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Grassroots Research® Market Monitor

Corporate PC refresh cycle survey – US and Japan

Grassroots® interviews with IT decision makers at large-sized enterprises in the US and Japan revealed that 30% and 32% in each country, respectively, have already started PC replacement in response to Microsoft Windows 10 support expiry; and 63% and 65% in each country, respectively, have had a replacement roadmap in place. The peak season for replacement to take place is reportedly 4Q 2024 and 1Q 2025 in both countries.



Implementing advanced security software and enhanced employee training on cybersecurity are reportedly the top two critical actions for sources in both the US and Japan, together with regular security audits cited as the third critical measure in the US, and restricting access to sensitive data in Japan.

IT budgets for PC procurement are expected to go up both in 2024 vs. 2023 and 2025 vs. 2024 in both countries – In the US, 40% expect an increase of 10%–30%; 40% expect an increase of 30%–50%; and 13% expect an increase of more than 50% in 2024 vs. 2023. In Japan, 44% expect an increase of 10% – 30%; 27% expect an increase of 30%–50%; and 13% expect an increase of less than 10% in 2024 vs. 2023. A similar pace of budget increase is expected for 2025 vs. 2024.

64% and 63% in the US and Japan, respectively, have tested AI PCs available in the market. 68% in the US and 62% in Japan cited they are very likely to consider adopting AI PCs in an upcoming corporate PC refresh, while 29% and 34% in each country, respectively, cited a possibility.

Productivity enhancement is the leading factor in driving AI PC adoption in both countries, followed by capability in better decision-making. Automated data analysis is the most sought-after AI function, followed by

Research summaries on:

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Al assistance such as ChatGPT, task automation, and predictive analysis.

Security features and compatibility with existing systems are the top two critical factors for PC brand choices in both countries. In the US, price and value for money, design, and build quality are the next important factors. In Japan, customer support and warranty services play an important role, ahead of price and value for money.

Consumer sentiment survey – China

Grassroots® interviewed general consumers in China to check on changes to household spending and consumption activities. 55% expect the economy to improve gradually in the next 12 months and 9% expect a sharp improvement, while 29% expect it to stay flat. Sources in first-tier cities are relatively more positive about economic development than those in lower-tier cities. Coping with inflation and economic recession are currently the top concerns among all, and that potential salary cut/income loss is more of a concern for people in first-tier cities than in lower-tier cities.

Savings as a proportion of monthly income ranges from 10%–60% for the majority of sources, with 20%–40% being the most common range of monthly savings. 49% of sources cited a slight increase in savings vs. a year ago, while 27% maintained savings, and 24% have reduced. Looking ahead at the next 12 months, 45% expect to save more vs. the current level, while 39% expect to maintain savings, and 15% expect to save less.

58% of sources reported an increase in household disposable income compared to last year. Domestic economic conditions and inflation remain the top two factors influencing household income this year.

39% cited their household financial situation has improved vs. the same period last year, while 32% cited it has stayed the same, and 28% said it has worsened. For the rest of 2024, 56% expect their household financial situation to improve, and 35% expect it to remain stable.

In response to the recently launched stimulative policies, 61% think they will bring sustainable improvement to the economy, while 29% think they will only bring short-term improvement. Those with higher incomes are relatively more upbeat about the policies than those with lower incomes.

52% of sources think there will definitely be more supportive policies to come, and 41% think there probably will. Higher-income sources are relatively more optimistic about future supportive policies. Among those, 43% expect to see more supportive measures for boosting consumption.

52% have been consuming/willing to spend more because of the recent supportive policies, while 41% said there is no change to their consumption behavior. For those who have increased consumption spending, 51% have spent more (or plan to spend more) on travel, followed by food and beverage/dining out, and consumer electronics.

67% expect their household spending to increase in 2024 vs. 2023, 22% expect it to remain stable, and 10% expect it to decrease from last year. Change in income plays the most important role in determining willingness to spend, together with inflation causing spending to increase. For those who expect to reduce spending, 29% tend to save up more for future use.

Household supplies, groceries, apparel, footwear and accessories are the top three categories sources most likely would increase spending in 2024 vs. 2023. On the other hand, big ticket home appliances and luxury goods are categories most likely to see lower spending.

Luxury goods - Hong Kong

Interviews with luxury retailers in Hong Kong showed that 80% of sources reported lower foot traffic this year compared to the same period last year due to a high base following the reopening of Hong Kong borders post-COVID, lower tourist numbers, and locals shopping more overseas; while 13% saw higher foot traffic due to greater brand appeal and awareness; and 6% said flat.

Meanwhile, 80% said sales were down this year compared to this time last year as tourist numbers were not back to pre-COVID levels and local shoppers were spending more on luxury goods on their travels overseas. 13% said sales were up mainly from increasing brand appeal and higher sales from overseas customers from countries such as Singapore, Malaysia, the Philippines, Japan and others; and 1 said sales were flat.

