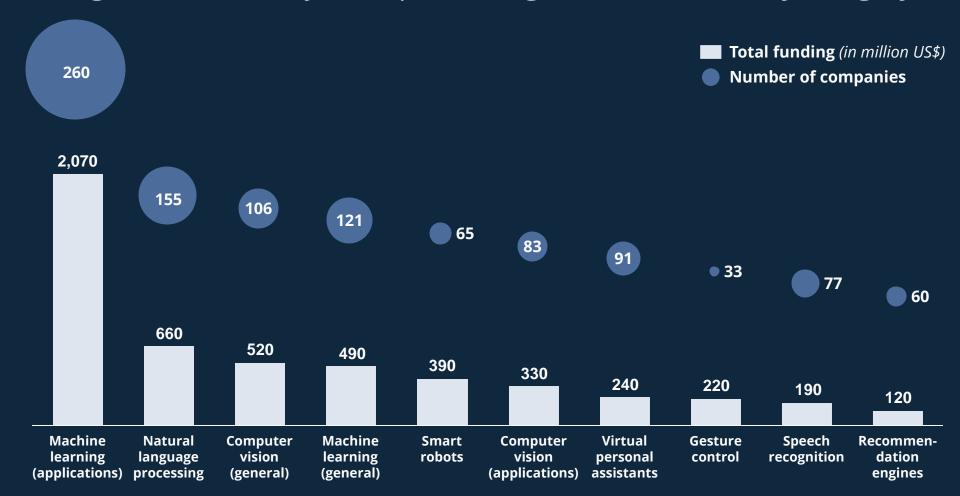
Change of VC-backed companies with given terms in their description

Rank	Word	% in 2010	% in 2016	Change
1	Virtual Reality	0.0%	1.0%	-
2	Machine Learning	0.3%	2.0%	507%
3	Natural Language	0.2%	1.0%	507%
4	Ingredients	0.3%	1.2%	385%
5	Cyber	0.3%	1.5%	355%
6	Artificial Intelligence	0.4%	1.8%	337%
7	Reality	0.3%	1.4%	325%
8	Automates	0.3%	1.0%	304%
9	Sensors	0.3%	1.3%	294%
10	Feedback	0.4%	1.3%	215%
11	Seconds	0.3%	1.0%	203%
12	Minutes	0.4%	1.2%	191%
13	Oncology	0.4%	1.2%	191%
14	Therapy	0.7%	1.9%	188%
15	Modern	0.5%	1.4%	183%
16	Tumor	0.4%	1.1%	167%
17	Stealth	1.3%	3.3%	143%
18	Workflow	0.7%	1.6%	143%
19	Insurance	0.8%	1.9%	130%
20	Software Platform	0.5%	1.1%	122%

Rank	Word	% in 2010	% in 2016	Change
21	Human	1.7%	3.5%	106%
22	Connected	1.0%	2.0%	102%
23	Genetic	0.8%	1.5%	102%
24	Videos	0.6%	1.1%	91%
25	Risk	2.4%	4.2%	78%
26	Intelligent	1.7%	3.0%	76%
27	Algorithms	0.8%	1.3%	75%
28	Treatments	0.8%	1.3%	75%
29	Audio	0.6%	1.0%	73%
30	Culture	0.6%	1.0%	73%
31	Women	0.6%	1.0%	73%
32	Body	0.8%	1.4%	70%
33	Healthy	0.8%	1.4%	70%
34	Language	0.8%	1.4%	70%
35	Stream	2.4%	4.1%	67%
36	Threat	0.4%	1.5%	65%
37	Hand	2.1%	3.5%	65%
38	Labs	1.7%	2.8%	64%
39	Bank	0.8%	1.3%	58%
40	Measure	1.4%	2.2%	57%

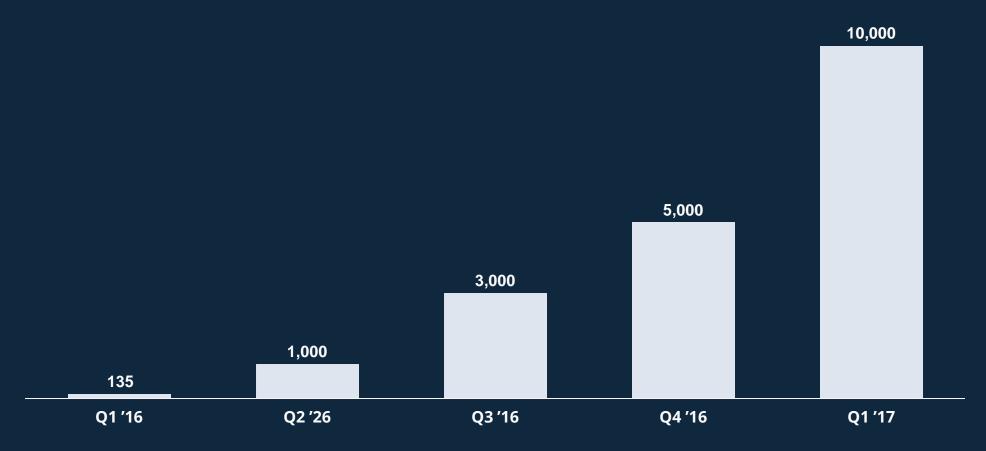
Startups in the machine learning / Al segment have benefited from the largest VC funding

Funding and number¹ of startups working in the AI market, by category



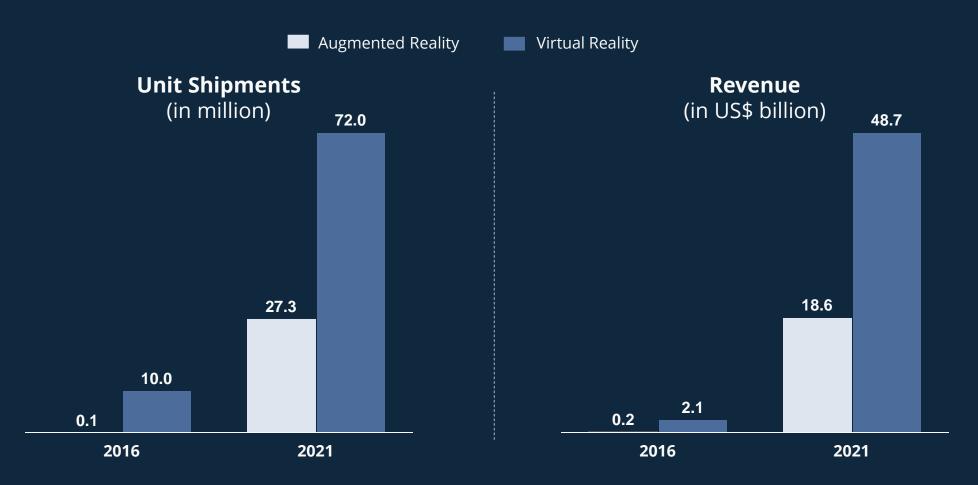
Al will also enable human voices to become a new powerful communication layer

Number of third-party skills available for Amazon's virtual assistant



Augmented & Virtual Reality may be the next big tech opportunity

Estimated global virtual & augmented reality headset development



Global VR revenues are expected to increase to almost US\$40 billion by 2020

Forecasted VR hard- and software revenues by platform in US\$ billion



Source: Superdata via VRFocus

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The Digital Market Outlook (DMO) provides KPIs and insights for eight digital markets

Statista Digital Market Outlook coverage



e-Commerce

Fashion, Electronics & Media, Food & Personal Care, Furniture & Appliances, Toys, Hobby & DIY



FinTech

Digital Payments, Business Finance, Personal Finance



eServices

Event Tickets, Fitness, Dating Services, Food Delivery



Digital Advertising

Banner Ads, Video Ads, Search Ads, Social Media Ads, Classifieds



eTravel

Online Travel Booking, Mobility Services



Smart Home

Home Automation, Security, Home Entertainment, Ambient Assisted Living, Energy Mgmt.



Digital Media

Video-on-Demand, Digital Music, Video Games, ePublishing



Connected Car

Connected Hardware, Vehicle Services, Infotainment Services

The DMO markets and forecasts cover a broad range of products and services

DMO scoping



B2C¹ markets and revenues for...



in over **50 regions** and **countries**...



new² products and services...



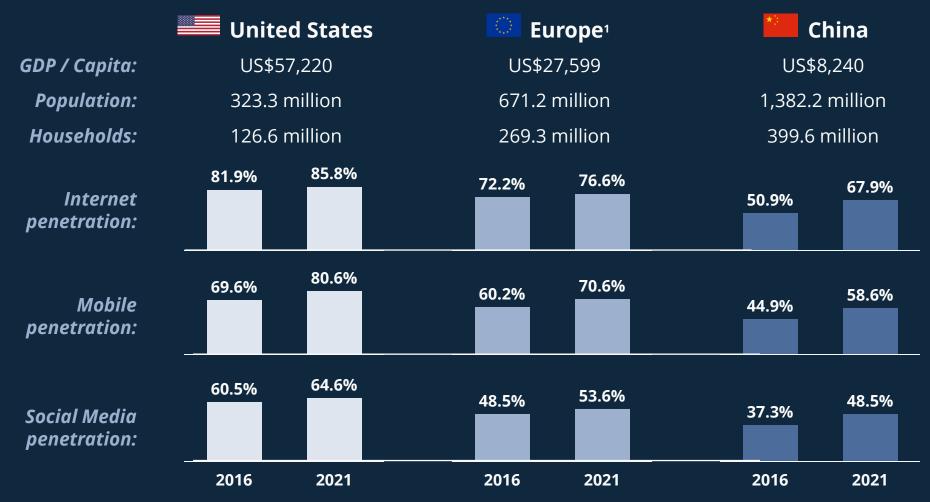
covering **7 years**, from '15 to '21.

^{1:} B2B and C2C markets are excluded 2: Resale of used goods is not included

DMO JJJJJJ

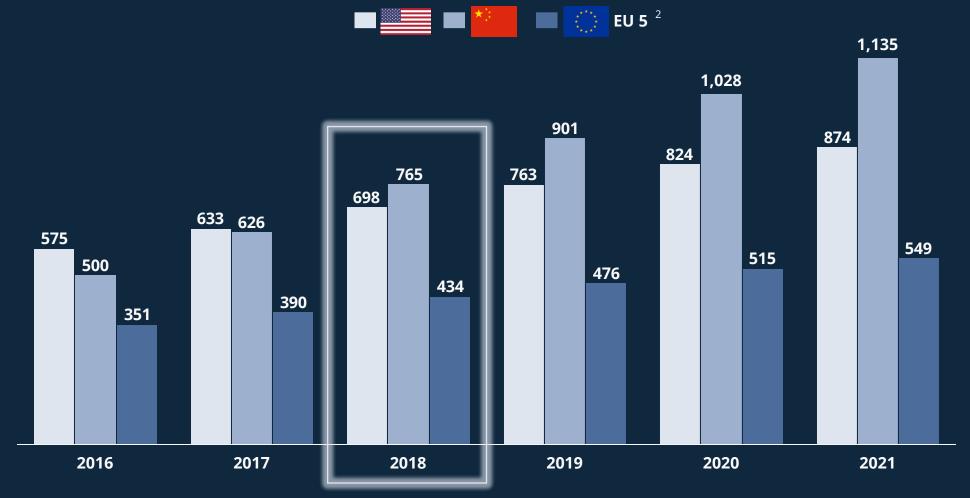
Forecasts based on market-specific knowledge, enriched with macroeconomic developments

Macroeconomic overview 2016



In 2018, China will overtake the U.S. and will become the biggest digital economy

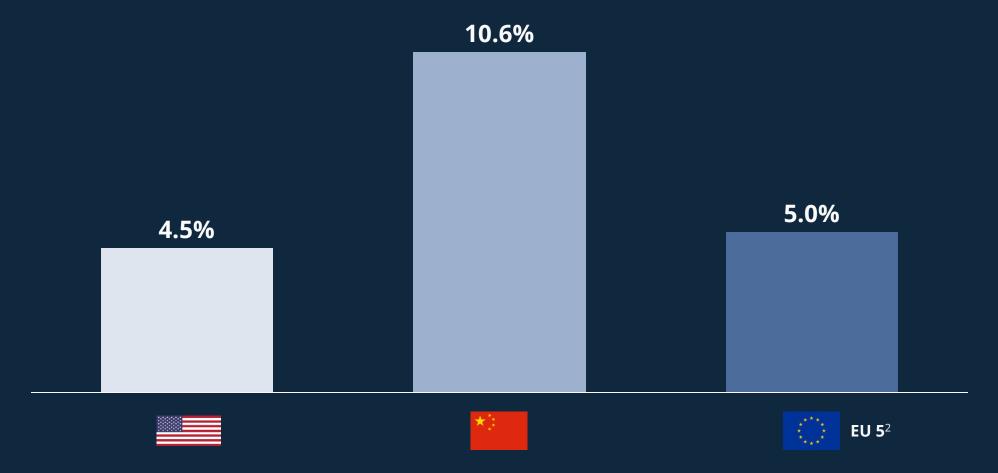
Digital market¹ development of the three major regions (in US\$bn)





