

Brian Solis

**DISRUPTIVE  
TECHNOLOGY  
TRENDS  
2015 - 2016**

principal analyst & author  
@briansolis

ALTIMETER®

exit calm

THE

FUTURE

ISN'T

WHAT

USED

TO

BE



# The Future is Already Here

MONTH DAY YEAR AM PM HOUR MIN  
007 28 2019 04 29  
DESTINATION TIME

MONTH DAY YEAR AM PM HOUR MIN  
SEP 08 2018 08 30  
PRESENT TIME

MONTH DAY YEAR AM PM HOUR MIN  
007 28 1989 01 28  
LAST TIME DEPARTED

The Future is not What We Were  
Told It Would Be





# We Did Finally Get a Hoverboard...Prototype



# Our Future Revolves Around the EGOsystem



# Social Media 1.0 is Dead

Social Media becomes part of a digitally transformed ecosystem

Real-time and content marketing becomes more sophisticated and portable

**CRIME SCENE DO NOT CROSS**

Social becomes key hub for shaping customer experiences

Social connects the Zero Moment of Truth and the Ultimate Moment of Truth



# The Future of Search and SEM Also Lies Outside of Google

More than 88% of consumers are influenced by other consumers' online comments.

Source: Econsultancy.com

amazon.com<sup>®</sup>

You Tube



## Net US Mobile Internet Search Ad Revenues, by Company, 2012-2016

% change and % of total mobile search ad spending

	2012	2013	2014	2015	2016
<b>% change</b>					
Yelp	-	311.0%	136.0%	83.8%	61.4%
Google	198.2%	82.5%	75.0%	44.1%	39.5%
YP	170.0%	50.0%	35.0%	25.0%	20.0%
Other	343.7%	839.9%	117.4%	59.1%	40.8%
Total	201.7%	120.8%	82.3%	47.7%	39.3%
<b>% of total mobile search ad spending</b>					
Google	82.8%	68.5%	65.7%	64.1%	64.2%
YP	11.2%	7.6%	5.7%	4.8%	4.1%
Yelp	0.5%	1.0%	1.3%	1.6%	1.5%
Other	5.4%	22.9%	27.3%	29.4%	29.7%

Note: includes advertising on search engines, search applications and carrier portals; ad spending on tablets is included; excludes SMS, MMS and P2P messaging-based advertising; numbers may not add up to total due to rounding; net ad revenues after companies pay traffic acquisition costs (TAC) to partner sites

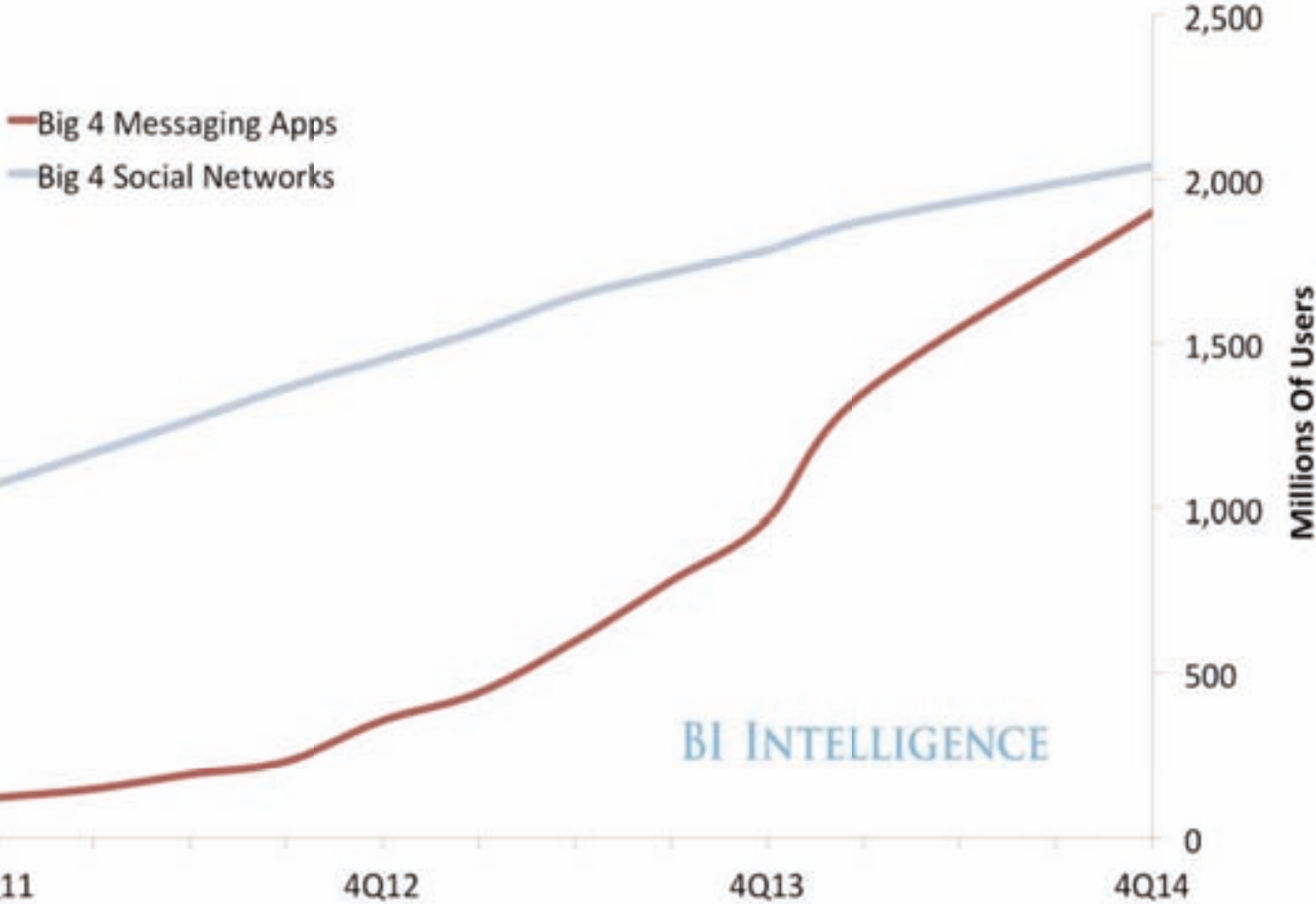
Source: company reports; eMarketer, June 2014



