



Key Insights and Digital Trends Shaping the Indian Online Space



Executive Summary

Media fragmentation is occurring at light speed in today's multi-platform environment, which features not only computers, but smartphones, tablets, gaming platforms and a seemingly ever-increasing number of emerging devices.

The strong swelling of mobile audiences, devices and consumption habits have shown us that consumers have become more platform agnostic in their digital media consumption and happily switch devices throughout the day and into the night to stay up to date on email, news, social media etc.



comScore has been preparing for a future scenario where most people will consume content on the go and PCs would no longer be the centre of the digital universe. This future is quickly becoming a reality.

The following report examines how the latest trends in web usage, online video, mobile and search, social and shopping are currently shaping the Indian digital marketplace and what that means for the coming year, as comScore helps bring the digital future in focus.

FOR FURTHER INFORMATION, PLEASE CONTACT:

A Singh worldpress@comscore.com



Key Takeaways

India is now the world's third largest internet population

Riding on a 31% year-on-year increase, India's online population grew to 73.9 million. With an extended online universe in excess of 145 million the market is at a tipping point for online businesses

Younger males and women aged 35-44 emerge as power users

Three-quarters of India's Online population is under 35. Males in the segment and women aged 35-44 are amongst the heaviest users

Online Retail is on the rise

Local While 60 percent of web users in India visit online retail sites, time spent on shopping sites still has huge growth potential. The space is dominated by local retailers led by Myntra, Flipkart and Jabong among others

Social networking still captures majority of screen time

Social Networks capture the largest percentage of consumers' time in the region. Facebook continues to be the number one social network with a 28% increase in traffic and a reach of 86%. LinkedIn emerges as number two, while Pinterest and TumbIr are the fastest growing networks.

Entertainment and online video continues to grow

The online video audience in India grew an astounding 27 percent in the past year, YouTube continues to be the top video property with more than 55% share. International publishers including Facebook, Yahoo and Dailymotion get a majority of the 54 million who watched videos. Local content is distributed mainly through the Youtube platform dominated by Bollywood.



comScore, Inc. Proprietary.

Content

SETTING THE SCENE

Global Overview 5
Indian Online Landscape 9
Indian Mobile Landscape 16

2013 INDIA DIGITAL FUTURE IN FOCUS

Digital Audience Behaviour <u>19</u> **Social Networking 23 Online Retail 27 Entertainment and Online Video** 31 **News and Information 35 Online Travel** 41 **Sports** 44 **Real Estate** 48 Search **52** Conclusion **56 Tweet-bits 60** Methodology 61





About comScore

comScore, Inc. Proprietary.

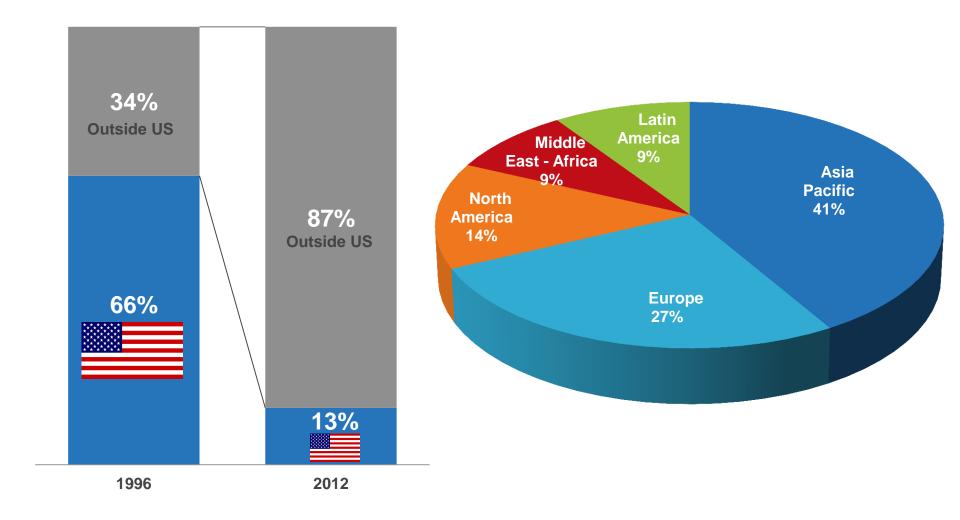
63

#FutureinFocus

GLOBAL OVERVIEW

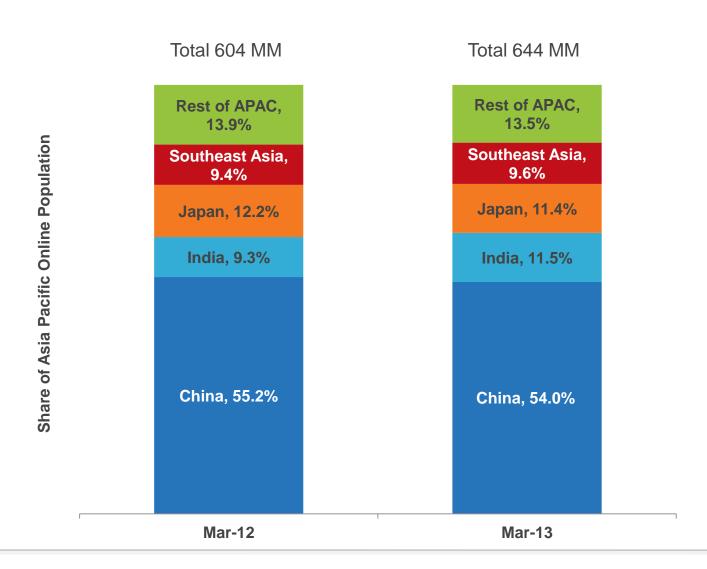


Distribution of Worldwide Internet Audience The US is no Longer the Center of the Online Universe





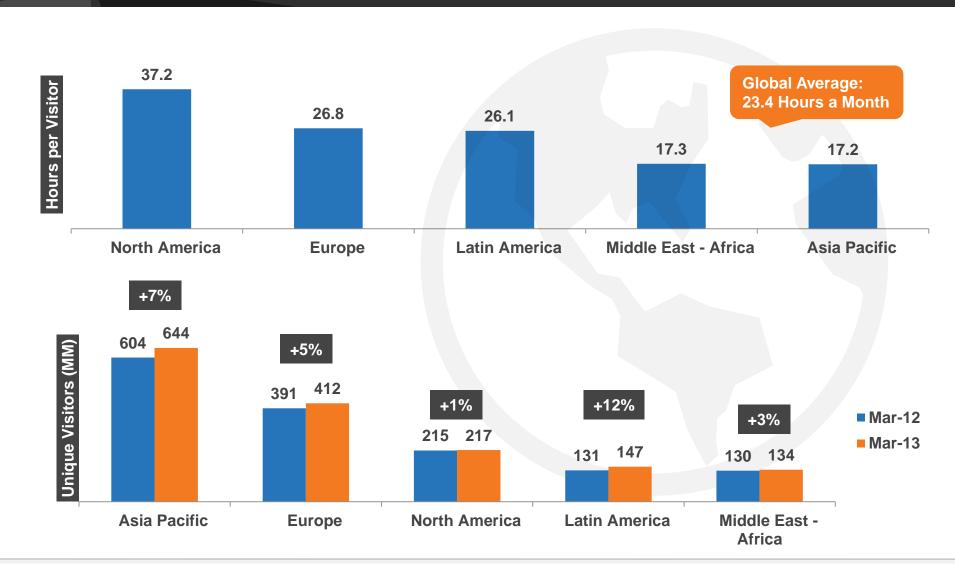
India's share in Asia Pacific Grows Second Largest Online Population in the Region