Among the 53% who commented, half mentioned Hermès (Hermès International), Chanel, Dior, Fendi, Louis Vuitton (all LVMH Moët Hennessy Louis Vuitton), and Moncler as brands gaining market share. At the same time, the rest said that no brands really stood out as sales were based on customer preferences and needs, and 25% said

that Gucci and Saint Laurent (both Kering) are losing market share.

Looking ahead, 60% said sales for the rest of 2024 will be flat compared to the first half of 2024, as they expect higher sales in October (during the National Day holidays) and over the year-end shopping season to compensate for the quiet summer months. Meanwhile, 27% expect lower sales from locals continuing to buy more luxury items on their travels overseas and fewer Mainland Chinese customers, and 13% said growing brand appeal and year-end spending will improve sales in 2H 2024 vs. 1H 2024.

Sports nutrition products – US

Grassroots® interviewed sources at retailers of sports nutrition products in the US to check on sales trends and market competition. Overall sales of sports nutrition products have increased for 60% in the past 12 months vs. the same period last year, driven by social media content pushing the health/fitness benefits and new brands/innovative products, while they remained flat for 32% and decreased for 8%.

Among the 92% who commented, 61% noticed a positive impact from crossover sales for the sports nutrition category from customers shopping for weight management supplements/ drugs to counter the side effects of GLP-1 usage, while 39% see no change.

Sales of Optimum Nutrition (ON) (Glanbia) products remained the same for 48% over the past 12 months and decreased for 28% due to lack of new competitive products, while they increased for 24% due to brand recognition and customer loyalty. For Glanbia's other brands in the same category, sales have also remained the same year-over-year for most who carry Isopure, Amazing Grass, and think!.

The brands most mentioned that have gained market share in the past six months include CBUM/Raw Nutrition for 56%, 44% said Gorilla Mind and 24% said Ryse (Ryse Up Sports Nutrition) due to a strong social media presence, while none have gained for 24%. At the same time, 84% said no brand has lost market share in the past six months, while 12% said ON due

to lack of innovation, 4% said Isopure because of cost, and 4% said Ghost.

The level of promotions for ON vs. competitors over the past six months has been trending the same for 60%, while 40% said ON promotes less than some brands. At the same time, 96% do not see any changes in terms of price and promotions over the next 12 months, while 4% project more promotions to drive sales.

68% expect sales for sports nutrition products in general will increase for the next 12 months vs. the past 12 months due to growing social media presence and consumers' focus on health, fitness and looking good, while 32% expect it to remain the same due to the saturation of retail outlets selling the same products at the same prices.

Recreational vehicle market – Germany

Interviews with RV dealers in Germany showed that customers' interest in purchasing recreational vehicles (RVs) has decreased over the past two years for 93% as a corrective decrease following the COVID boom – which brought an additional boost to individual travel and won many new clients after already successful years up to 2019 – as well as overall economic and political insecurity plus inflation and high interests putting a break on spending.

Inquiries for financing schemes have risen, as interest rates are high, and economic insecurity has customers refrain from spending too much at once. At the same time, trading-in has gone up as inventories have piled up in previous years and prices have deteriorated. Indeed, sources said the customary method of payment used to be cash, especially among Knaus

Tabbert customers as it is considered a premium brand for those with high purchasing power, often retirees.

Among 60% who cited figures, dealers have been offering discounts of an average 10% off the list price to stimulate demand and still retain a margin – with mention of much more extreme discounts of 20%–25% at other dealers who accept loss to clear inventory. Brands and dealers often form an alliance for joint discount schemes, with a wide array of how it works.

80% said they plan to reduce inventory over the next 12 months as stocks are still too high and the oversupply of used RVs bought in 2020–2022 are now offered for sale cheaply, thus slowing sales of new models in stock. 47% expect it will take six to 12 months for inventories to return to normal levels, while 27% said 12 months or more, and 1 said they had no issues with inventory levels – most dealers



were reserved with giving a time frame, with views varying between early 2025 or late 2025 into 2026.

Regarding orders during autumn/ winter 2024 for the 2025 season, most plan to order less than during the same period in 2023, and significantly less than the same period in 2022, due to inventories still full of previous model years. While outstanding demand in 2022 eclipsed production volumes, increased production capacity and supply chain improvements in 2023–2024 were met with decreasing demand.

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Advantages

- 30+ years of experience conducting customized investigative market research around the world.
- Utilizes expertise of independent journalists and Field Force Investigators to reach sources on the ground.
- Utilizes technological tools to target consumer and business panels online

- and to extract alternative web data.
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Resources

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- 50,000+ contacts from industries such as consumer, technology, healthcare, materials, industrials, energy and financial companies
- 300+ Field Force who conduct quantitative market research among consumers
- 50+ Reporters who conduct interviews with industry experts
- In-house team in Europe and Asia Pacific

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