# Messaging Apps are the New Social Media

Tech  Chart of the Day

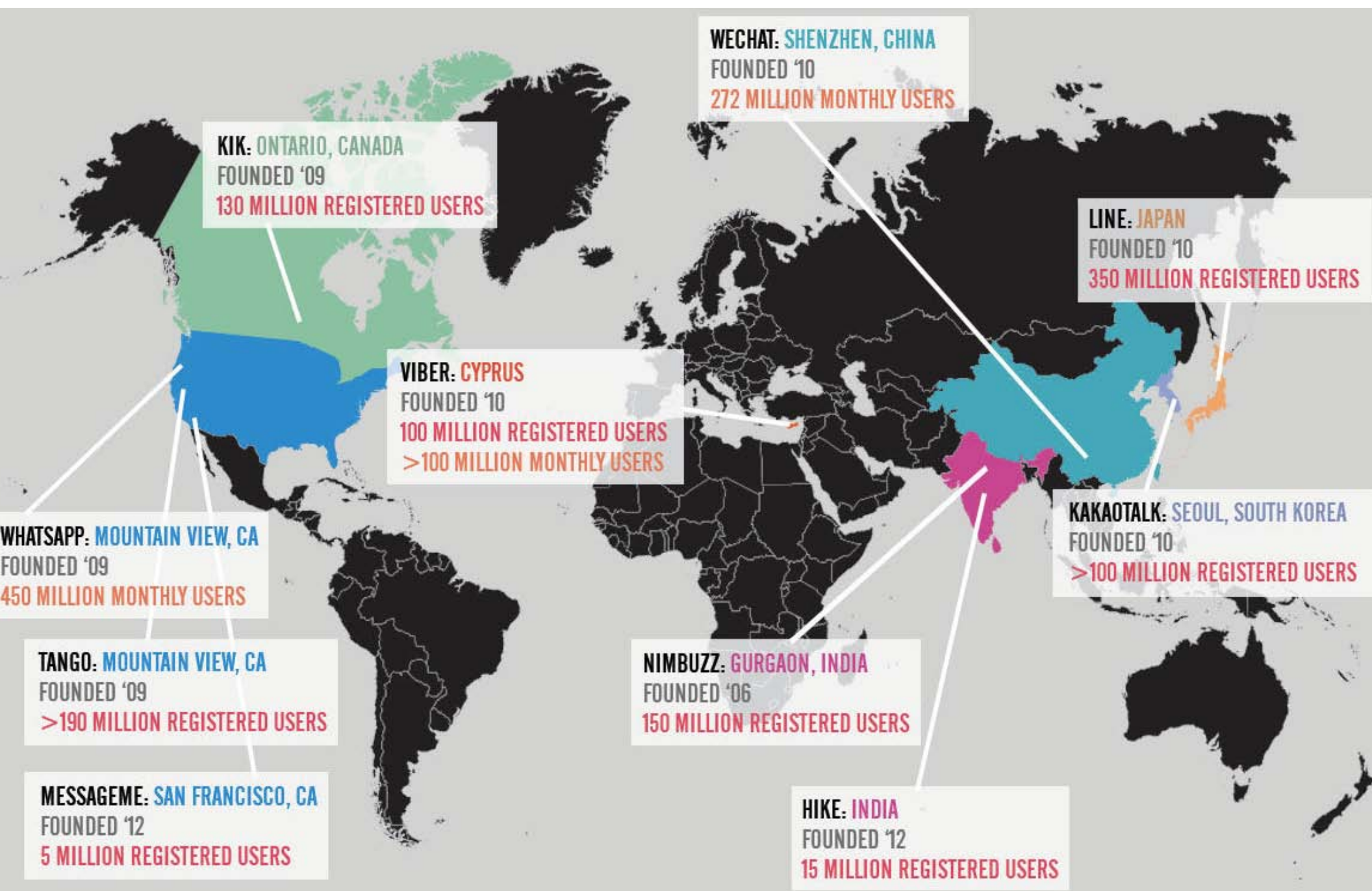
### Messaging Apps Are On The Brink Of Overtaking Social Networks In User Numbers\*