7

Time Spent and Growth Across Regions US Users Spent Most Time, Whilst Asia Pacific Outgrows Rest of the World





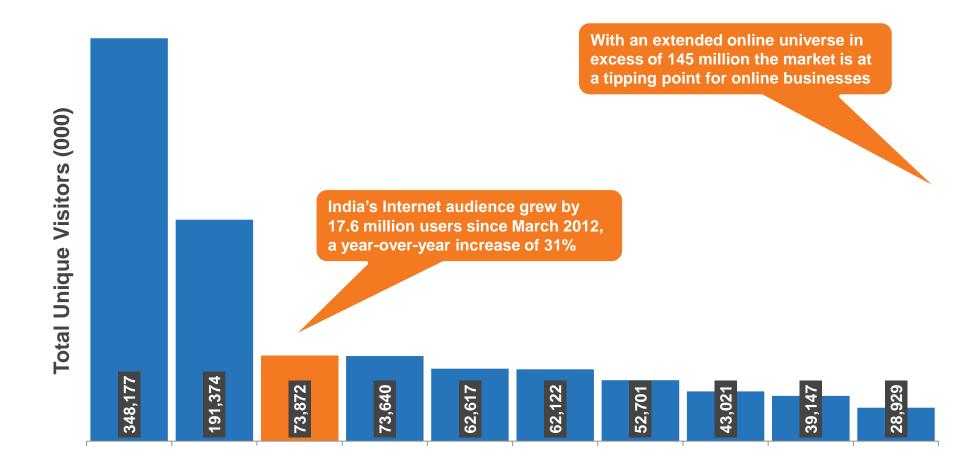
#FutureinFocus

INDIAN ONLINE LANDSCAPE



India is the World's Third Largest Internet Population

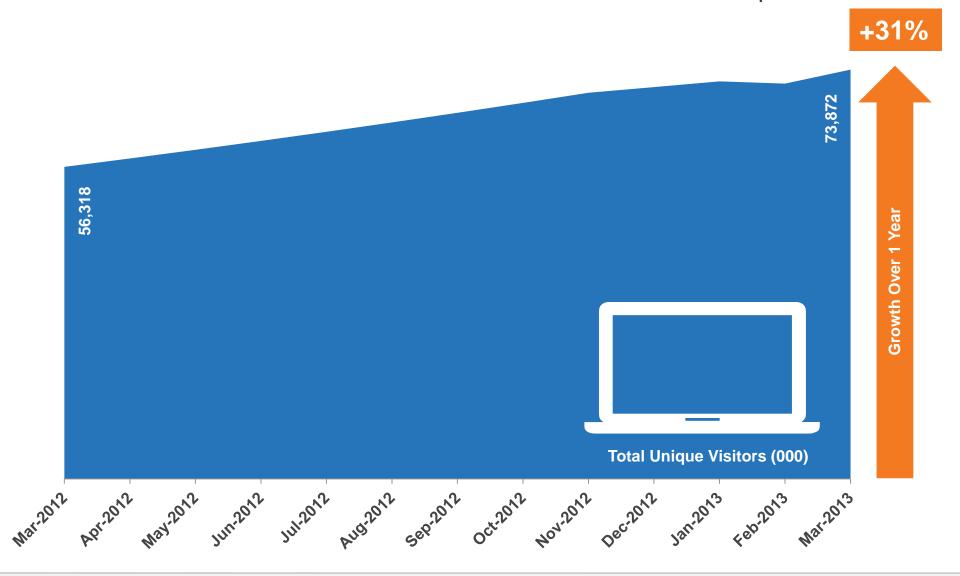
Overtakes Japan by Adding 17.6 Million Users in the Past Year





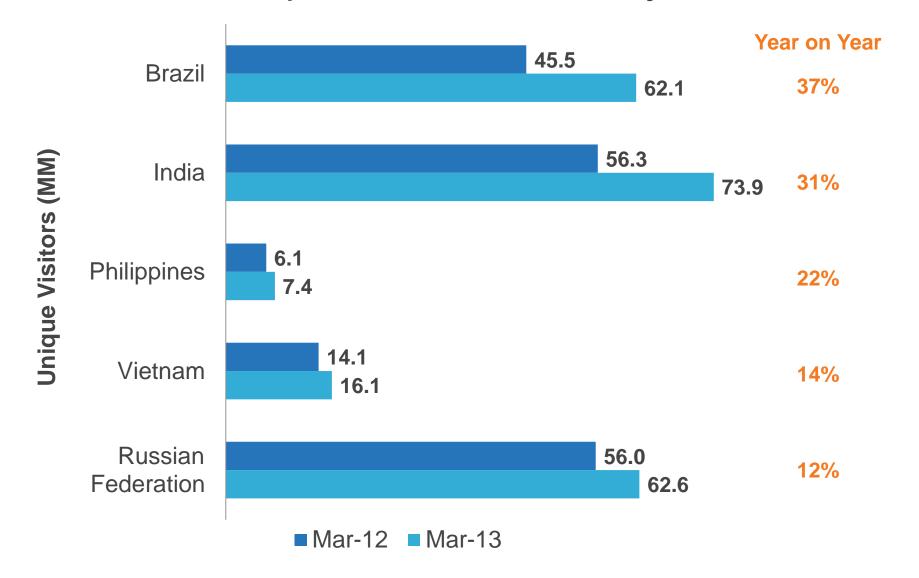
Indian Online Population grows steadily

73.9 Million Indians Surfed the Web via a Home or Work Computer



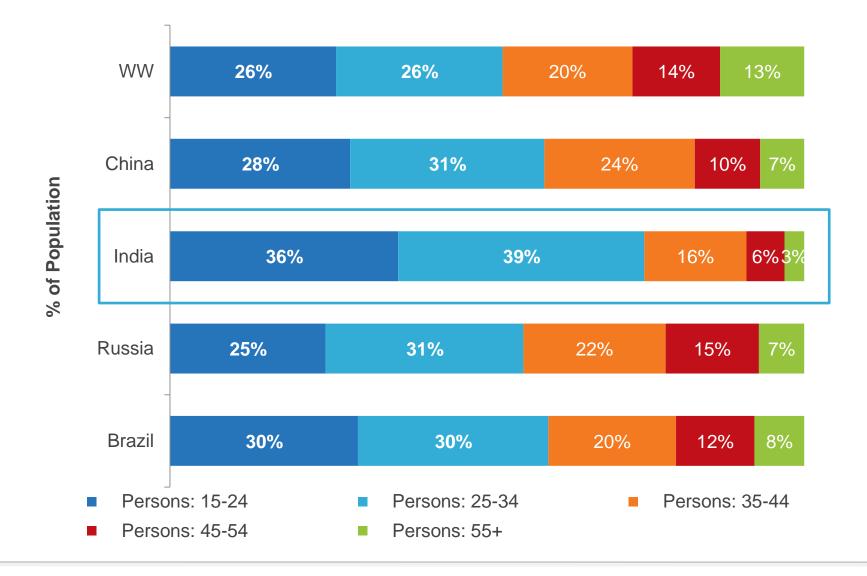


India's Y/Y Online Population Growth Second Only to Brazil's





India's Online Population Skews Significantly Younger Than Other BRIC Countries with 75% Under the Age of 35

