

Top Five Trends in Major Appliances

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Our expert's view of Major Appliances in 2024

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Key findings

INTRODUCTION

Al homes and servitisation are potential market changers Top five trends in Major Appliances Top five trends uncovered

THE SHIFT FROM SMART TO AI APPLIANCES

Smart appliances are now being rebranded as AI appliances Even smaller brands such as Liebherr and Asko were showcasing AI at IFA 2024 AI adoption will be essential for value-driven innovation

BEKO CORP EMERGES AS THE NUMBER TWO COMPANY IN THE WORLD

Arçelik's strategic leap: Acquiring Whirlpool's operations to boost global presence Beko Corp's rise: Regional brands to global power

SUSTAINABILITY THROUGH AI AND CIRCULARITY

Al and circularity will bring appliance sustainability to the next level Haier recycling plant Miele circularity Al and circularity: Future of sustainable appliances

SERVITISATION AND ELEVATING THE CUSTOMER EXPERIENCE

Servitisation will increase consumer brand loyalty and switching costs LG's O2O services is part of its Home as a Service (HaaS) focus Driving loyalty, profits and brand value through recurring revenue models

SHIFTING FOCUS TOWARDS DIRECT SALES AND A SUBSCRIPTION MODEL

Revolutionising appliance sales: The rise of subscription models LG's subscription success: Convenience, growth and loyalty redefined Transforming customer relationships: Growth of appliance subscription models

CONCLUSION

Future implications Opportunities for growth

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