\*Messaging apps: WhatsApp, Messenger, LINE, WeChat. Social apps: Facebook, Twitter, LinkedIn, Instagram

BI INTELLIGENCE

# readwrite

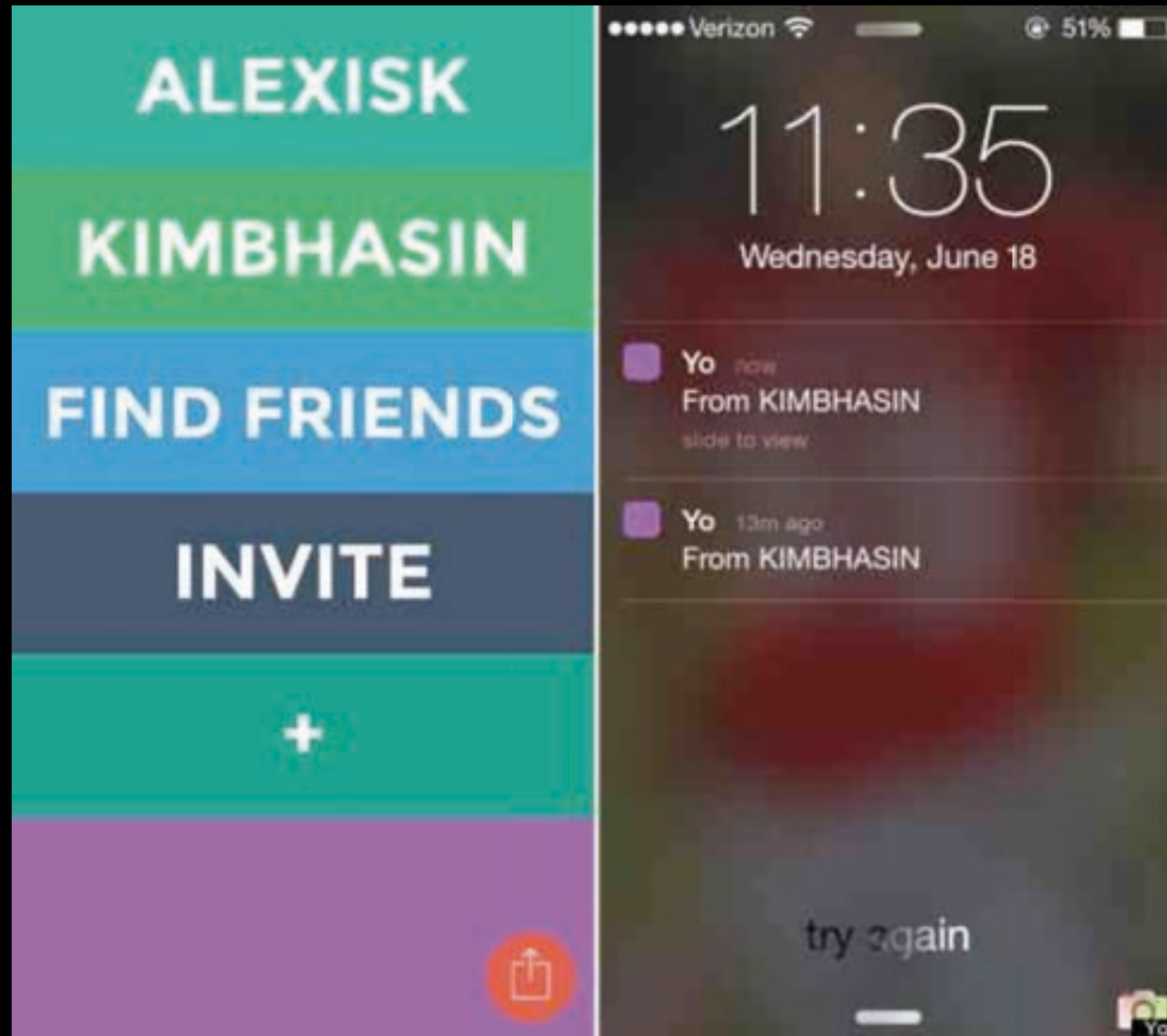




# Asia and Other Foreign Competitors Will Compete to Gain Share and Push Messaging Forward

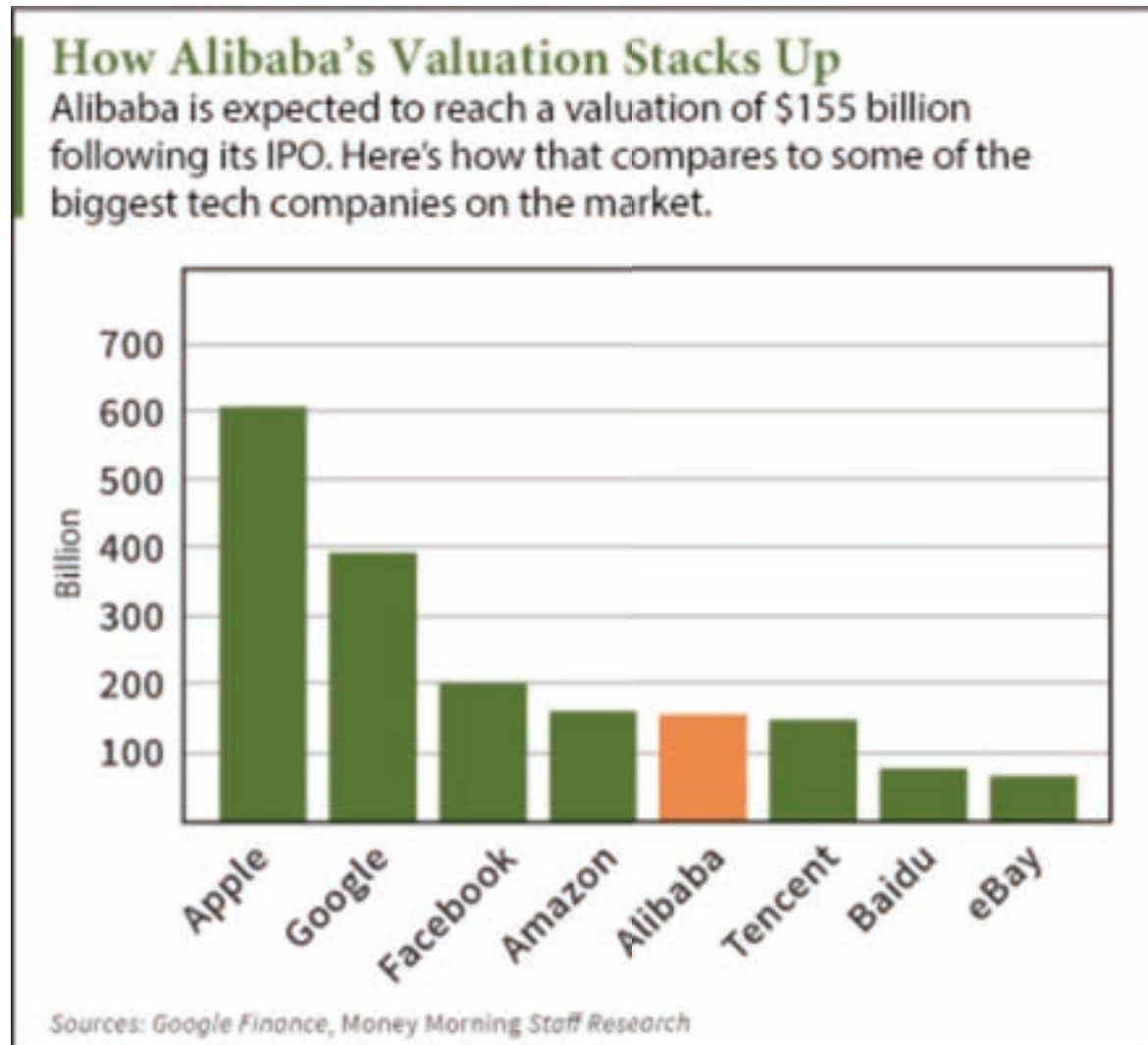