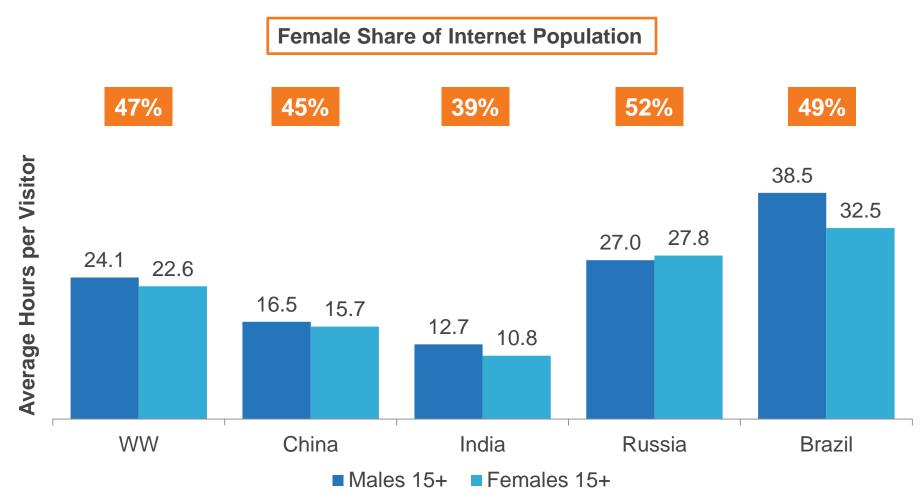




Females Comprise 39% of the Indian Internet Population

Women Also Spend Less Time Online than Men

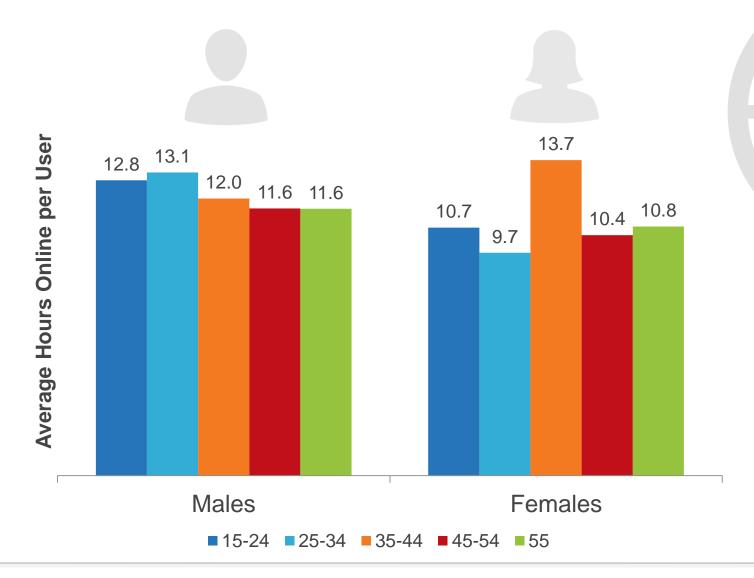






Women 35-44 are Heaviest Internet Users Among Age/Gender Groups

Among Men, 25-34 year-olds are the Heaviest Internet Users



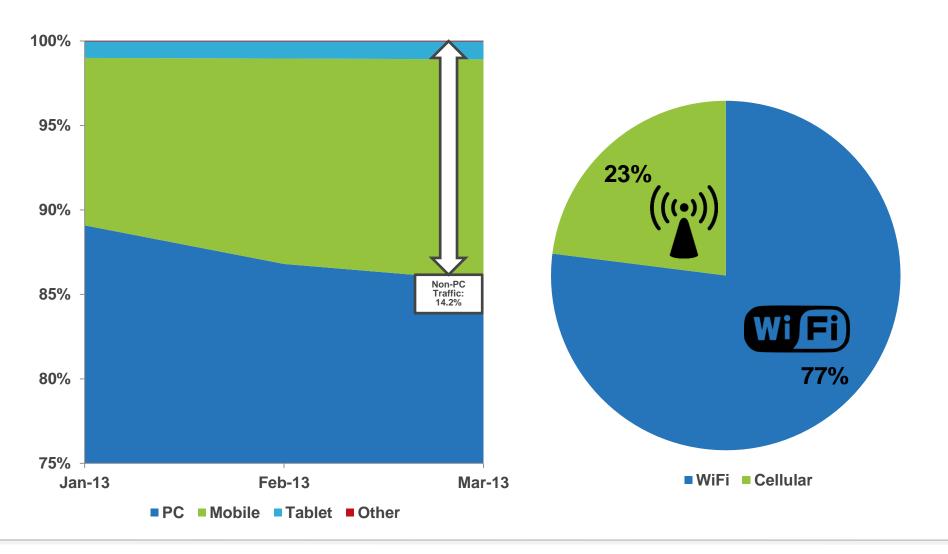


#FutureinFocus

INDIAN MOBILE LANDSCAPE

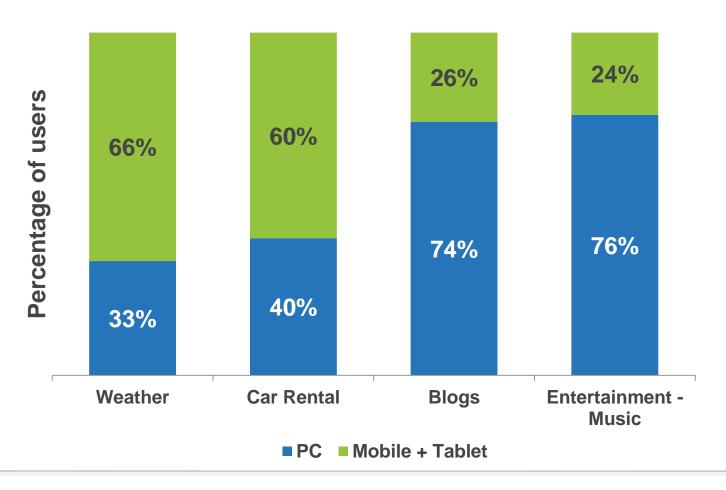


Non-PC traffic growth starting to accelerate in 2013 Mobile and Tablet shares grows to 14.2%





Mobiles and tablets preferred choice of access for many Weather, Blogs and Music Increasingly Accessed "on the go"



