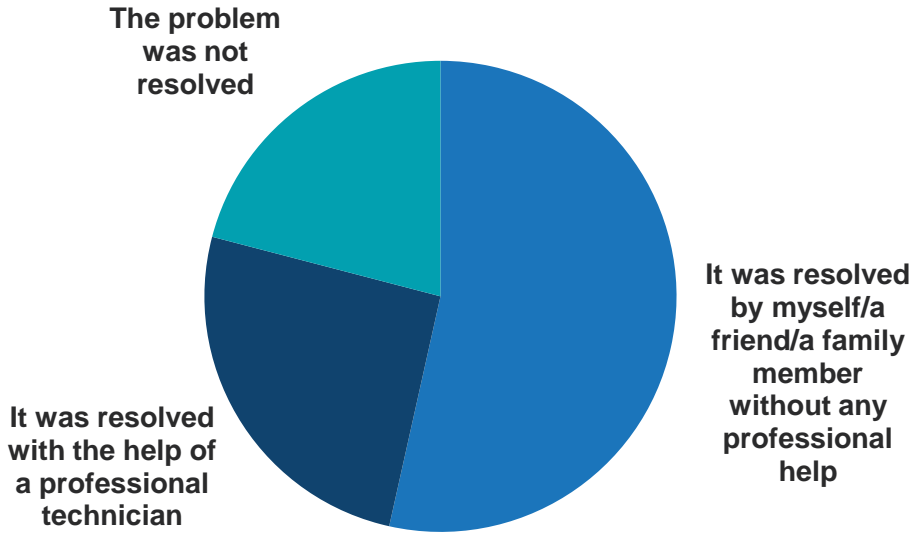


## Healthcare Device Problem Resolution

U.S. Broadband Households Who Experienced Problems with Their Healthcare Devices

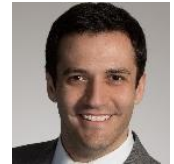


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### SYNOPSIS

This research provides a granular breakdown of the problems faced by owners of emerging technologies, including smart home and connected healthcare devices. The research also analyzes the appeal of different technical support and device protection services among consumers who intend to purchase smart home devices and those who own connected healthcare devices. It also assesses consumer likelihood for paying for technical support services at specified price points.

### ANALYST INSIGHT

“Even though only a small percentage of connected healthcare device owners encounter problems, approximately one in five of these problems go unresolved. Problems with perceived data inaccuracies, connectivity issues, and syncing problems are commonly associated with these devices. Since data is essential to product value, device manufacturers must make data accuracy a priority to gain consumer buy-in and drive product adoption.”

— Patrice Samuels, *Senior Analyst*, Parks Associates



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