# Notification Windows Introduce a Thin Layer for Rapid Engagement. Redefines Future of “Apps”



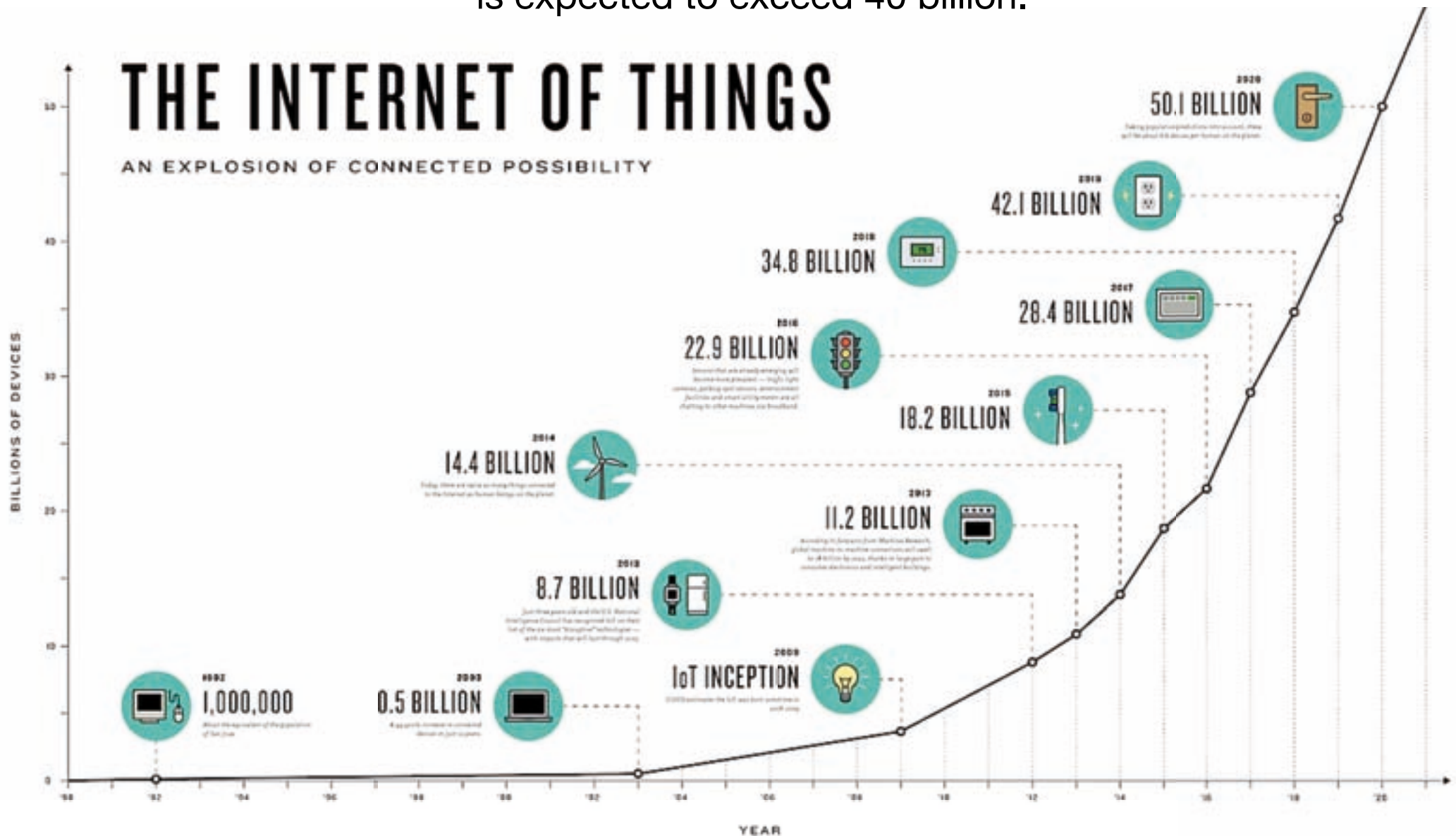


# Chinese Innovation is Going to Disrupt the US from the Outside In and the Inside Out



# The Internet of Things is a Hot and Beautiful Mess Until It Becomes the Internet of Everything

By 2020, the number of devices connected to the Internet is expected to exceed 40 billion.