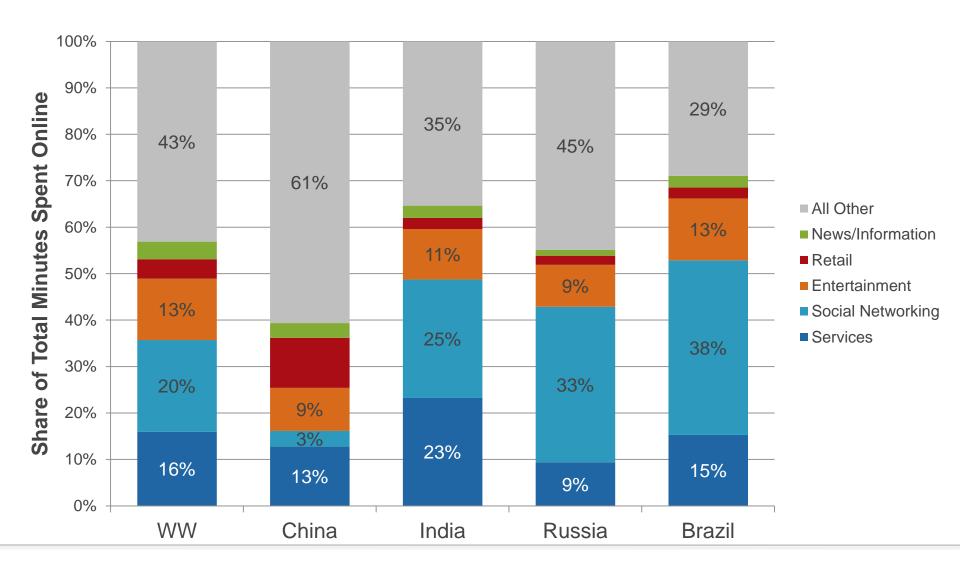


#FutureinFocus

DIGITAL AUDIENCE BEHAVIOUR

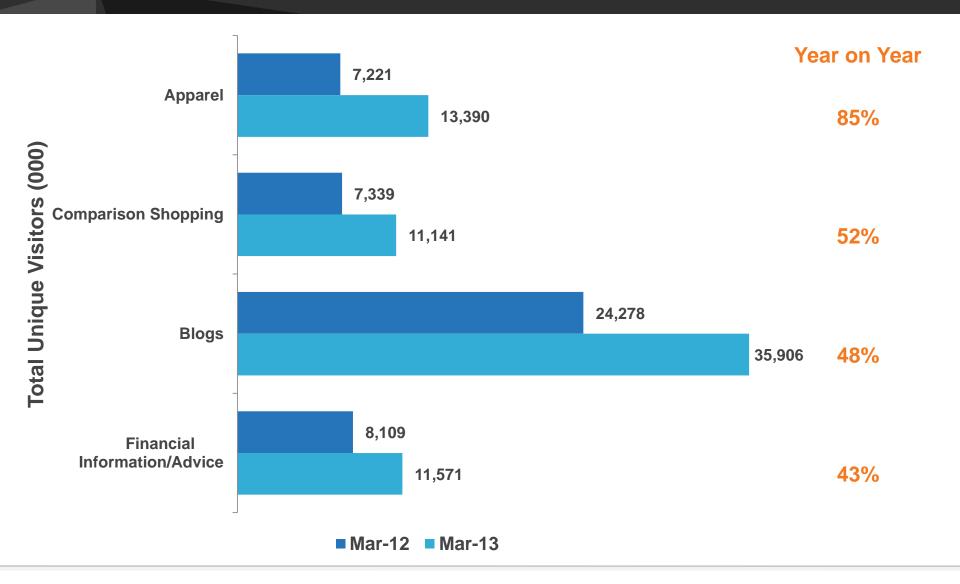


Social Networking Captures Large Share of PC Screen Time in India Share of Time Spent on Services (Email, IM) Also Significant



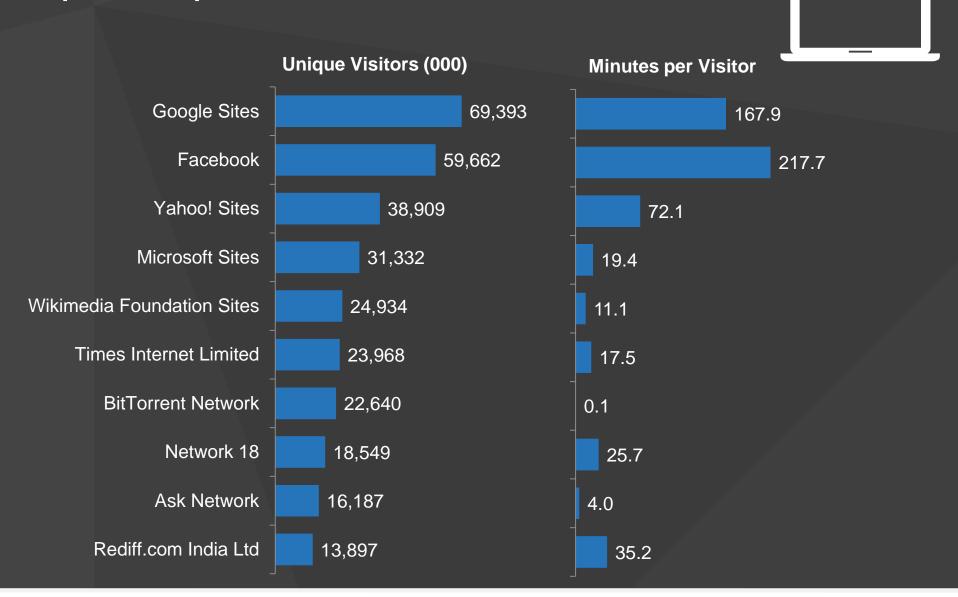


Fastest Growing Web Categories in India Blogs Category Showed Phenomenal Growth, Adding 11.6m New Users

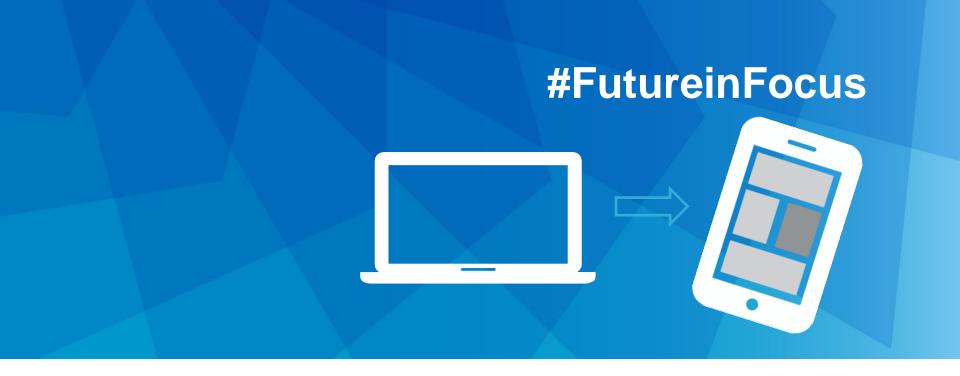




Top Web Properties - India







SOCIAL NETWORKING



Social Networking Continues to Grow in India Facebook Leads the Charge

86%

Indian Web Users Visit a Social Networking Site

217

Minutes Are Spent on Facebook by an Average User

28%

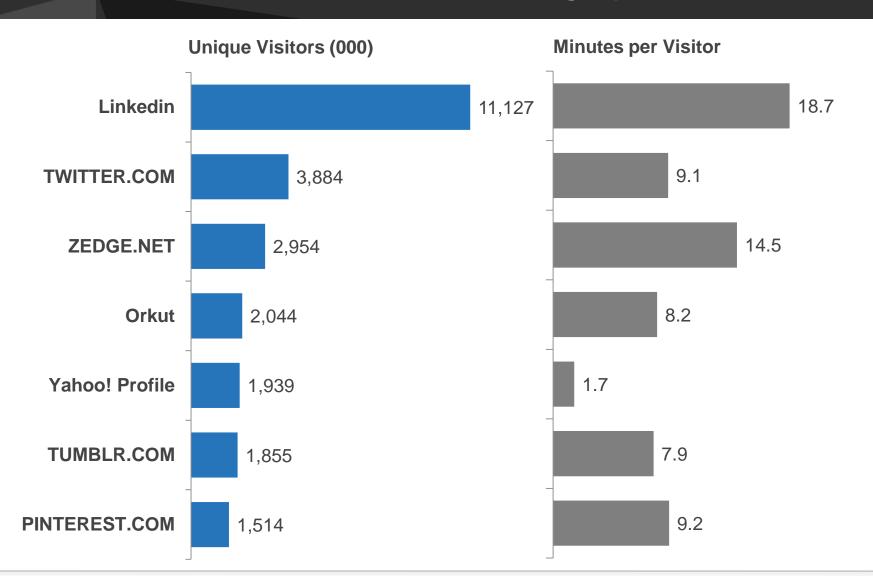
Increase in Facebook Visitors in the last 12 months