In 2016, digital expenditure in % of household consumption per capita are the biggest in China

Digital expenditure¹ as share of household consumption per capita in '16

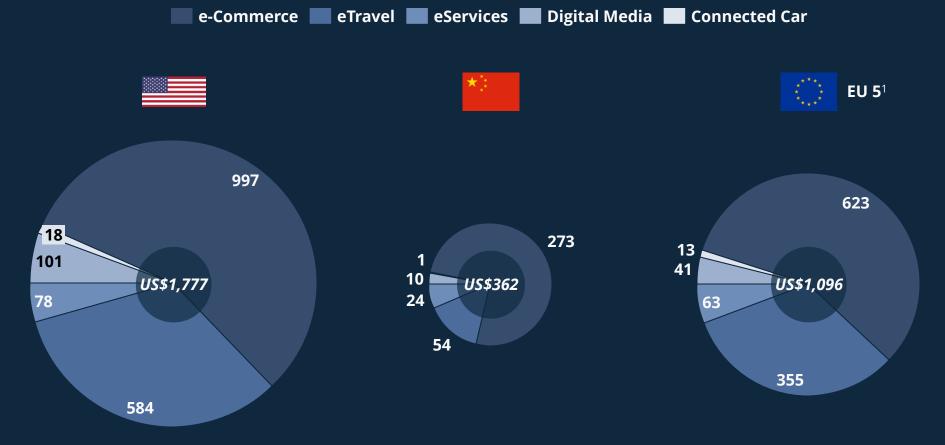




^{1:} including all revenues generated within the e-Commerce, eTravel, eServices, Digital Media and Connected Car market 2: including France, Germany, Italy, Spain and the United Kingdom

E-Commerce is by far the biggest digital market people spend their money on

Digital expenditure per capita in the major regions per category in '16



E-Commerce

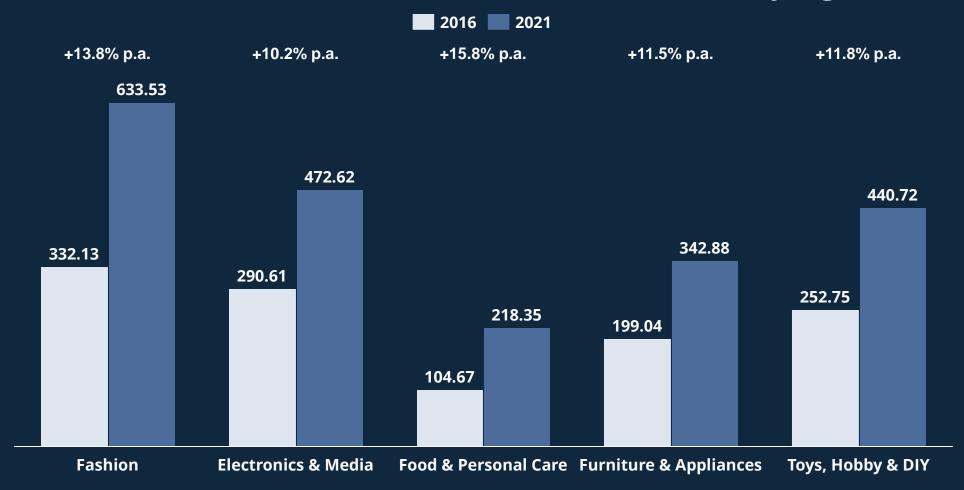
12,000,000

Chinese online retailer *Tmall* ships an incredible 12 million boxes per day



Global e-Commerce revenue is expected to almost double to US\$2,108bn by 2021

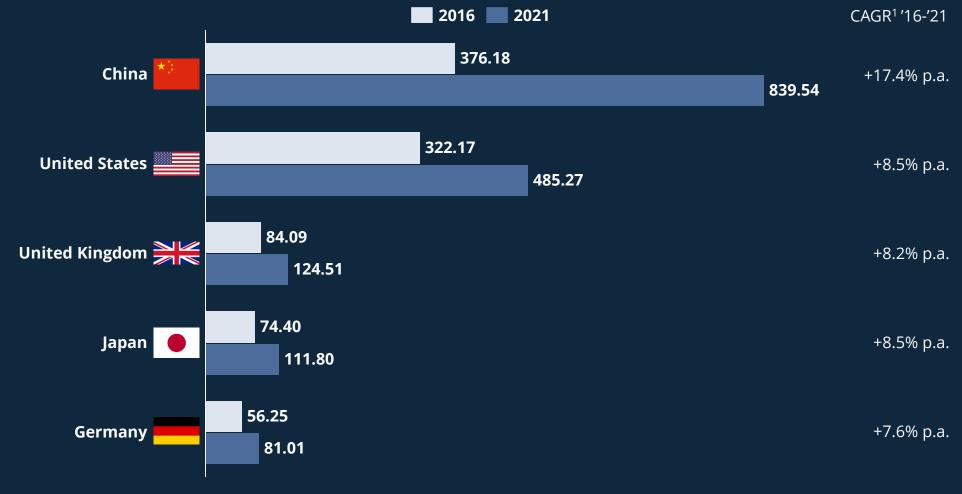
Global¹ e-commerce revenue (in US\$bn) and CAGR² 16-21 by segment





The top e-Commerce markets exhibit growth and maintain their position in global ranking

Total e-Commerce revenue by region (in US\$ billion)



There are many product-specific big players in addition to large all-encompassing platforms

Key players by segment and business model

Key Player	Fashion	Electronics & Media	Food & Personal Care	Furniture & Appliances	Toys, Hobby & DIY	
Market Places	vente-privee.com		Alibat	•		
Online Retailer	- → zalando- → NORDSTROM	-amazon	TESCO -Walmart >'<	◆ Crate&Barrel	STAPLES <i>Cabelais</i> Office DEPOT	
	★Macys asos next	Cdiscount VOUSETES PLUS RICHE QUE VOUS NE LE CROYEZ	C WINDERNIE	home 24 houzz	Toys JUS Argos SPORTS DIRECT.COM	
Direct Seller	ZARA VICTORIA'S SECRET	DELL C	Hello WHÔLE FOODS	LOWE'S *wayfair	asics.	
	HaM	Lenovo	SAFEWAY ()	POTTERYBARN		

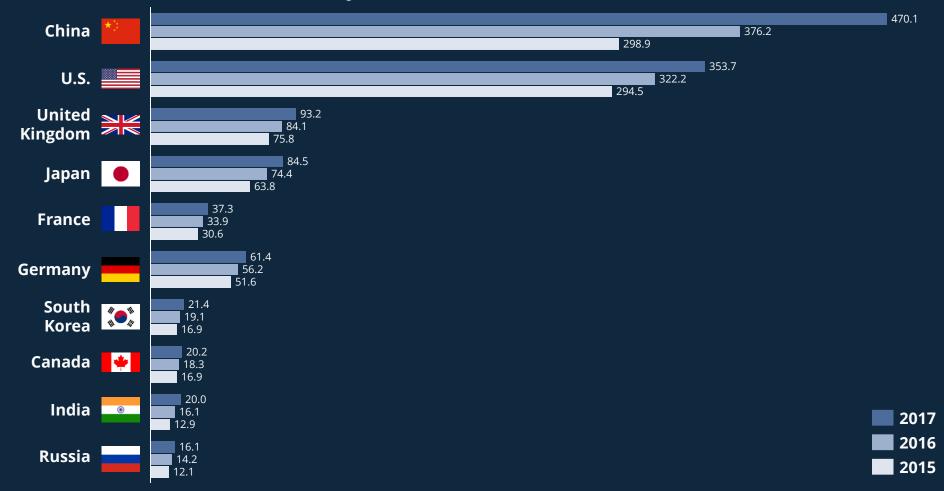
China will dominate the online fashion world with a turnover of more than US\$285bn in 2021

Projected online turnover from fashion (in US\$ billion)



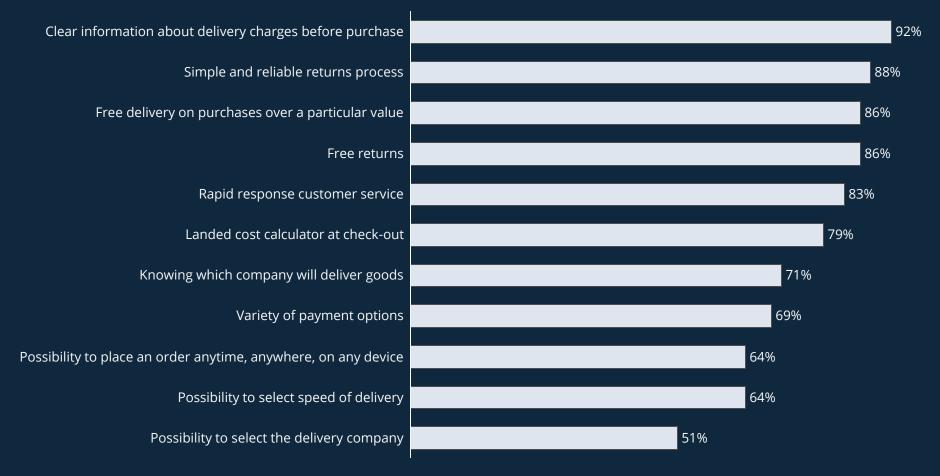
The Chinese B2C e-Commerce market outperformed the U.S. both in size as well as in growth

B2C e-Commerce turnover from 2015 to 2017¹ in US\$ billion



Transparency and simple processes are most important for online shopping delivery

Most important aspects of online shopping delivery for customers





Amazon leverages loyalty from Prime members; thus, incentivizing them is an important strategy

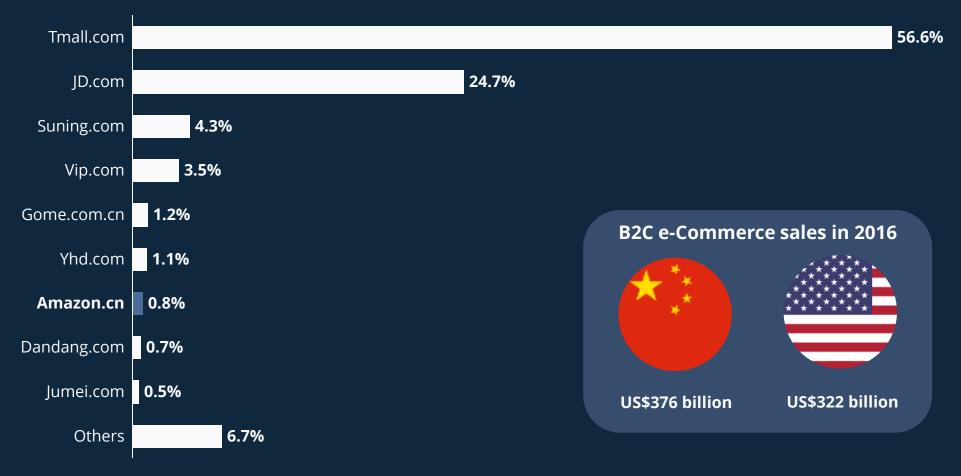
Amount spent by U.S. Amazon customers in the past 12 months





Despite being #1 in the U.S. and Europe, Amazon has not yet cracked the Chinese market

Market share of e-Commerce websites in China (in % of B2C sales)



Online Shopping is not as profitable as you think

Discover more of our topic-related research for e-Commerce



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- Food & Personal Care
- > Furniture & Appliances
- > Toys, Hobby & DIY

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eServices

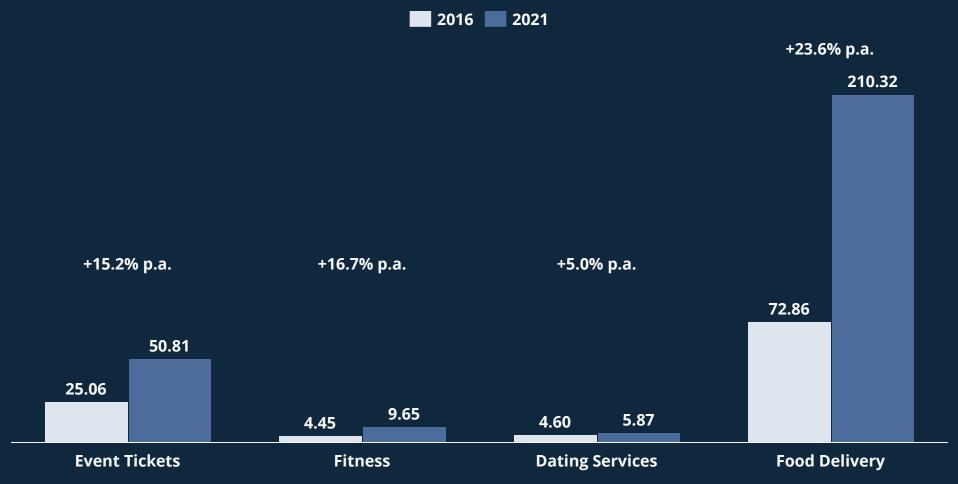
1,400,000,000

Online dating app *Tinder* registers a daily average of 1.4 billion swipes on its platform