Wearables Will Struggle to Find Their Place in Everyday Life. They Still Need a Killer App.



# Virtual Reality Experiments with *Killer* Apps for Consumer and Vertical Markets





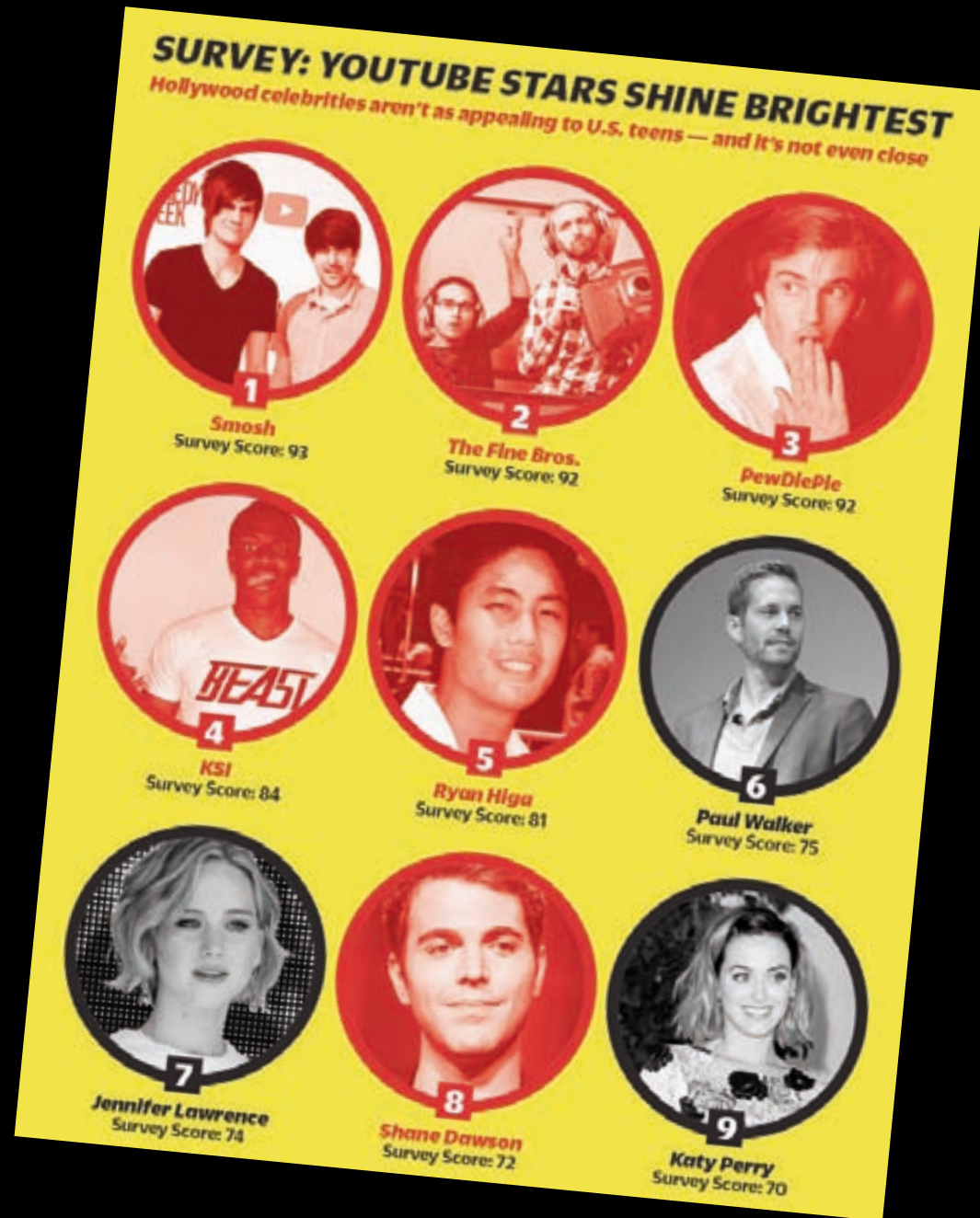
# Focus on the Kids! Generation Z is Mobile First and Mobile Only and They're Nothing Like Millennials