59,642,000

Users visited Facebook on their PC's



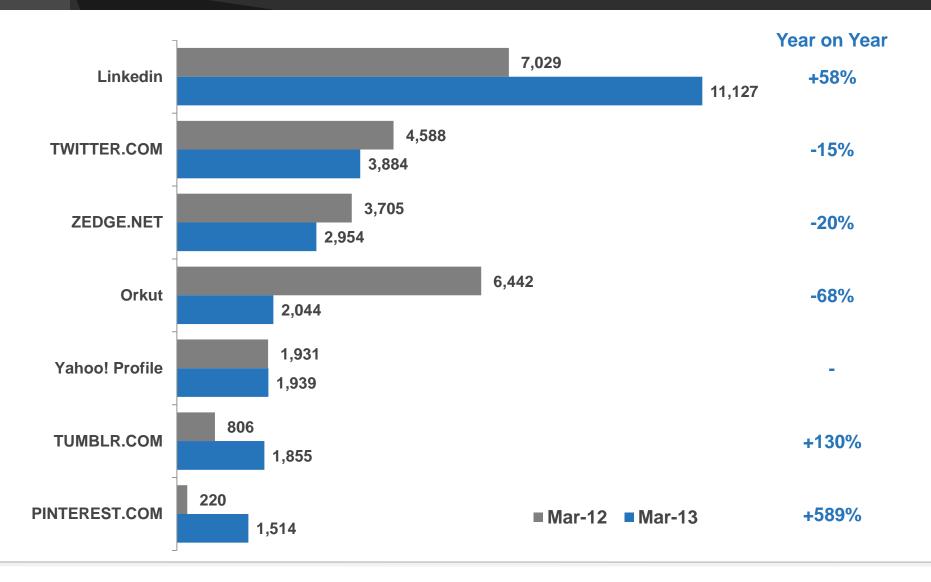
Business-Focused LinkedIn in #2 Spot Twitter, Orkut, Tumblr and Pinterest among top 7





Social – New Kids on the Block

Tumblr & Pinterest Emerge as the Fastest Growing Networks





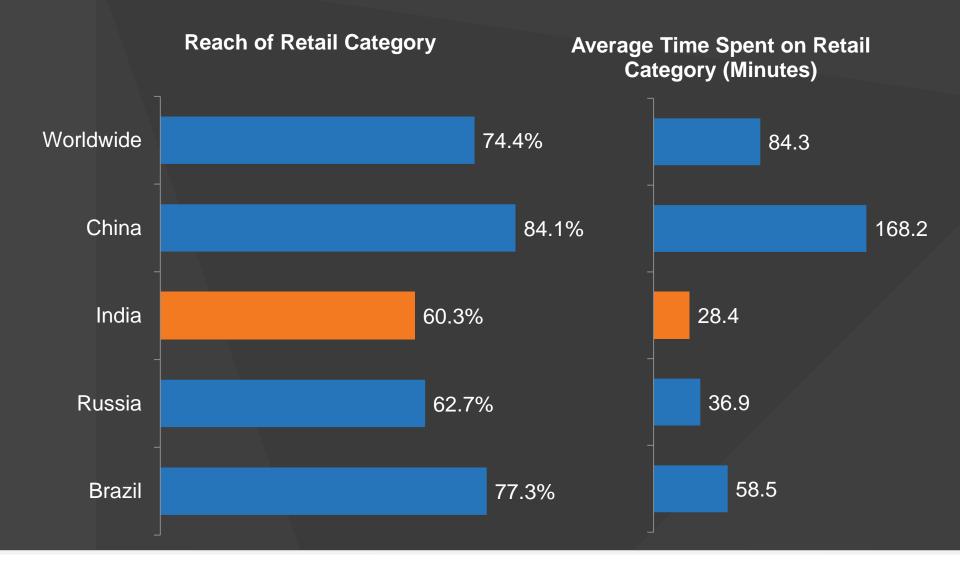
#FutureinFocus

ONLINE RETAIL ON THE RISE



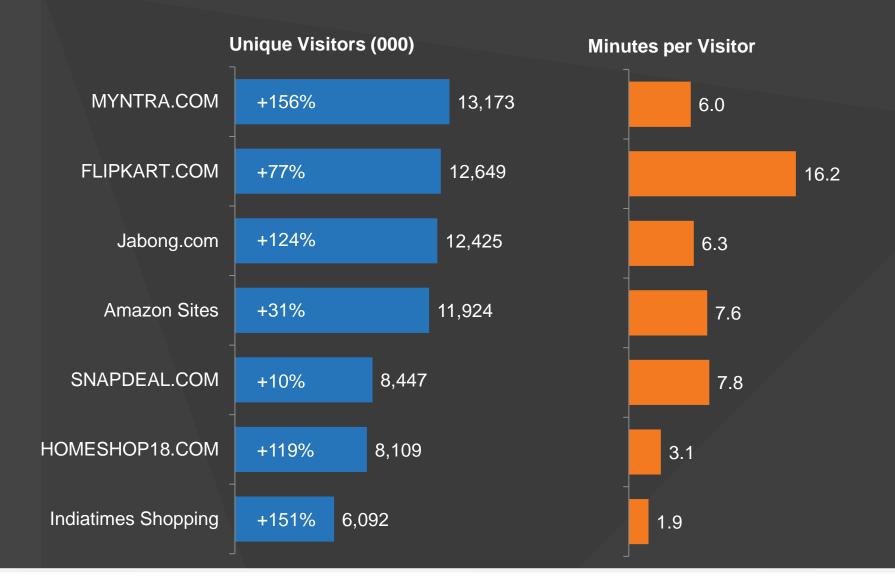


Online Retail Market in India is Underdeveloped vs. BRIC Peers Significant opportunity to increase penetration and engagement