Food delivery is the most dynamic eServices market, with revenues expected to triple by 2021

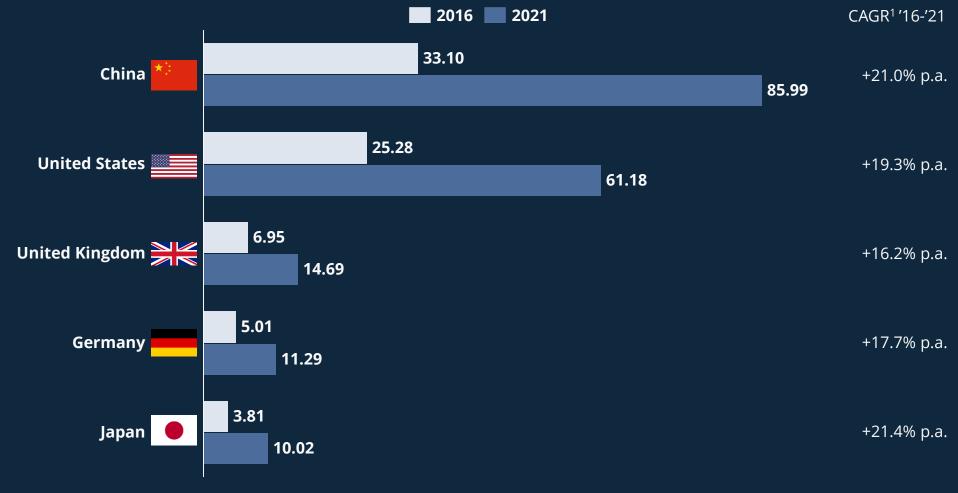
Global¹ eServices revenue (in US\$ billion) and CAGR² 16-21 by segment





An estimated eServices market value of US\$86bn by 2021 will increase China's lead over the U.S.

Total eServices revenue by region (in US\$ billion)



New market entrants create competitive pressures in the eServices market

Selected key players by segment and market complexity

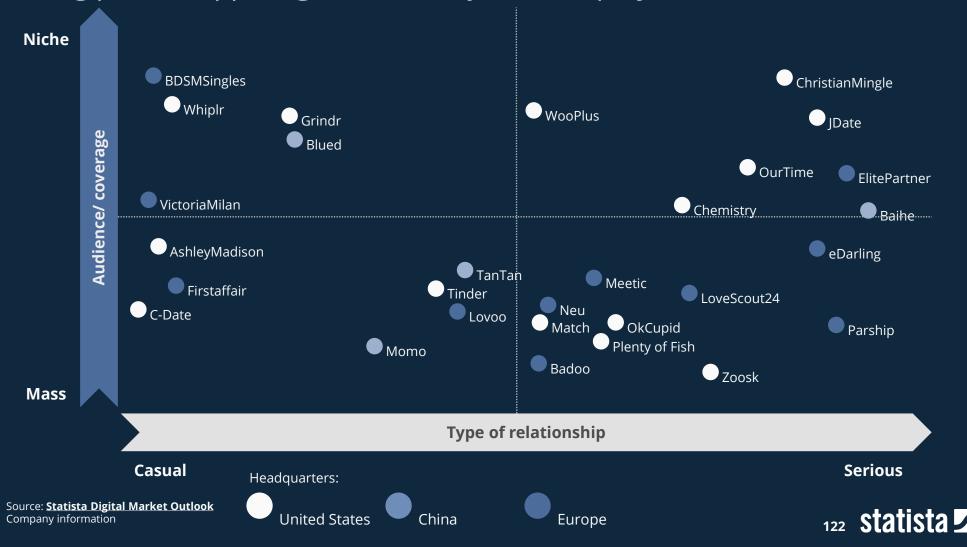
	Event Tickets	Fitness	Dating Services	Food Delivery	
Startups ¹	ticketstreet CKETPRO®	MISFIT Withings	eDarling LOVOO coffee wwhirfar	deliveroo Delivery Hero foodora 首度外要	
Established nlavors	Reventfactory 樂太麦 damai.cn ADticket reservix den indetported	# fitbit ATLAS	c∙date Hinge bod⊙o me9tic	seattiless	
players	ticketmaster* Eventbrite seatwave a ticketmaster company Tickettune Ticket World eventim	MEDISANA® THE	PlentyOfFish ElitePartner CHarmony Okcupid ASHLEY MADISON		
Market complexity ²					



^{1:} Founded after or in 2007

In Dating Services, different offerings are targeted at various audiences and types of relationship

Dating portals/apps segmentation of selected players



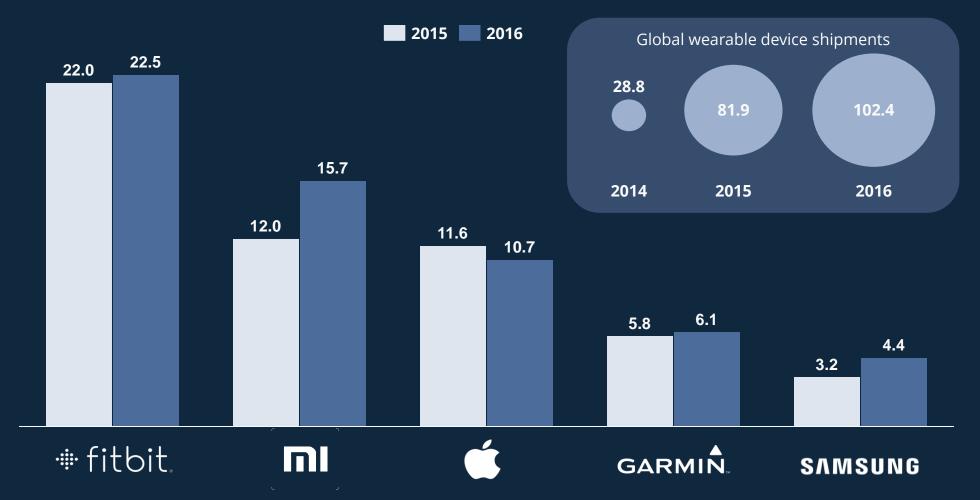
Sportswear giants are acquiring fitness apps; Under Armour is the most active player

Sportswear companies' fitness app acquisitions



Fitbit leads the global wearables market; what can be expected from the Apple Watch?

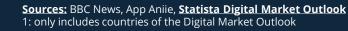
Worldwide wearable device shipments by the Top 5 vendors in million



Tinder and Badoo are the top 2 dating apps in terms of global¹ downloads

The most downloaded dating app by country 2015



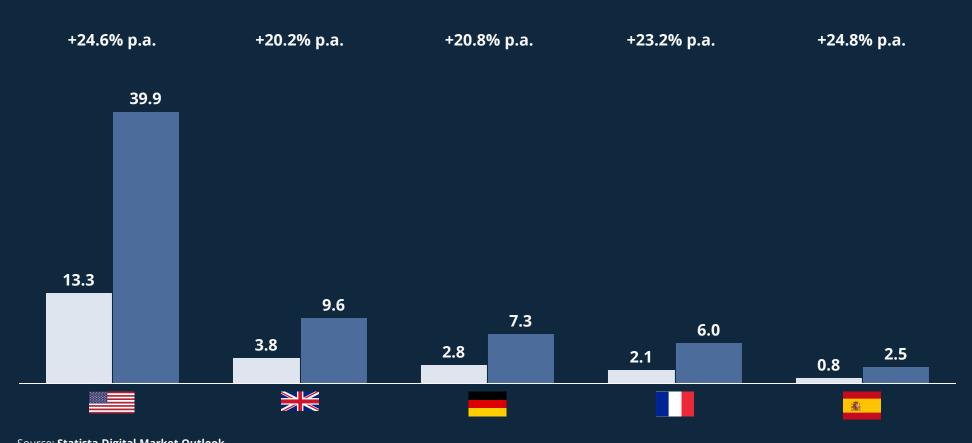




Selling food online is a promising business – especially in the U.S.

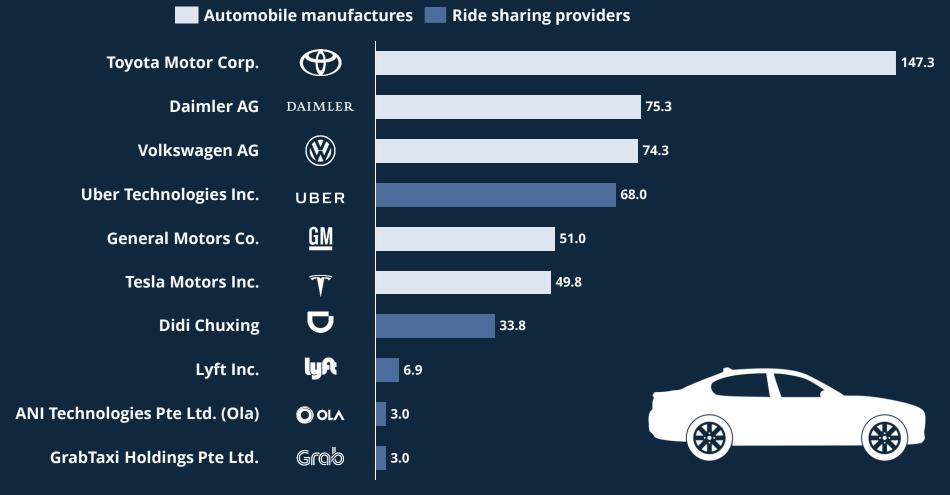
Online food delivery¹ revenue forecast (in US\$ billion)





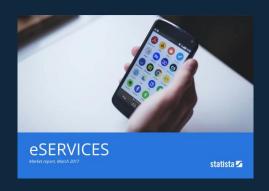
Despite not owning a single car, Uber's market valuation is closing in on the big OEMs

Market cap/valuation of selected companies in 2017 (in US\$ billion)



Everyone is taking a stab at online food delivery

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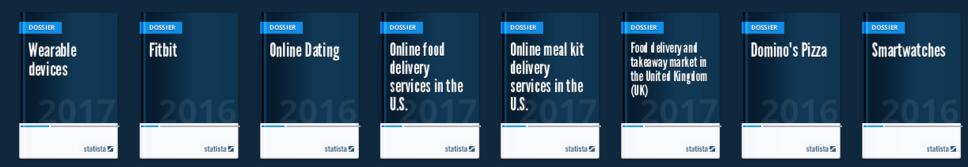


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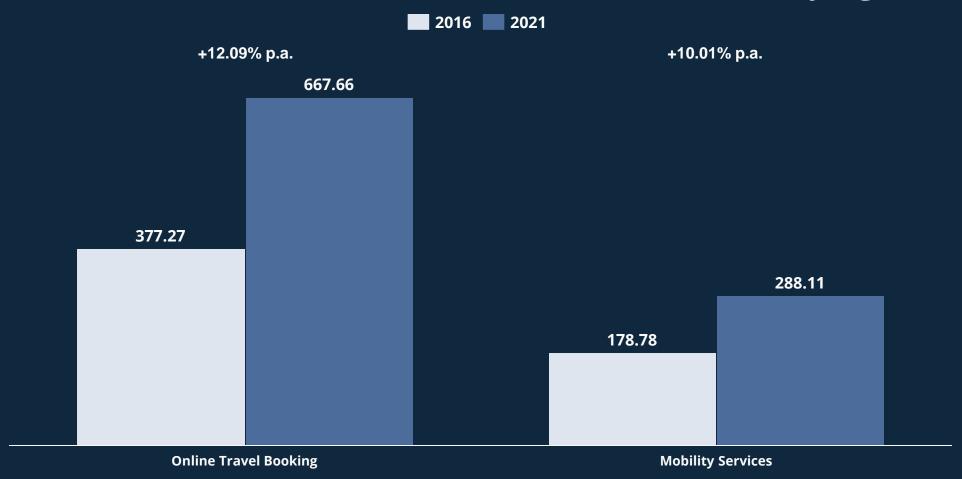
06-18-2016