**&**

**Don't treat them like Millennials**

<b>Gen Z</b>	<b>Millennials</b>
Tech Innate: 5 Screens	Tech Savvy: 2 Screens
Think in 4D	Think in 3D
Judiciously Share (GeoLoco Off)	Radical Transparency: Share All
Active Volunteers	Slacktivism
Blended (race & gender)	Multi-cultural
Togetherness	Tolerance
Mature	Immature
Communicate with Images	Communicate with Text
Make Stuff	Share Stuff
Have Humility	Have Low Confidence
Future Focused	Now Focused
Realists	Optimists
Want to Work for Success	Want to be Discovered
Collective Conscious	Team Orientation

# Youtube, Vine, etc., Represent “A” New Hollywood





# Cyber Security Becomes Paramount to Prevent the Next #Sonygate

**SONY**  
hacked.again





Some Companies are Still Greedy and Believe the Internet Should Not Be Open for the Sake of Profitability. This Will Impede Innovation.

# Decoding the net neutrality debate

An analysis of media, public comment and advocacy on open Internet

# Music Streaming Will Continue to Undermine the Music Business and Artistry. Artists Fight Back.



**Brian Solis** ✓

@briansolis

Pharrell Williams earned less than \$3,000 for 43 million [aux.tv/2014/12/pharrell](http://aux.tv/2014/12/pharrell) ...



RETWEETS

38

FAVORITES

35



**Here's Why Taylor Swift Dropped Spotify: \$4 Million From YouTube**

**Taylor Swift, Garth Brooks and other artists lead the fight against Spotify**

# Wall Street Becomes Influential Again Forcing Brands to Trump Customer Experience for Revenue



## THE NEW YORKER

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SCIENCE & TECH

BUSINESS

HUMOR

MAGAZINE

DECEMBER 26, 2014

### WHY AIRLINES WANT TO MAKE YOU SUFFER

BY TIM WU

Wall Street analysts, however, accused JetBlue of being “overly brand-conscious and customer-focussed.” In November, the airline, under new management, announced that it would follow United, Delta, and the other major carriers by cramming more seats into economy, shrinking leg room, and charging a range of new fees for things like bags and WiFi.



# Crowd Capitalization Accelerates Disruption... Everywhere.

## SKULLY AR-1 The World's Smartest Motorcycle Helmet

Story | Updates 6 | Comments 262 | Funders 1,590 | Gallery 6

SKULLY AR-1: Rebel Innovation



**\$2,000,016** USD  
RAISED OF \$250,000 GOAL



THE  
SM  
MO  
HE  
Head  
GPS

# Help fund the next wave of scientific research

[Start an Experiment](#) | [Browse Projects](#)



"This solution helps close the gap for potential and promising, but unfunded projects."