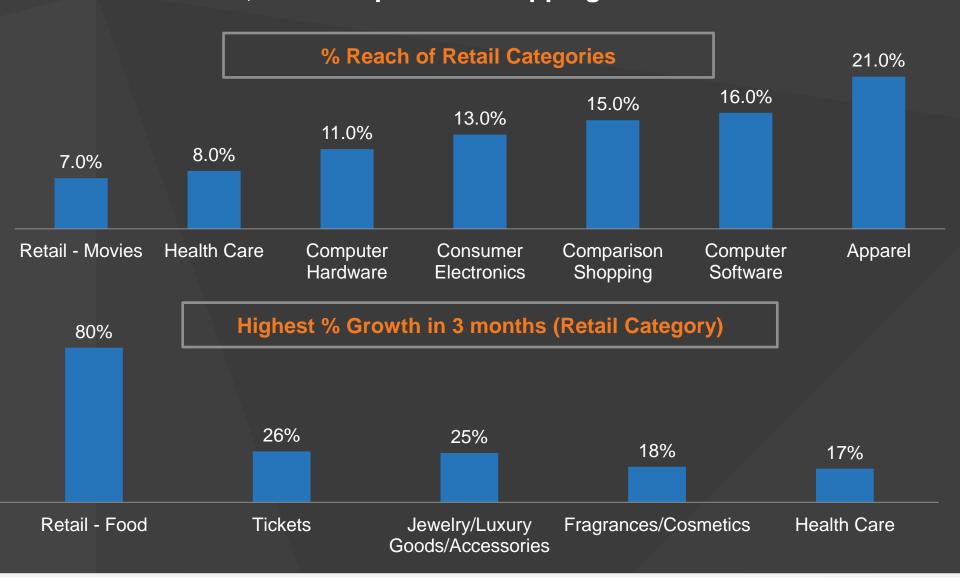


Local Retailer Myntra Shows Highest Growth and Leads the Category Highest Per-User Engagement is on Flipkart.com





Largest Retail Subcategories Include Apparel, Computer and Electronics Sites, and Comparison Shopping





#FutureinFocus

ENTERTAINMENT & ONLINE VIDEO





Entertainment and Online Video Remain Popular

YouTube is the Number One Destination for Videos

74%

of Internet Users in India Visited an Entertainment Site 31.5

Million Viewers Watched Videos on Google Sites (YouTube)

27%

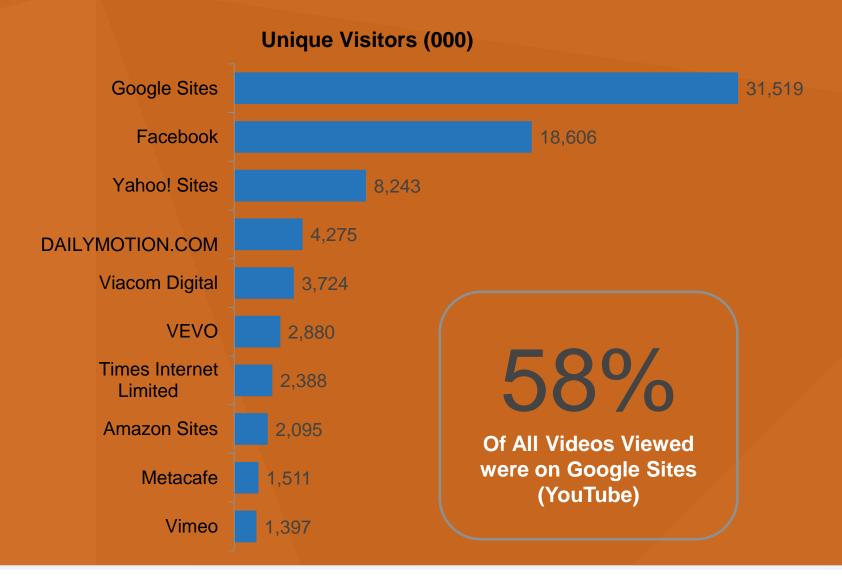
Increase in the Indian
Online Video Audience
over a year

54,025,000

Watched an Online Video on their PC's

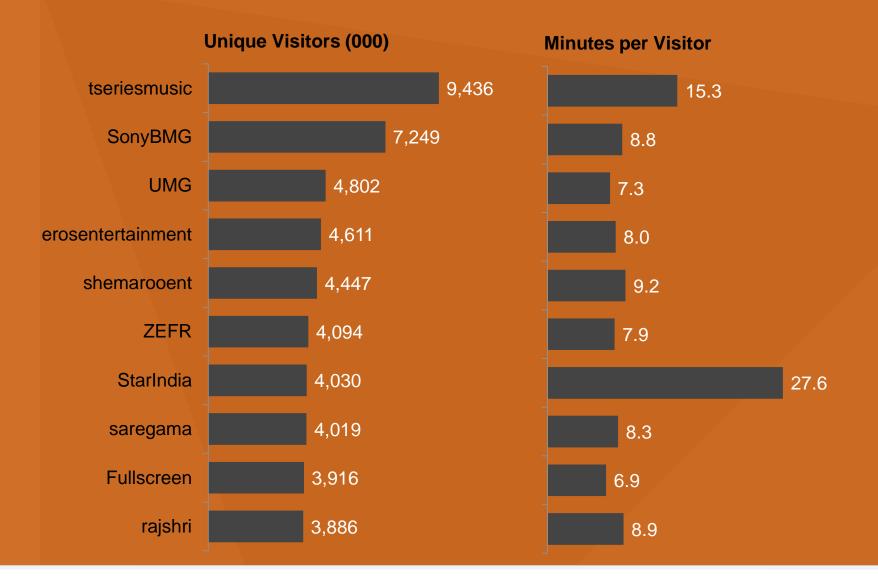


Facebook, Yahoo! And YouTube Lead Times Internet Only Local Publisher in Top 10





Tseries, Sony and UMG Top3 YouTube Partners StarIndia Keeps Users Glued On Longer