The day online ride sharing company *Uber* reached a record breaking 2 billion users

statista

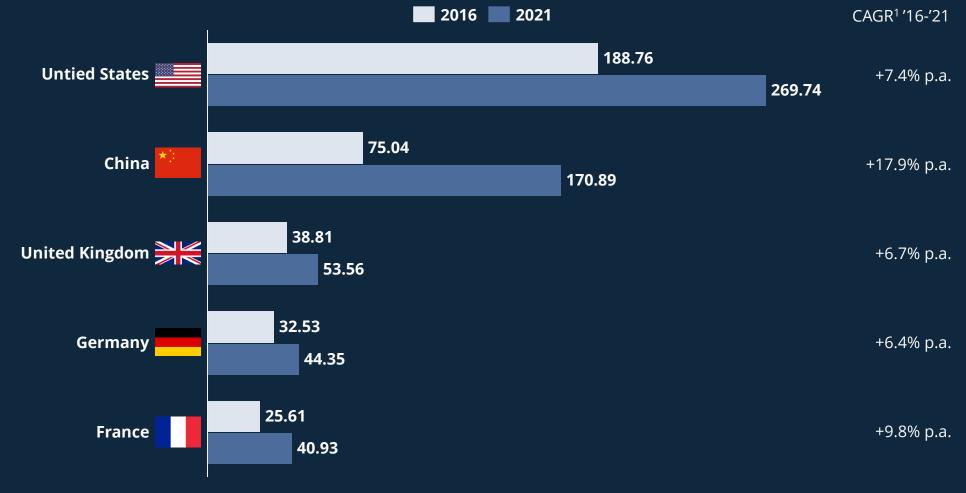
The global eTravel market will almost double to around US\$1 trillion by 2021

Global¹ e-commerce Revenue in US\$ billion and CAGR² 16-21 by segment



China displays the fastest growth in terms of eTravel revenues

Total eTravel revenue by region (in US\$ billion)



Companies in the eTravel market can be grouped into startups and established players

Key players by segment and market complexity

	Online Travel Booking	Mobility Services			
Startups ¹	decolar Com OYO VOSSY. S T A Y F U L. Style Tonight A point of the condition of the condi	GCOOOOLA FLIXBUS Bla Bla Car UPR UBER zimride で適適 X mytaxi mitfahren.de			
Established players	HomeAway eDreams ODIGEO Expedia Hotels.com VRBO priceline.com 技能程	Europear National Rail Lufthansa Grayhaund ECOLINES AMTRAK Grayhaund ECOLINES ADELTA Hertz DB UNITED			
Market complexity ²					



^{1:} Companies founded in or after 2007

^{2:} Estimate; considers value chain complexity and competitor landscape

Four big players account for the major M&A activity within the Online Travel Booking industry

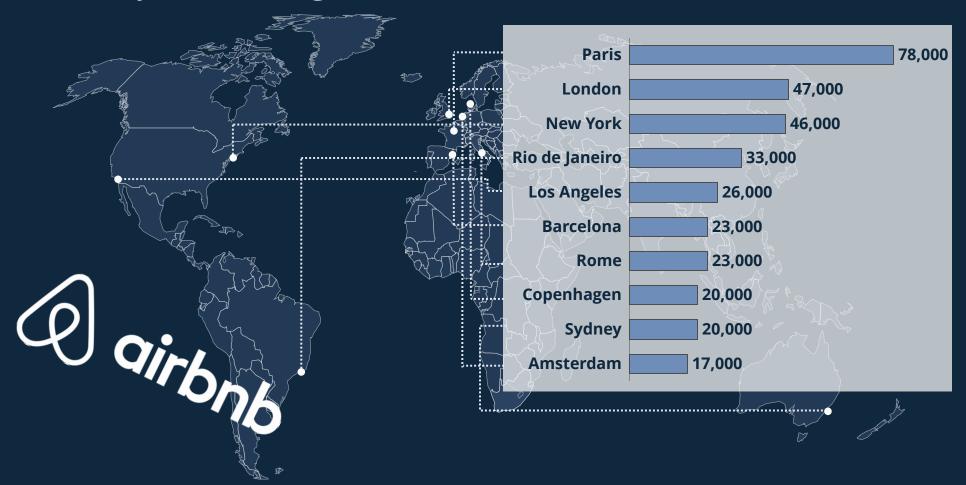
Selected players and selected acquisitions/ investments

Ctrip		 eDreams ODIGEO 		Expedia		Priceline					
2016	Skyscanner	US\$1700m	2013	Liligo.com	N/A	2015	Homeaway	US\$3900m	2015	PriceMatch	N/A
2016	MakeMyTrip	US\$180m (27% stake)	2011	Opodo	N/A	 2015 	Orbitz, eBookers	US\$1600m	2014	Hotel Ninjas	N/A
2015	Tuniu	US\$500m	2011	eDreams	Merger	2015	Travelocity	US\$280m	2014	Buuteeq	N/A
2015	eLong	US\$400m (38% stake)	2011	GoVoyages	Merger	 ²⁰¹⁴	Wotif	US\$658m	2014	OpenTable	US\$2600m
2015	Travelfusion	US\$160m				 ²⁰¹⁴	Auto Escape	US\$85m	2012	Kayak	US\$1800m
2015	Qunar	45% stake				2012	Trivago	US\$632m (62% stake)	2010	Rentalcars	N/A
2015	Suanya	US\$16m				2008	CarRentals.com	N/A	2010	Swoodoo	N/A
2014	ToursForFun	US\$100m				2008	Venere	N/A	2007	Agoda	N/A
2014	Tujia	US\$100m				2001	Hotels.com	N/A	2005	Booking.com	US\$135m
2013	Yongche	US\$60m									

Source: Statista Digital Market Outlook, Dealroom

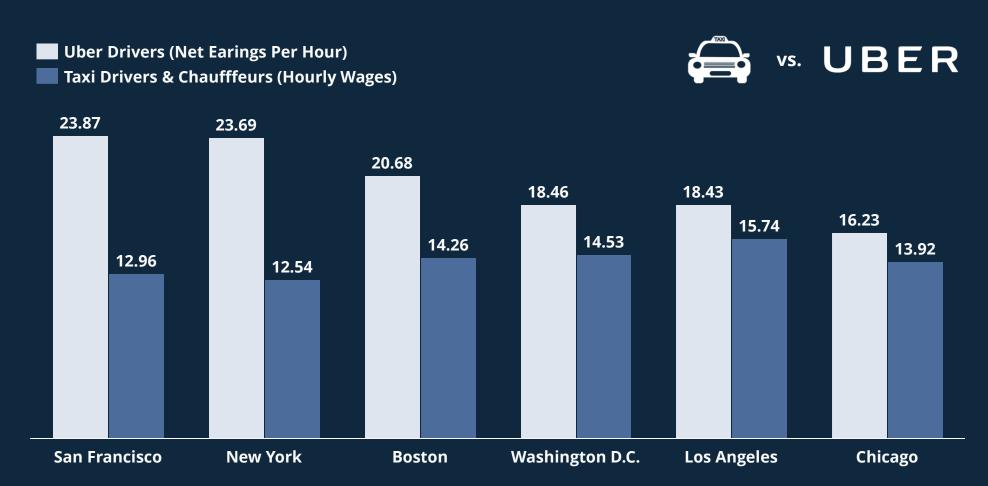
Airbnb has reshaped the way we book accommodations

Number of Airbnb listings in cities worldwide in 2016¹



Fair deal? In major cities, taxi drivers earn significantly less than Uber drivers

Estimated hourly earnings of driver services in major U.S. cities



Rethinking travel: Airbnb is just the beginning

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Digital Media

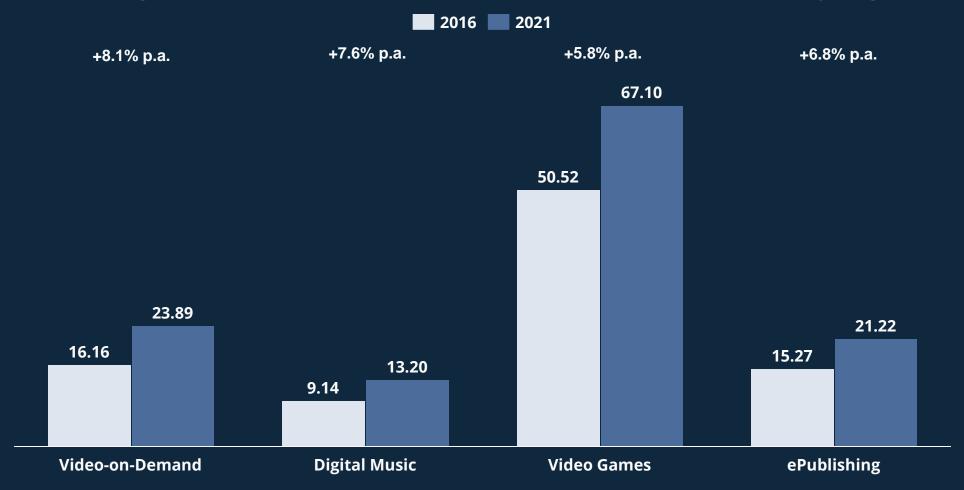
88,400,000

Virtual Reality is trending in Digital Media. In 2016 88.4 million *Google Cardboards* (Google's budget VR solution) were shipped, demonstrating how big a trend it really is.



Revenues generated by Video Games overshadow other Digital Media

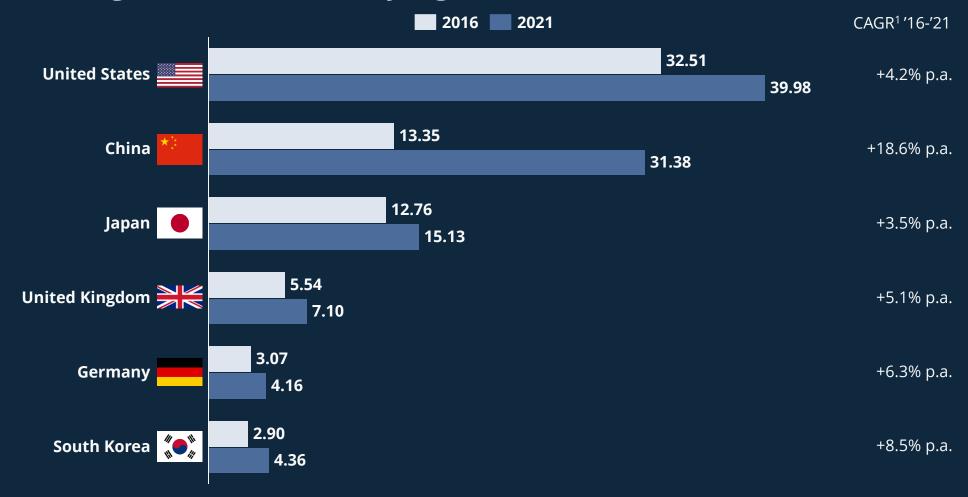
Global¹ Digital Media revenue (in US\$ billion) and CAGR² 16-21 by segment





The U.S. has the largest Digital Media revenues, while China shows promising development

Total Digital Media revenue by region (in US\$ billion)



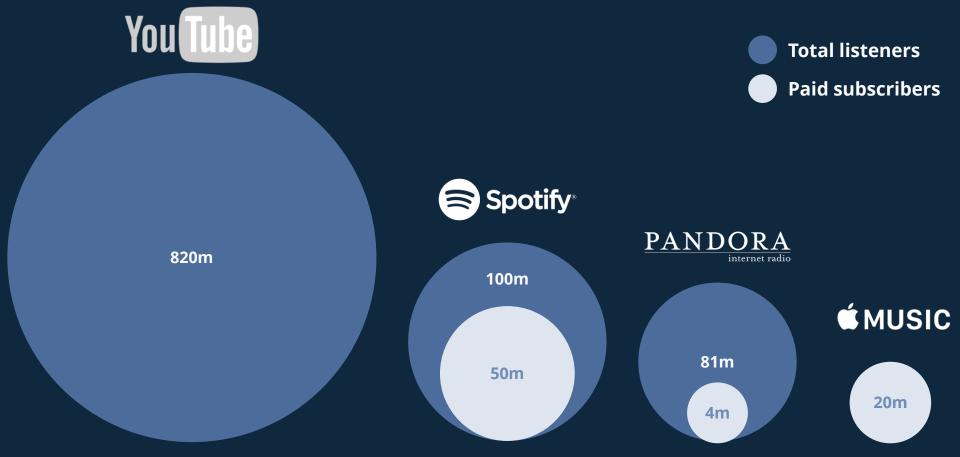
In most Digital Media segments, very few players dominate the market

Selection of key players in Digital Media



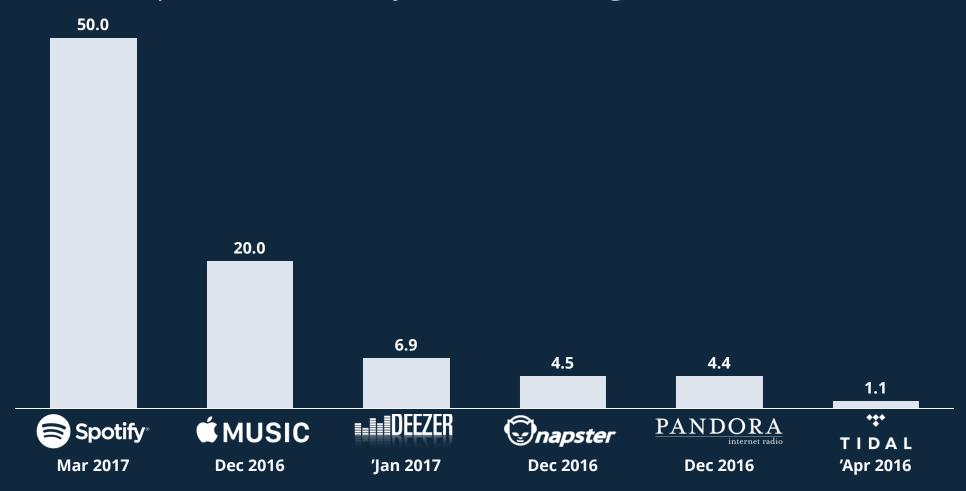
Youtube is the world's largest music streaming service and at no charge to users