*Bill Gates*

There are 163 Cryptocurrencies in Circulation



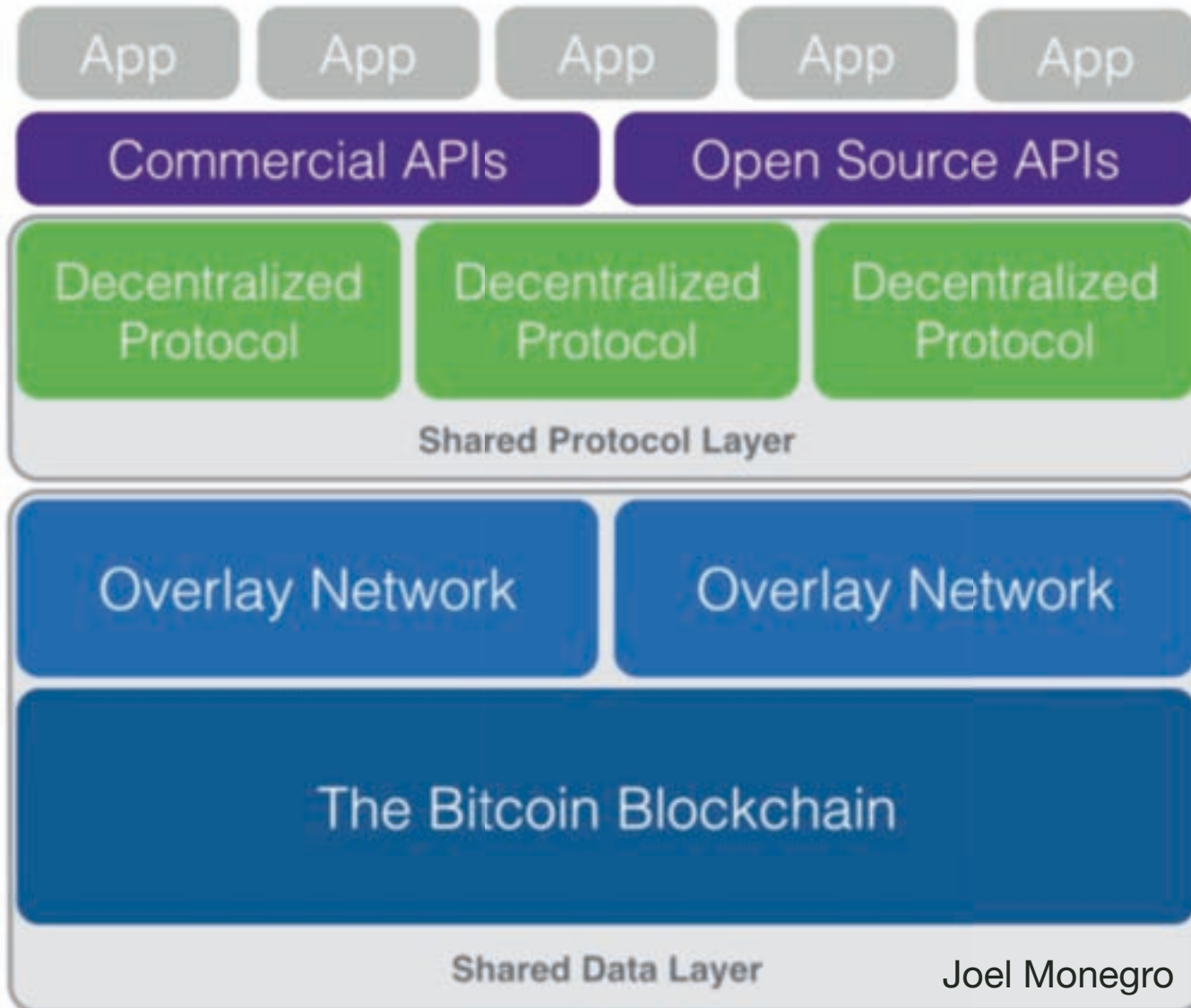
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# Bitcoin is Widely Known, Though Its Market Cap is Down, The Bitcoin Stack Will Revive the Movement