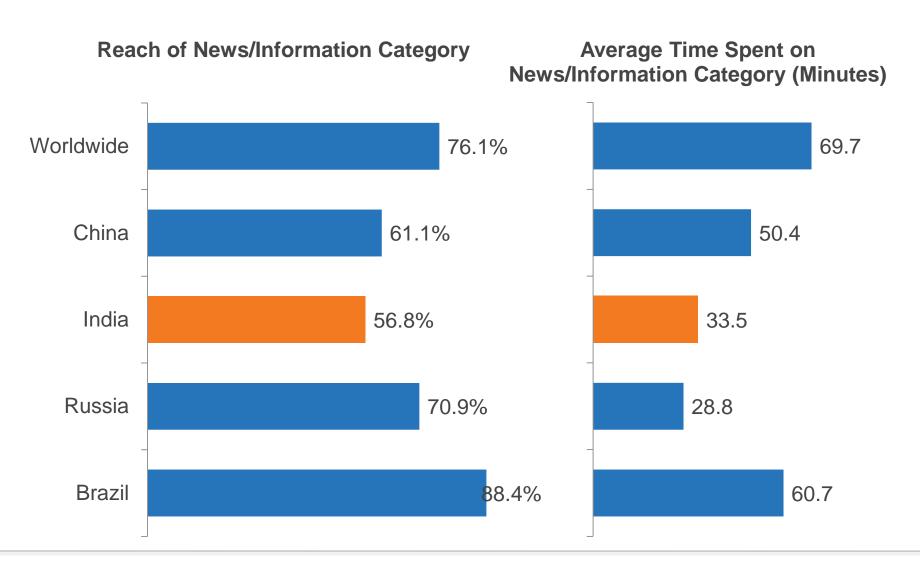


#FutureinFocus

NEWS/INFORMATION

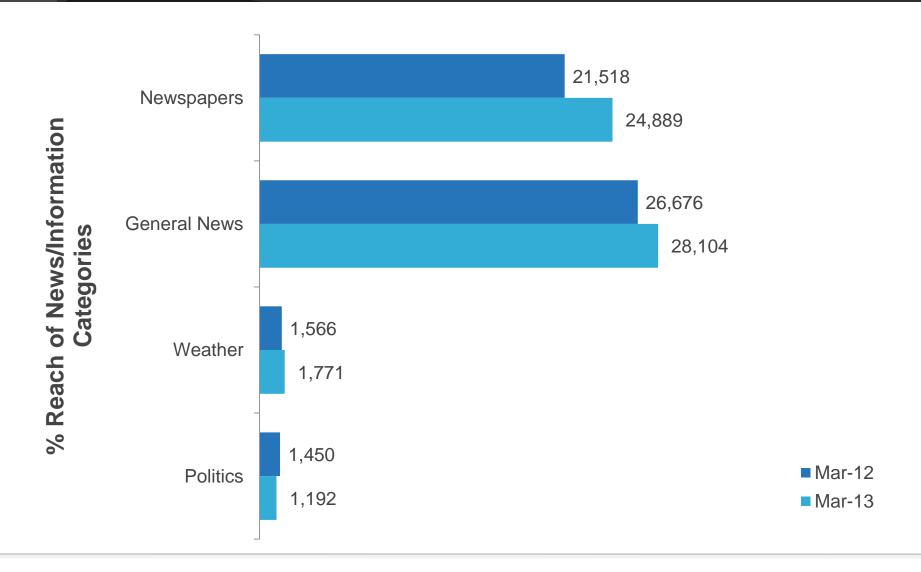


News/Information Market also Underdeveloped vs. BRIC Peers Average of 33.5 Minutes Spent on These Sites





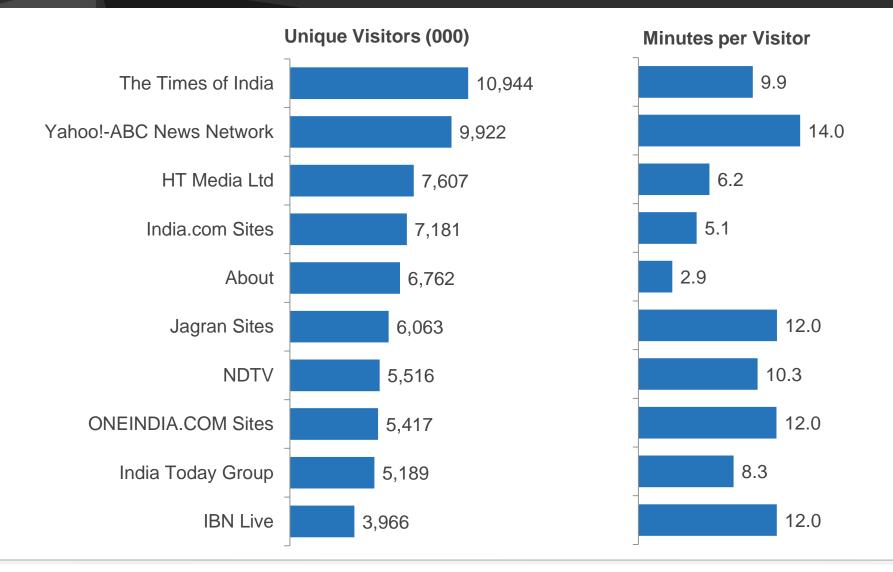
Newspapers and General News Sites Garner the Most Attention





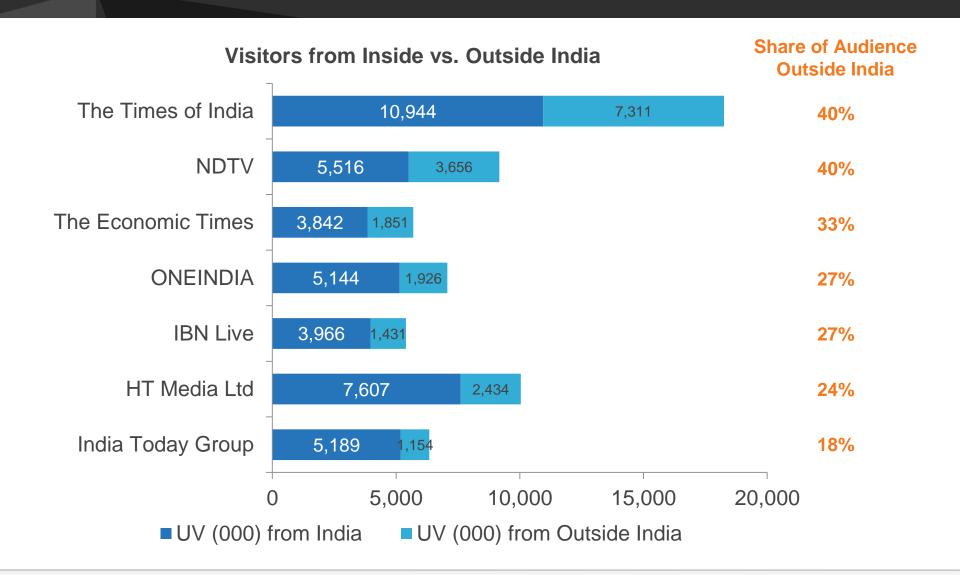
37

Web Users in India Source News from Local and International Sites Times of India Leads Visitors and Yahoo has Highest Engagement





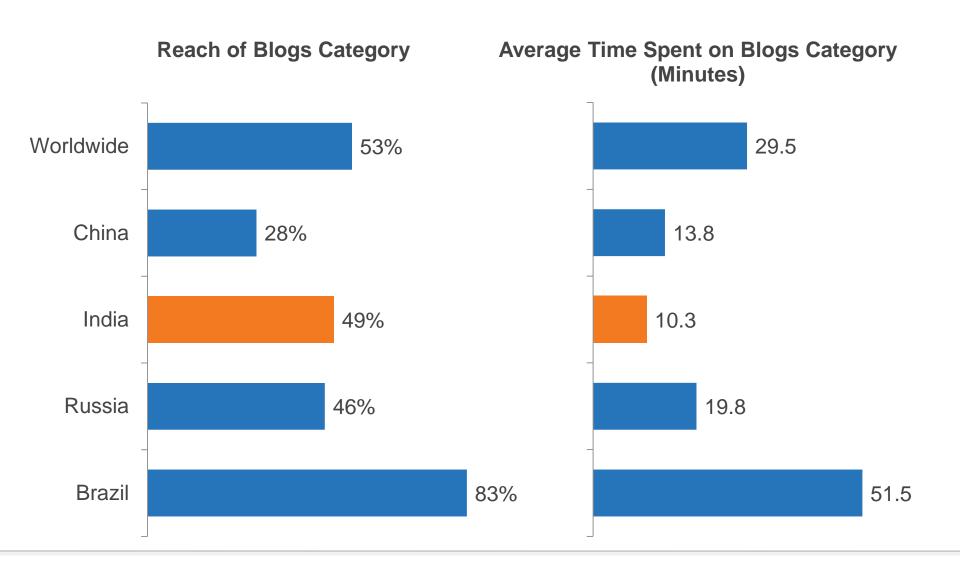
Indian News Sites Attract Substantial Share of Visitors from Abroad





© comScore, Inc. Proprietary.