Largest services for online music consumption and their number of users



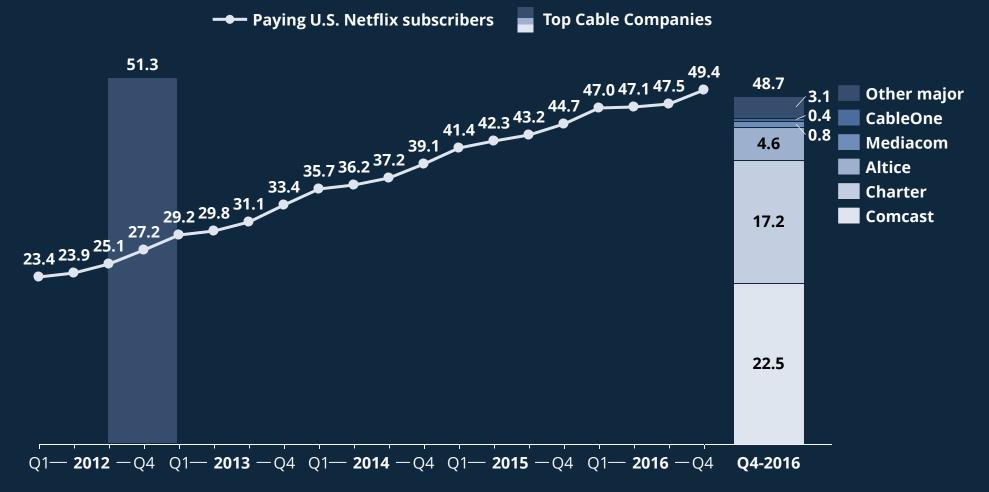
Spotify is the leading streaming service with the largest number of paying subscribers

Worldwide paid subscribers of music streaming services (in million)



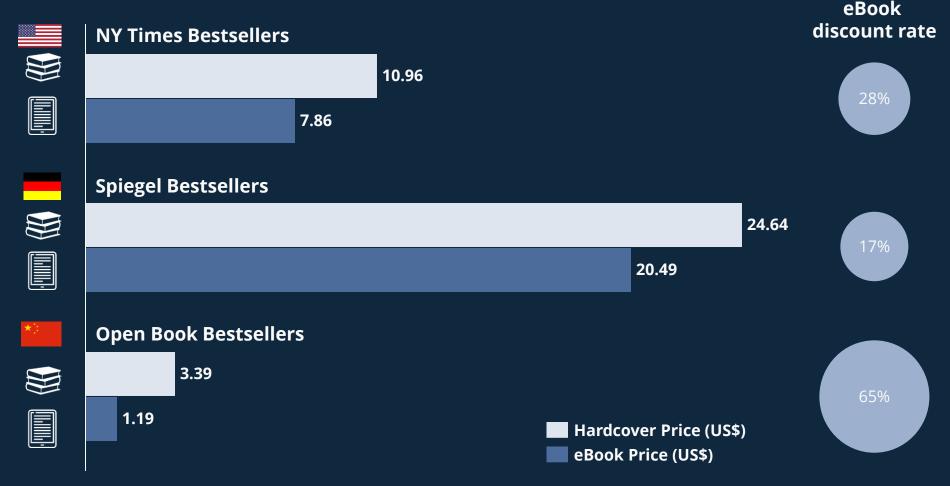
In Q4-'16, Netflix had more paying subscribers in the U.S. than the top cable companies combined

Netflix subscribers vs. top cable companies customers in the U.S. (in m)



eBooks and hardcovers are most expensive in Germany

Avg. price of the Top 10 bestsellers on Amazon (in US\$)



What comes after subscription in digital media?

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- > Video-on-Demand
- Video Games
- Publishing

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FinTech

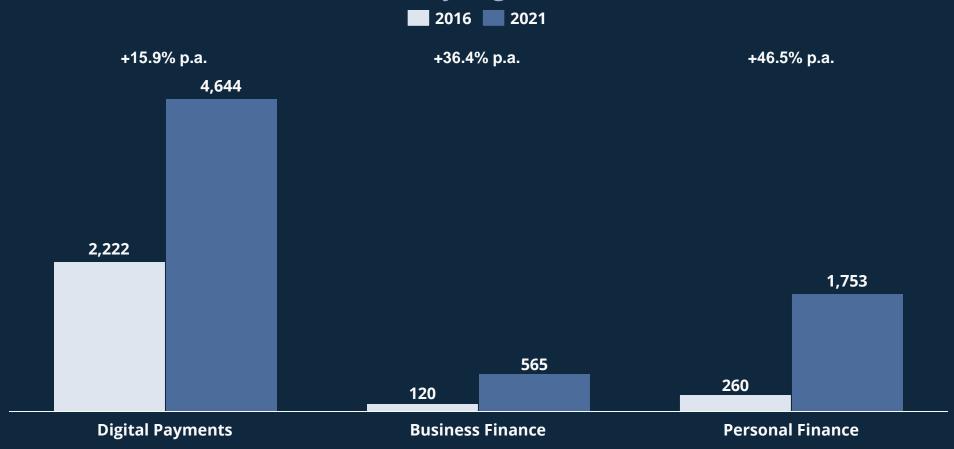
"If banks cannot truly be customer intimate, they are doomed to be just dumb commodities, acting behind the scenes, like utilities."

JP Nicols, Bank innovation consulting expert



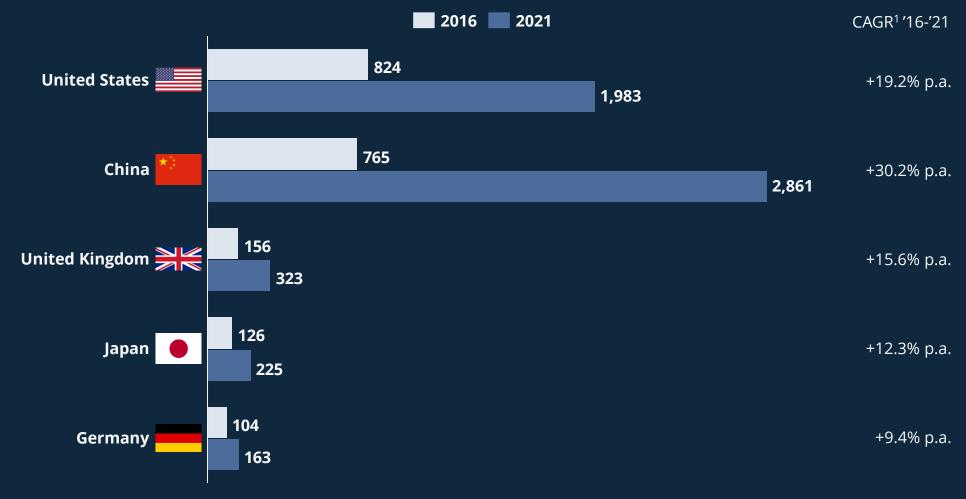
Global¹ Digital Payments are expected to more than double by 2021

Global¹ FinTech transaction value and Assets under Management (in US\$ billion) and CAGR² 16-21 by segment



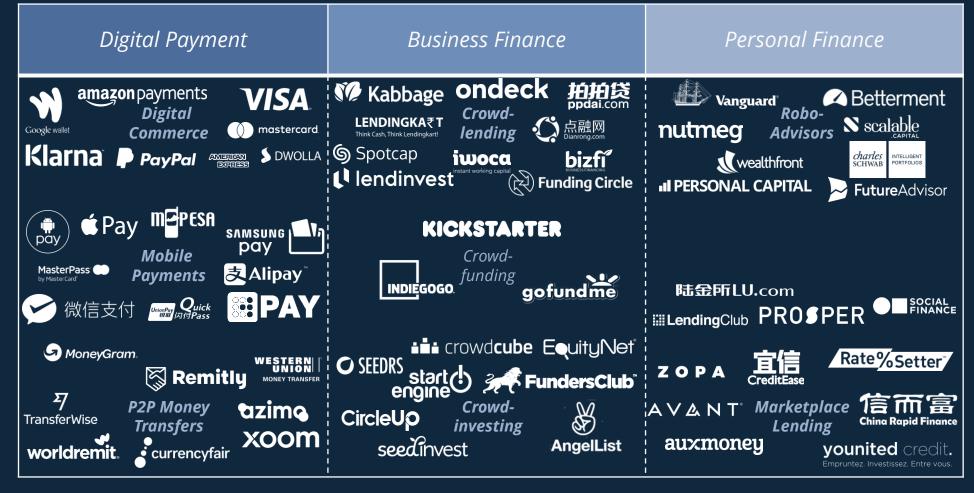
It's early days for FinTech markets; however, the U.S. and China have promising prospects

Total FinTech transaction value by region (in US\$ billion)



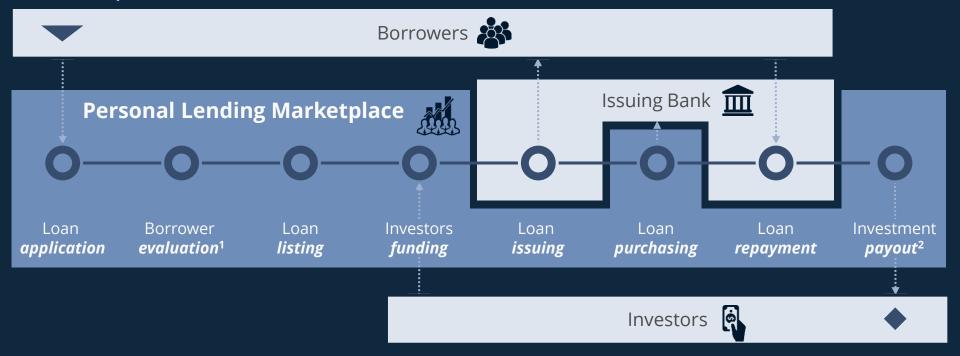
Most prominent FinTech players can be found in the Digital Payment segment

Representative FinTech key player by segment



Profiteers in Marketplace Lending are Borrowers, Marketplaces, Banks and Investors alike

Generic process overview and revenue streams



Financial Benefits for parties involved

Borrower:

Loan granted

Lending Market Place:

Transaction fee from Bank, service fee from Investors

Issuing Bank:

Interest rate from loan issuance³

Investor:

Return on investment from Marketplace

Source: Statista Digital Market Outlook

1: Includes determination of loan interest rates, based on a prior credit scoring

2: Including initially agreed interest rate

3: Interest rate is based on credit worthiness of marketplace and therefor lower than for indivudual borrowers



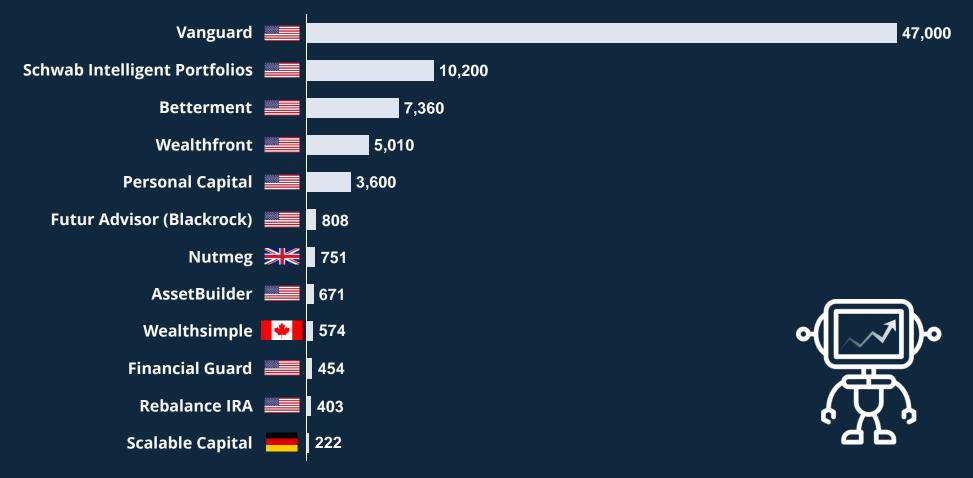
U.S. Mobile Payment transaction volume is expected to increase tenfold from '16 to '21

Estimated U.S Mobile Payment transaction volume (in US\$ billion)