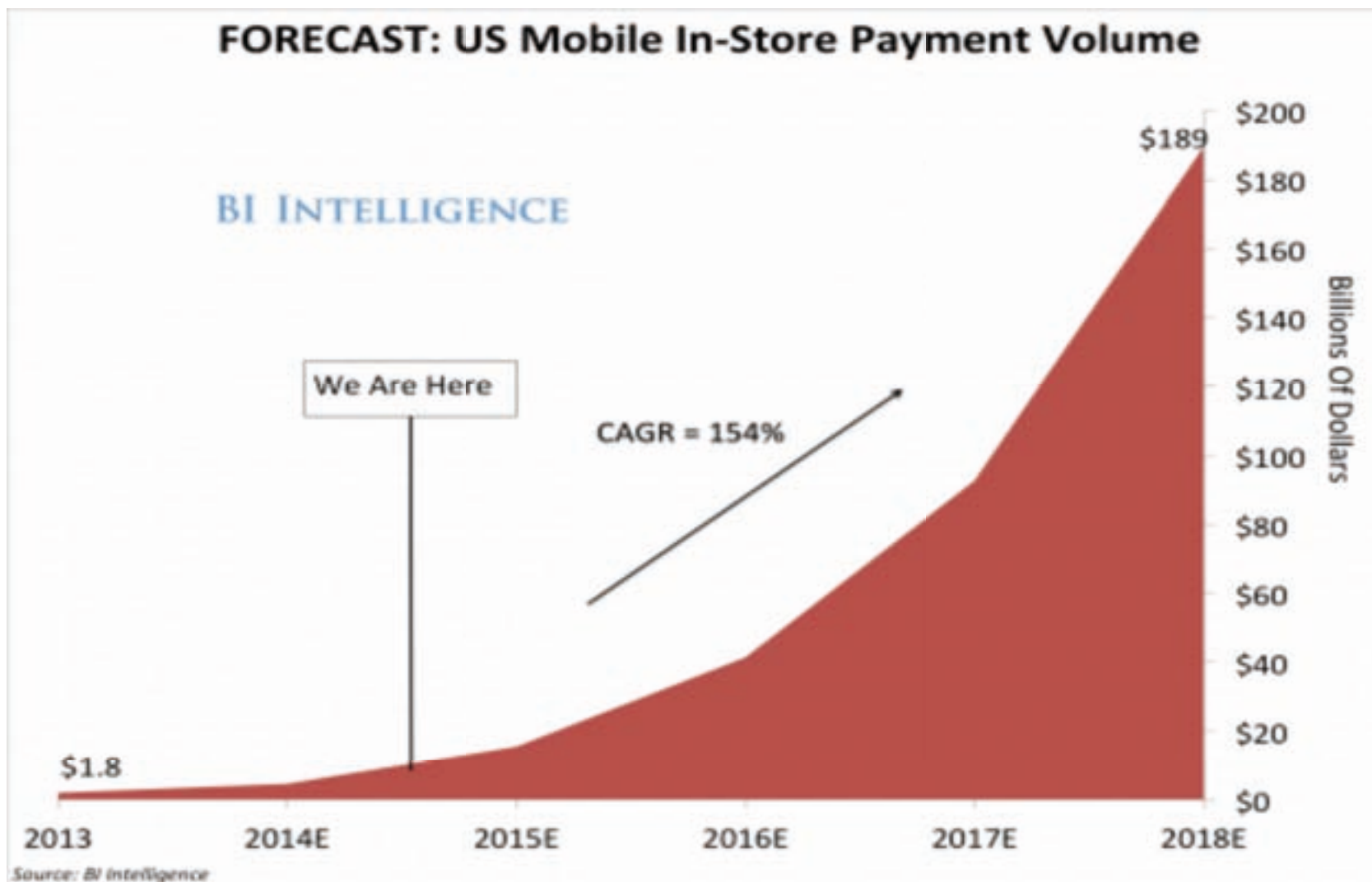




# The Blockchain Application Stack



# Mobile Payments Early Today, but Will Soon Skyrocket



In late 2013, just 6% of US adults said they had made a payment in a store by scanning or tapping their smartphone at a payment terminal. It will go up to 8% this year. Apple's introduction of the Apple Pay will be the key factor that will drive this percentage up.

# Mobile Payments are Already Gaining Traction

Nearly **15%** of Starbucks customers already pay with their phones

60% of consumers use their smartphones to pay because of loyalty benefits.



# The Sharing Economy is Really About Renting or Borrowing. Everything Will Become “On-Demand”

I NEED...



EFFICIENCY



TRUST

YOU HAVE...



COLLABORATIVE LAB

“Technology has made renting things (even in real time) as simple as it made buying things a decade ago” – Fred Wilson

# New Enterprise Drone Management Platforms Change the Game for Logistics



# Political Battles Will Play Out in the 5<sup>th</sup> Dimension



**NBC NEWS**

HOME TOP VIDEOS

**ONGOING:** AIRASIA PLANE CRA

U.S. WORLD LOCAL POLITICS HEALTH TECH SCIENCE POP CULTURE BUSINESS INVESTIGA

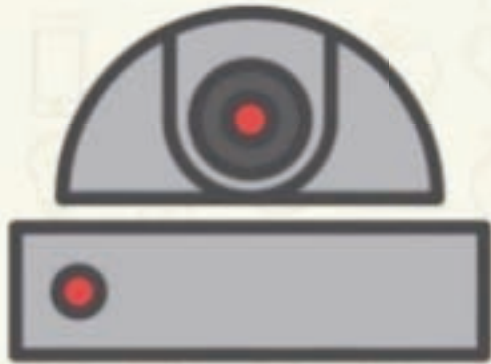
**North Korea blaming US for cyberattacks, promising  
'inescapable deadly blows'**



**Click to access the Cyber Warfare  
Command and Control System**



# Your Privacy is Gone: It Was Traded for Security and Also Better Customer Experiences



REC



# Big Data & Beacons: Connecting online, in-app, and in-store experiences

- Footfall, visits online, visits through apps
- Regency and frequency of visits, behaviors and transactions
- Brand affinities
- Favorite products
- Demographics
- Location
- Loyalty program utilization
- Service quality, queue and abandonment
- Capacity planning and resource utilization

Beacons provide businesses with endless opportunities to collect massive amounts of untapped data, such as **the number of beacon hits and customer dwell time at a particular location within a specified time and date range, busiest hours throughout the day or week, number of people who walk by a location each day, etc.** Retailers can then make improvements to products, staff allocation in various departments and services, and so on.

# WEBROOMING

VS.


# SHOWROOMING



- Webrooming more common than showrooming (69% to 46% respectively), according to Harris poll
- Millennials prefer webrooming
- Amazon remains #1 destination for both showrooming and webrooming
- Emerging connected in-store experiences link online and offline, leveraging both



# Mass Personalization and Full Funnel Marketing Suites Reset Vendor Landscape and Change How Brands “Think”



New adtech companies will focus on strategy +  
programmatic context, content AND ads

Publishers will offer in-house capabilities for behaviorally  
programmatic targeting of premium advertising

Optimized mobile affiliate tracking capabilities

Omni-Channel finally becomes mainstream in 2015

# DIGITAL TRANSFORMATION & THE DIGITAL CUSTOMER

"THE EMBRACE"



WHAT ARE WE GOING TO DO WITH SOMEONE'S ATTENTION?

WE NEED TO PUT PEOPLE FIRST

THERE'S A PERSON ON THE OTHER SIDE OF THAT SCREEN!

Brands must think like their customers to create seamless omni-channel shopping experiences that keep customers engaged at all stages.





## Brian Solis

brian@altimetergroup.com

briansolis.com

Twitter: @briansolis

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