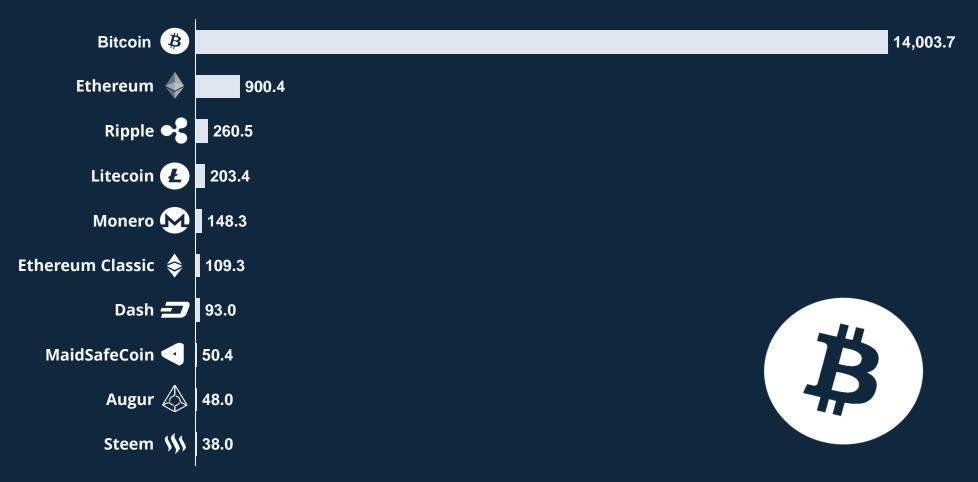
Robo-Advisors are most prevalent in the U.S.; only two of the biggest advisors are from Europe

Top Robo-Advisors by assets under management (in US\$ million)



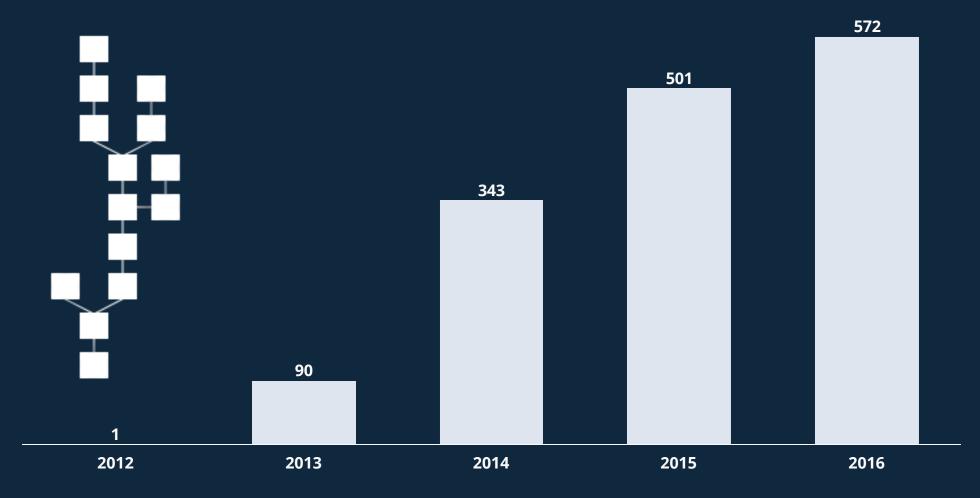
Bitcoin remains the largest crypto-currency with a market cap of more than US\$14 billion

Market caps of the ten largest crypto-currency markets (in US\$ million1)



In 5 years, Bitcoin & Blockchain start-up funding increased from US\$1m to over US\$570m

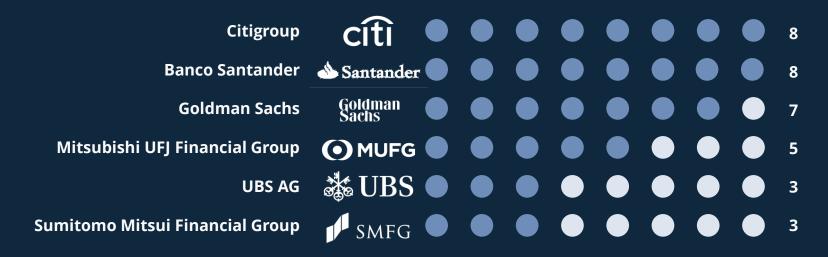
Bitcoin & Blockchain funding and investment of start-ups (in US\$ million)



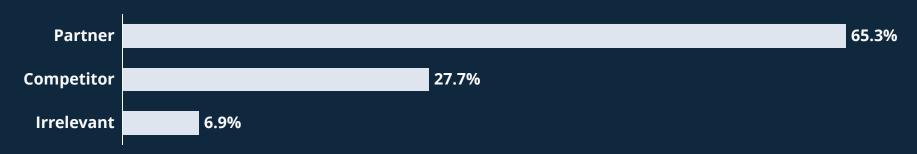
Source: CB Insights

If you can't beat the FinTechs, join them

No. of major bank investments in VC-backed FinTechs (Q3-'15 – Q3-'16)



Competitor, partner or irrelevant? How banking executive view Fintech firms 1



How FinTech is reshaping the financial world

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Digital Advertising

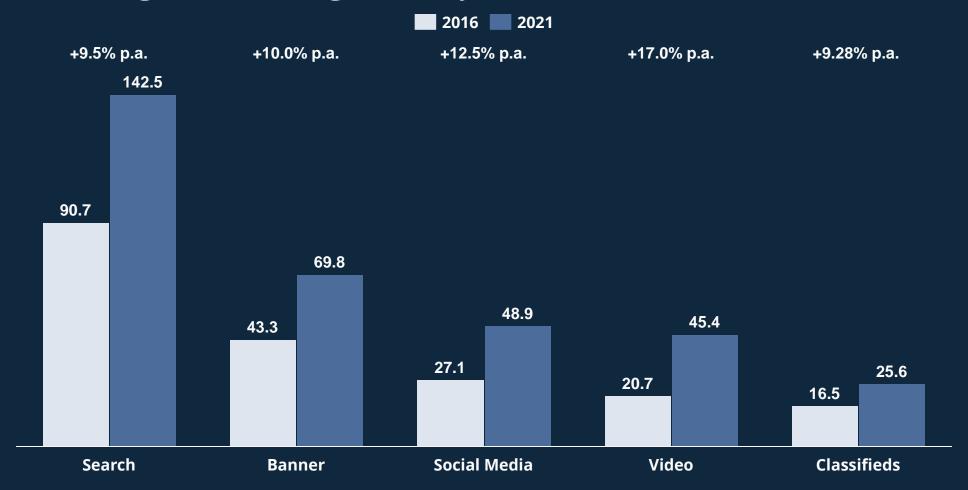


US\$935.71

The most expensive keyword for *Google AdSense* (best mesothelioma lawyer) was closing in on a truly incredible cost of US\$1,000 per click in March 2016.

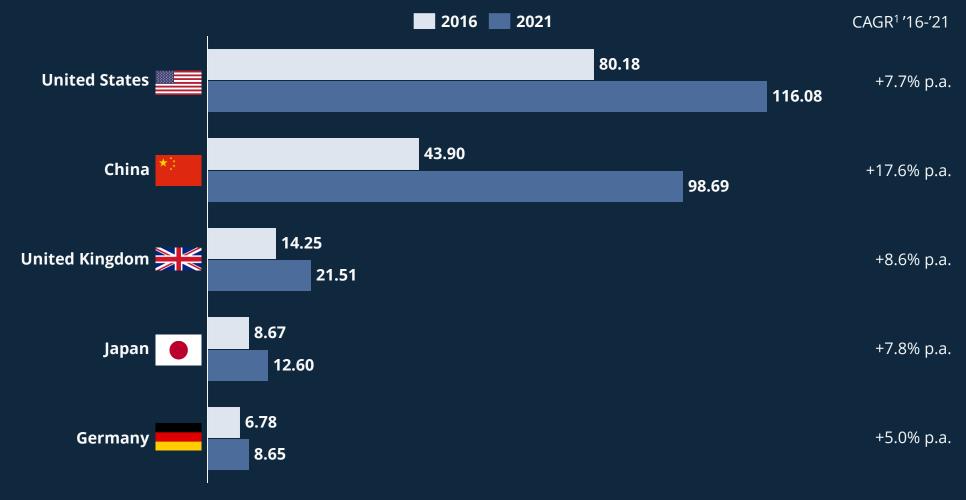
Digital Ads are expected to grow across all categories, with Search Ads taking the top spot

Global¹ digital advertising revenue forecast (in US\$ billion)



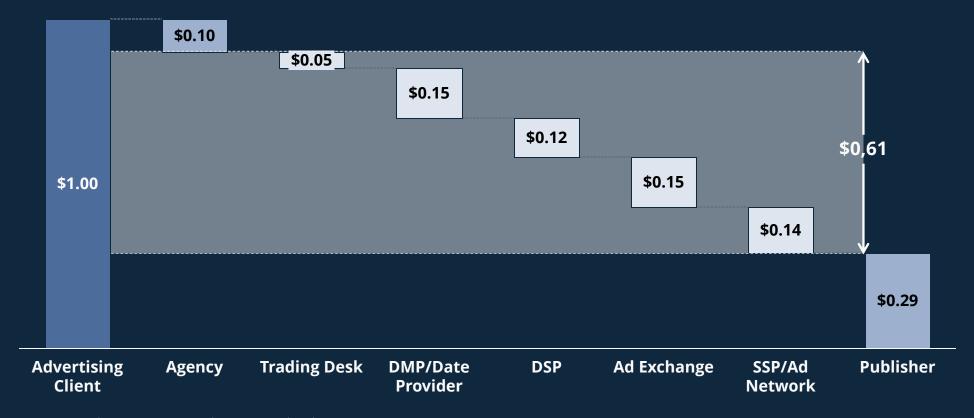
Digital Advertising revenues in China are expected to more than double by 2021

Total Advertising revenue by region (in US\$ billion)



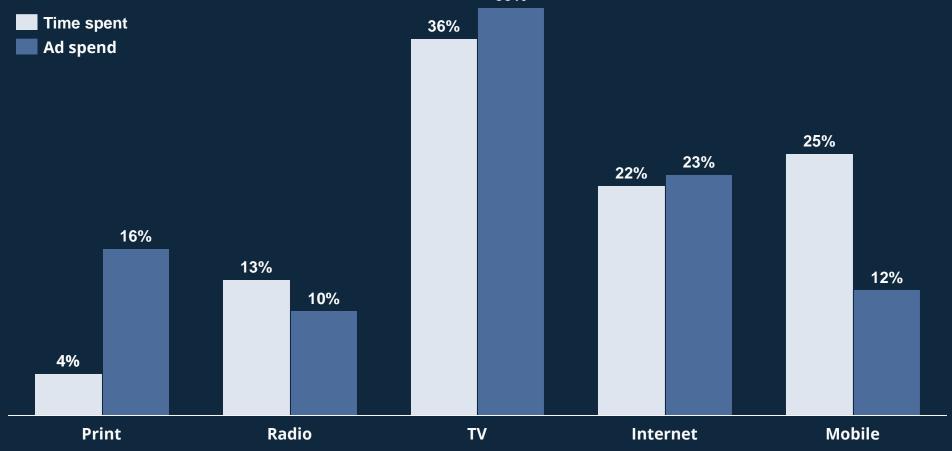
In programmatic advertising 60% of the budget can be allocated to service contractors

Allocation of US\$1 in programmatic advertising



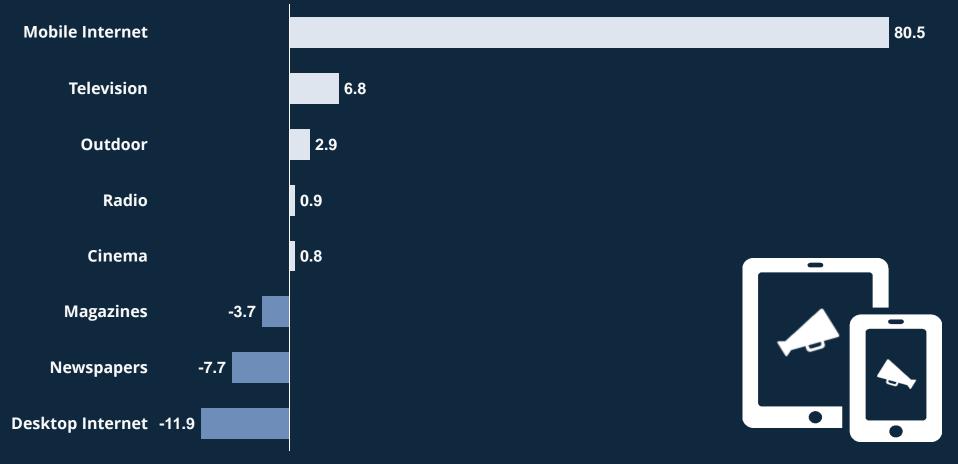
There is a significant 'ad spend gap' for mobile

Percent of time spent by consumers with media & percent of ad spend allocate to media in the U.S. 2015 39%



Mobile Ad spending will continue to boom over the next three years

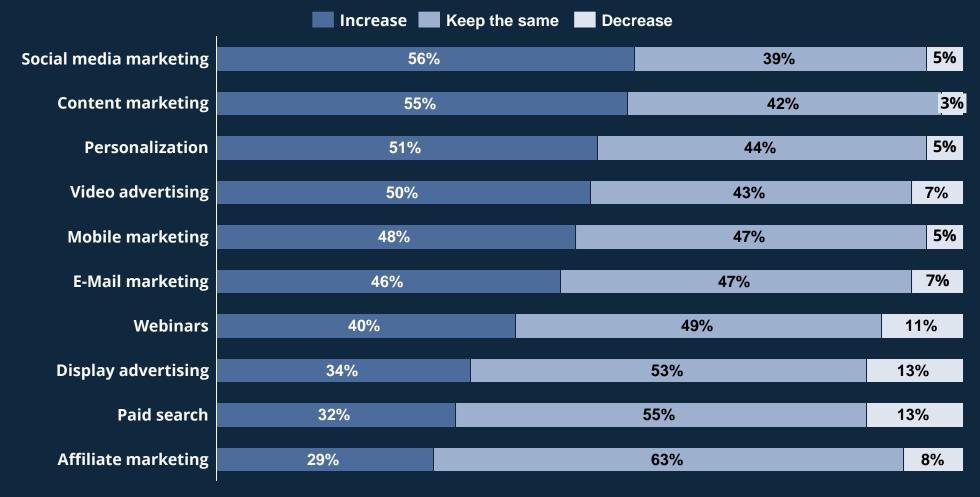
Estimated change in advertising spending between '16 - '19 in US\$bn p.a.



Source: Zenith Optimedia

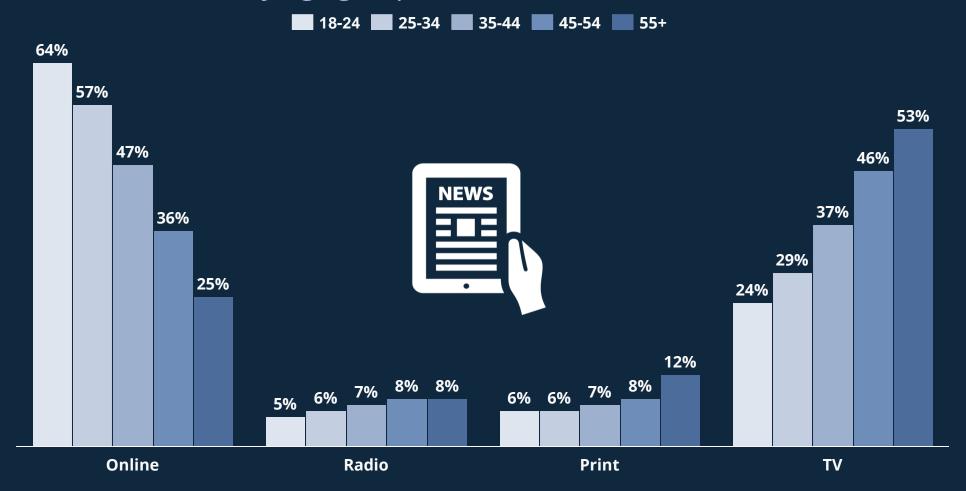
Social media & content marketing are top priorities for marketers

Digital marketing budget plans for 2017 (in % of respondents)¹



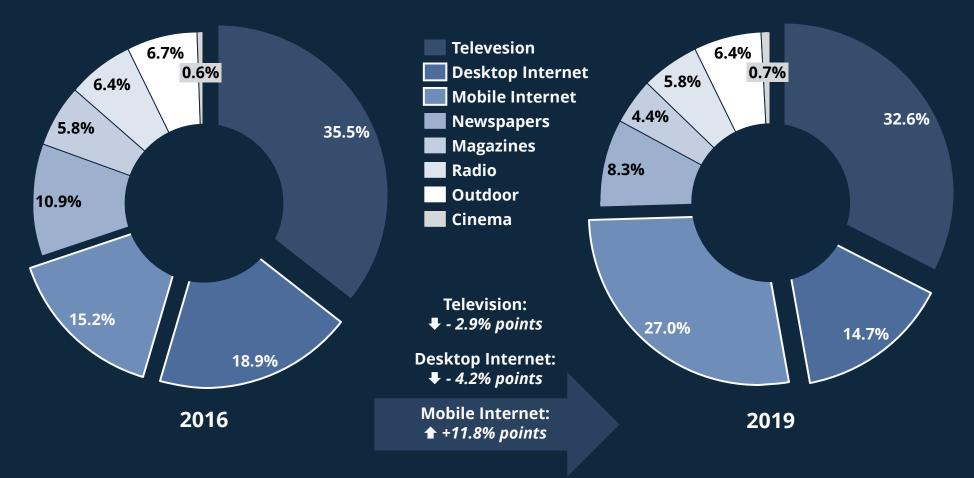
There is a clear generational divide in news consumption

Main news source by age group



2019 will be a paradigm change: mobile/desktop internet ad spend is expected to overtake TV

Share of global ad spend by medium (in percentage)



The future of advertising is 'fewer, better ads'

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- > Online Classifieds

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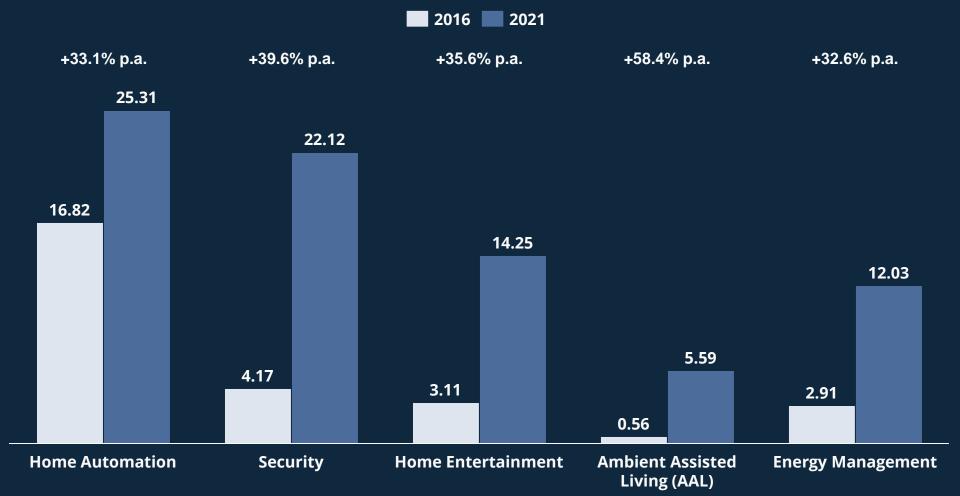
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Smart Home



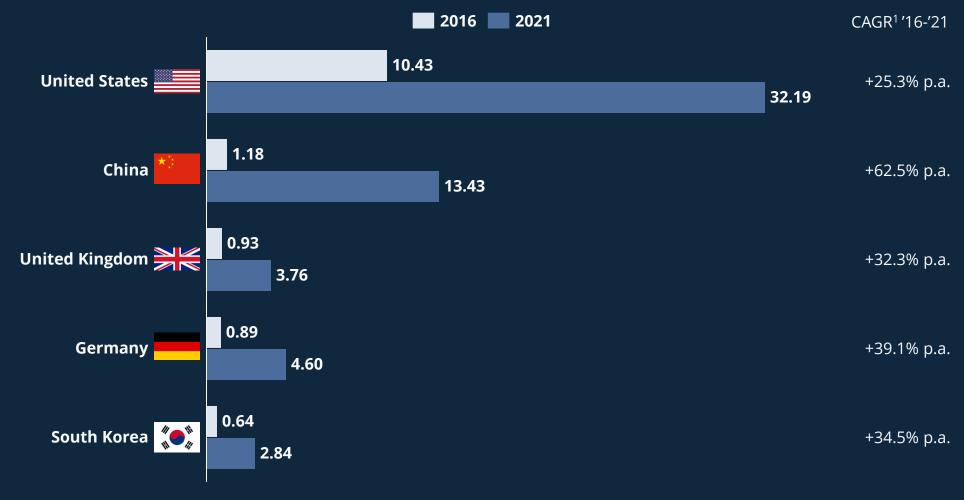
The global Smart Home market will more than quadruple by 2021

Global¹ Smart Home Revenue (in US\$bn) and CAGR² 16-21 by segment



Smart Home market development is most dynamic in China and Germany

Total Smart Home revenue by region (in US\$ billion)



The Smart Home ecosystem consists of many intersections and entry points

Illustration of the Smart Home ecosystem and value chain

Supply side





Service provider
Offers control software/
platform, connectivity,
additional services

Retail



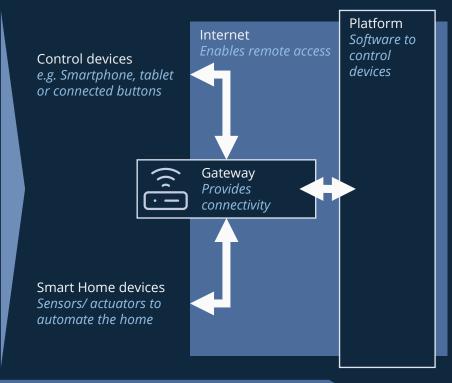


Stores
Owned or third party



Technicians Sells, installs and maintains system

Demand side/ Customer ecosystem



Devices and/ or services

data and/ or revenue



The Smart Home company landscape comprises all kinds of origins

Key players by segment¹ and integration potential

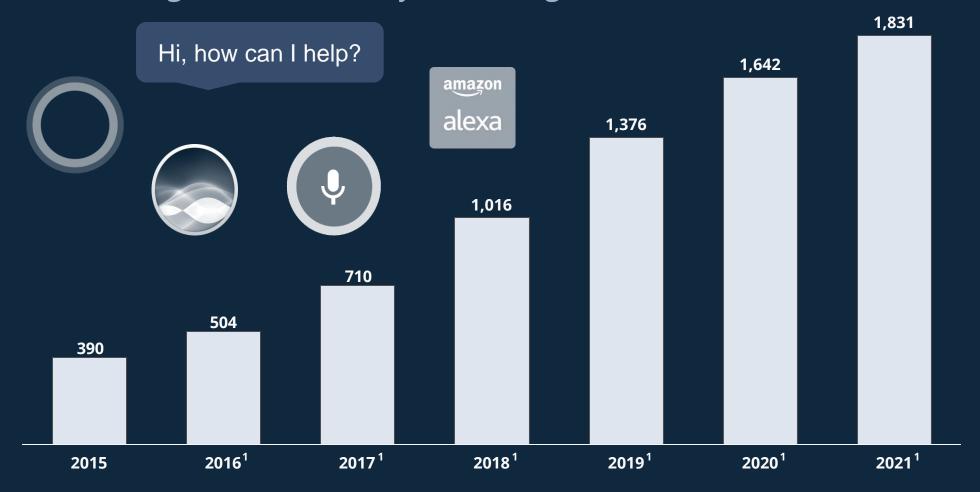
	Generalists and Home Automation	Security	Home Entertainment	Ambient Assisted Living (AAL)	Energy Management
Dedicated Smart Home companies	Control (Control (Co	CHUANGO CONOCY Eugust vivint.SmartHome	SONOS PURE D. DEFINITIVE TECHNOLOGY	₩ Withings Inspire health	tado° \$6 ecobee climote° NETATMO NEST
Players entering the market from foreign industries	amazon echo Homekit Magenta SmartHome PHILIPS hue SmartThings*	ASSA ABLOY SCHLAGE	logitech DENON	ombioossist (((CareTech. smanos	≝hıve <i>Danfoss</i>
Integration potential ²					



^{1:} Using the most relevant segment as most companies are active in multiple product segments

Digital Assistants will become increasingly more common in people's homes

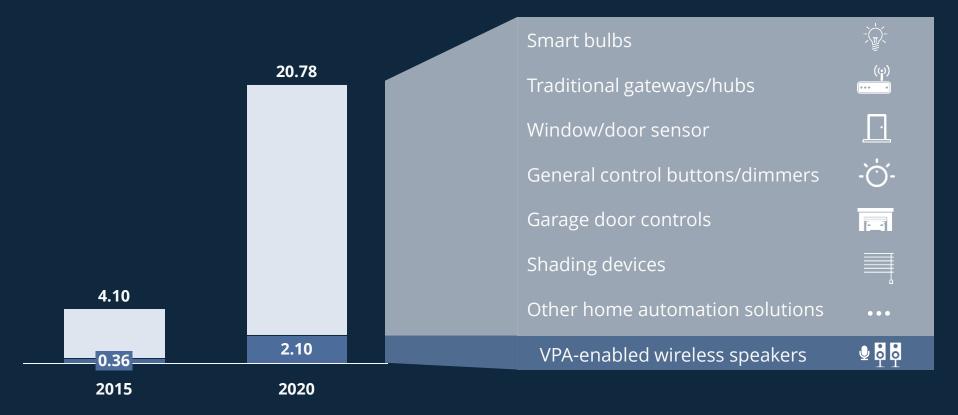
Estimated global number of virtual digital assistant users (in mio)



Echo & Co. will enter the Home Automation market and increase revenues fivefold by 2021

Smart Home automation market revenue (in US\$ billion)



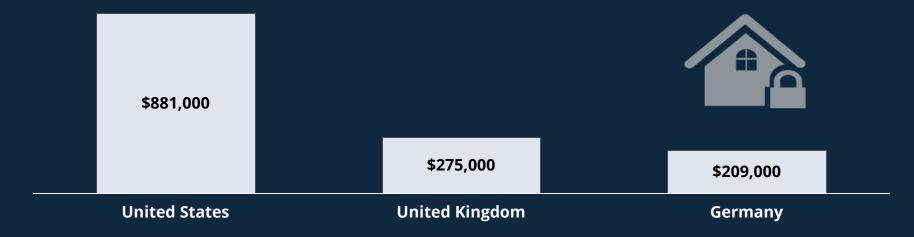


Americans are keen on Smart Home Security; could it be due to the high burglary rate?

Domestic burglaries per 100,000 inhabitants



Smart Home security revenue per 100,000 inhabitants



Smart Home = Connected devices + integration

Discover more of our topic-related research for Smart Home



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- > Home Entertainment
- > Ambient Assisted Living
- > Energy Management

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Connected Car



190,850,000

Connected Cars

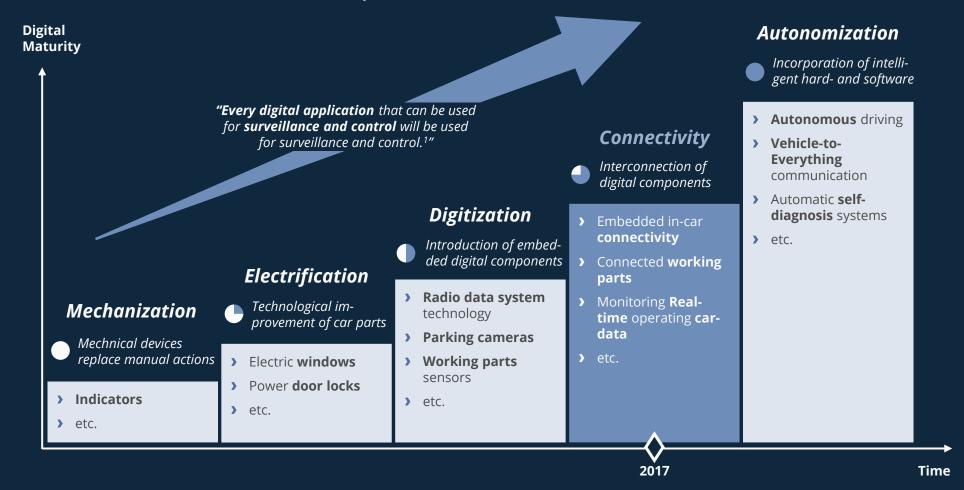
The predicted global number of Connected Cars on the road in 2021

Source: Statista Digital Market Outlook



Widespread connectivity is a prerequisite for the development of self-driving cars

Gradual automotive development towards autonomous vehicles



Source: Statista Digital Market Outlook

1: Following Zuboff's Laws about the implications of information technology Note: Width and height of bars does not correspond to the actual timeline or digital maturity

ABC Mass market focus

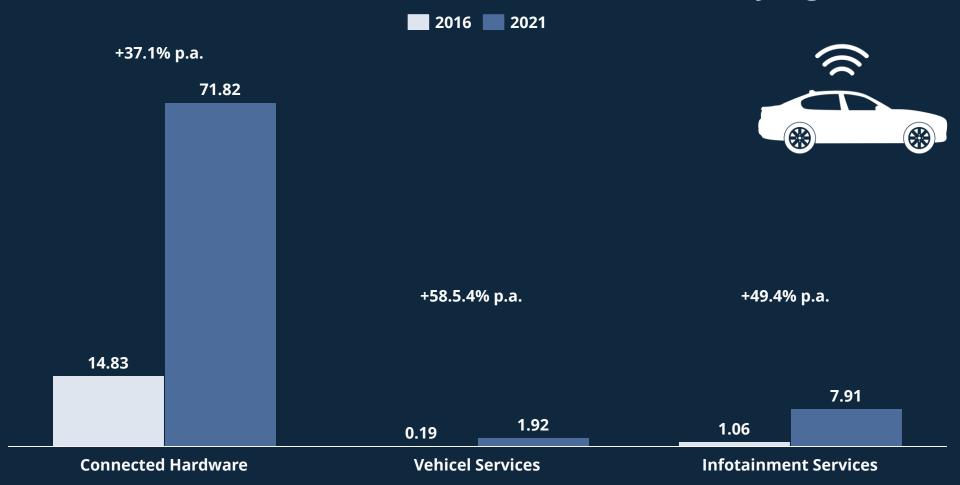
Selected focus technologies per stage

Digital maturity level Technological status quo in the mass market



Connected Car service subscription revenues are still falling short of OEM's expectations

Global¹ Connected Car revenue in US\$ billion and CAGR² by segment





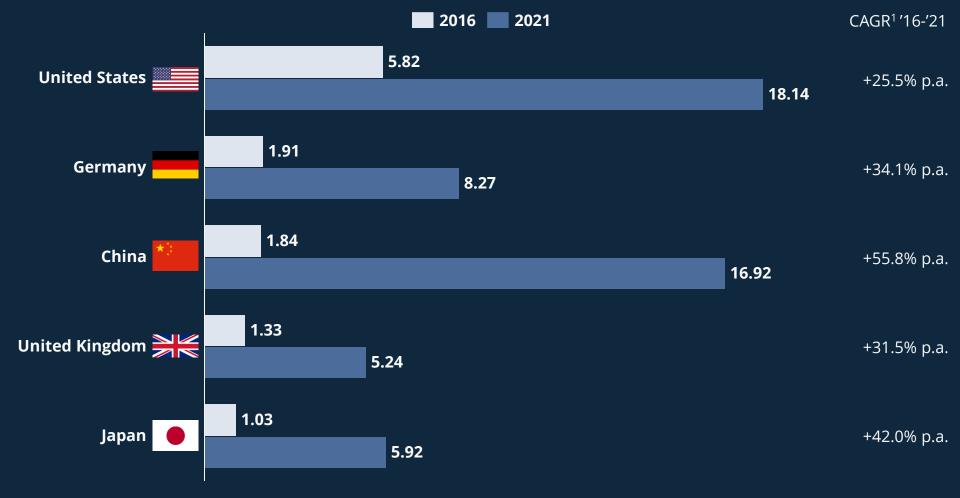
^{1:} Only includes countries listed in the Digital Market Outlook



^{2:} CAGR: Compound Annual Growth Rata/ average growth rate per year

A pioneer in integrated connectivity, the U.S. will stay the biggest Connected Car market by 2021

Total Connected Car revenue in US\$ billion by region



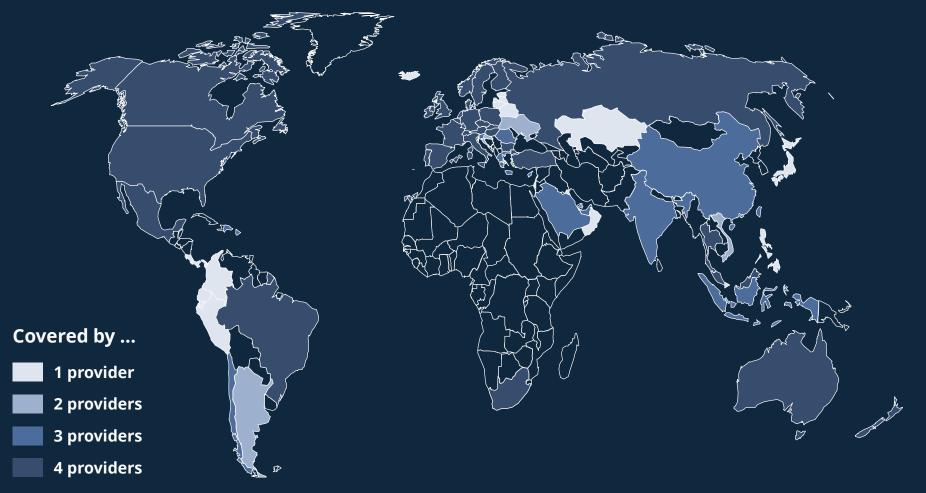
Connectivity-related service packages are now available from most OEMs

Key players and their digital service programs¹

	Europe	North America	Asia
Manufacturer	Audi Connect Skoda Connect Connect	Cadillac. OnStar OnStar	UVO NISSAN BlueLink Nissan Connect
	ConnectedDrive OnStar Peugeot Connect Car-Net	UConnect	Honda Connect Entune STARLINK
	Sensus Connect InControl R-Link MercedesMe	UConnect Fird SYNC3 EVE	MITS Connect Mitsubishi Connect InTouch / Connection ISUZU Enform Connect World

Real-time traffic information is already widespread across the Western world and Asia

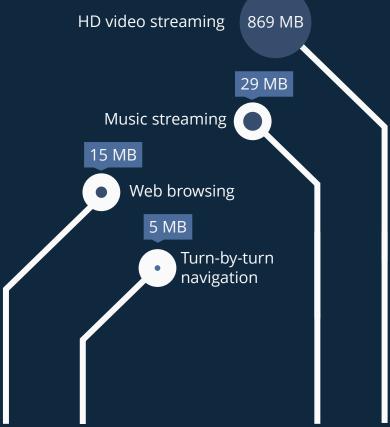
Availability of real-time traffic information by the four largest providers¹



Operating data collected from connected cars generates both potential and challenges

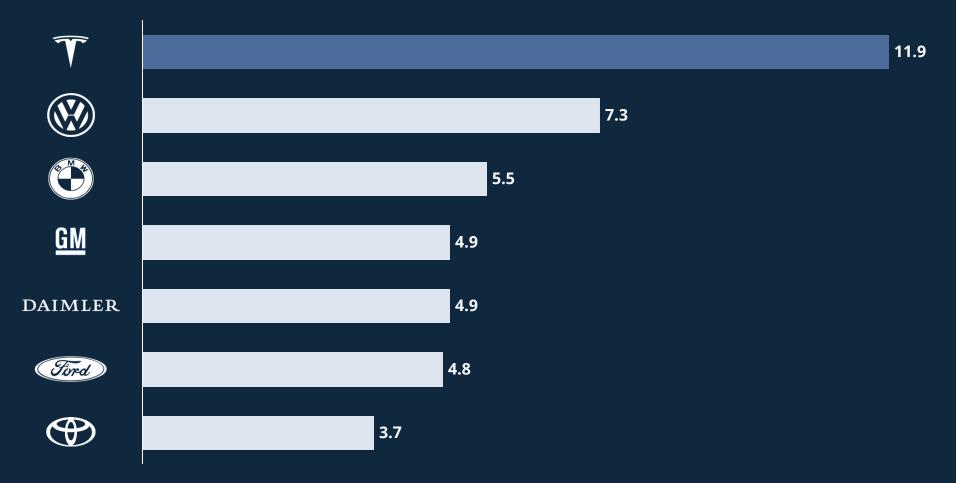
Data generate per hour by Connected Cars compared to online activities





Tesla's investment intensity in R&D is much bigger than that of VW and BMW

R&D intensity of Tesla and selected car manufacturers in 2016¹





Monetizing vehicle data – the future for OEMs?

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Released: April 2017

Imprint

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About the Digital Market Outlook

9 Markets, 34 segments & 85 sub-segments



e-Commerce

Fashion, Electronics & Media, Food & Personal Care, Furniture & Appliances, Toys, Hobby & DIY



eServices

Event Tickets, Fitness, Dating Services, Food Delivery



eTravel

Online Travel Booking, Mobility Services



Digital Media

Video-on-Demand, Digital Music, Video Games, ePublishing



FinTech

Digital Payments, Business Finance, Personal Finance



Connected Car

Connected Hardware, Vehicle Services, Infotainment Services



Smart Home

Home Automation, Security, Home Entertainment, Ambient Assisted Living, Energy Management

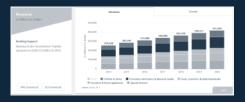


Digital Advertising

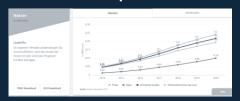
Banner Ads, Video Ads, Search Ads, Social Media Ads, Classifieds

Details

- > 50 countries
- Direct access & downloads
- > 7-Year coverage: 2015 2021
- > Revenue forecasts



> User count & penetration



Comparable data



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