Blogs Have Seen High Growth in India Over Past Year Engagement Remains Low



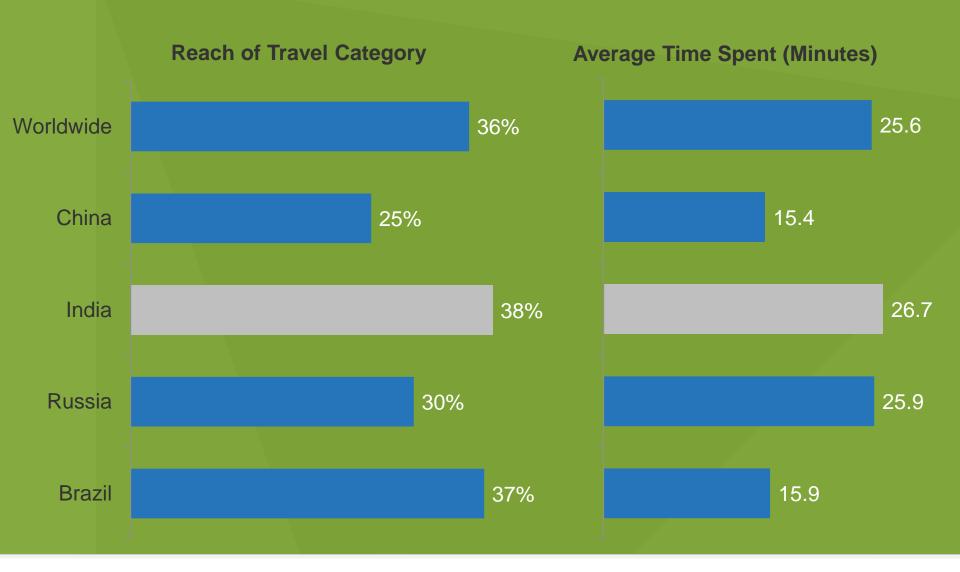


ONLINE TRAVEL



Travel Category Gets More Users

Time Spent on Travel Sites is Also Higher Than Others



Internet Audience 15+ accessing Internet from a Home or Work PC

Source: comScore Media Metrix. March 2013



Local Travel Sites Highly Popular

Highest Visiting and Per-User Engagement on Indian Rail sites

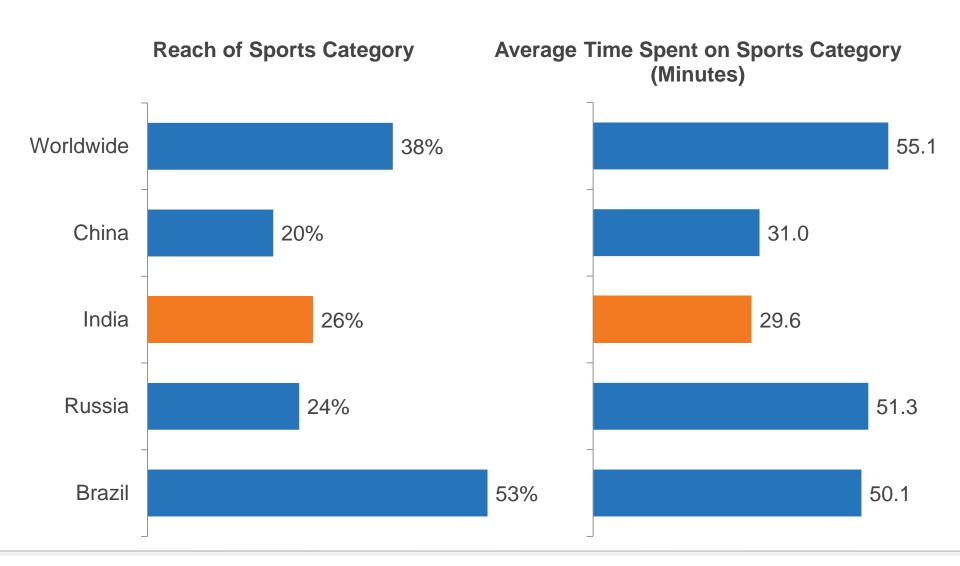




SPORTS

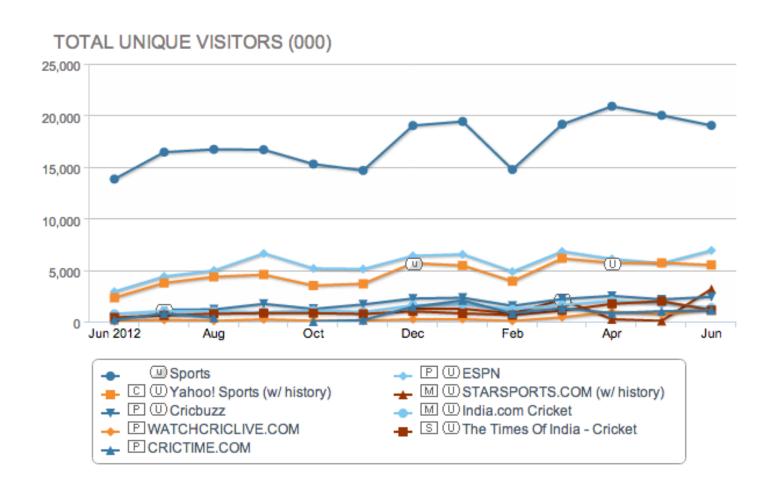


Sports Sites Reach a Quarter of the Indian Web Audience Average Time Spent Still Below Global Averages



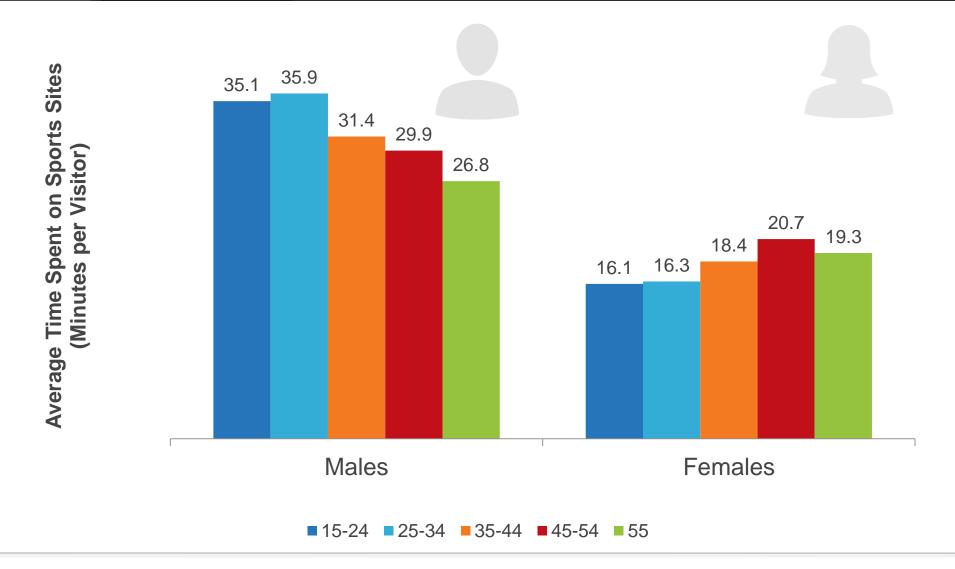


Cricket Heavily Drives Visiting to Sports Sites in India ESPN is Top Site in the Category for Visiting and Consumption





Consumption on Sports Sites is Driven Heavily by Males Among Females, 45-54 Year Olds Have Heaviest Usage in the Category



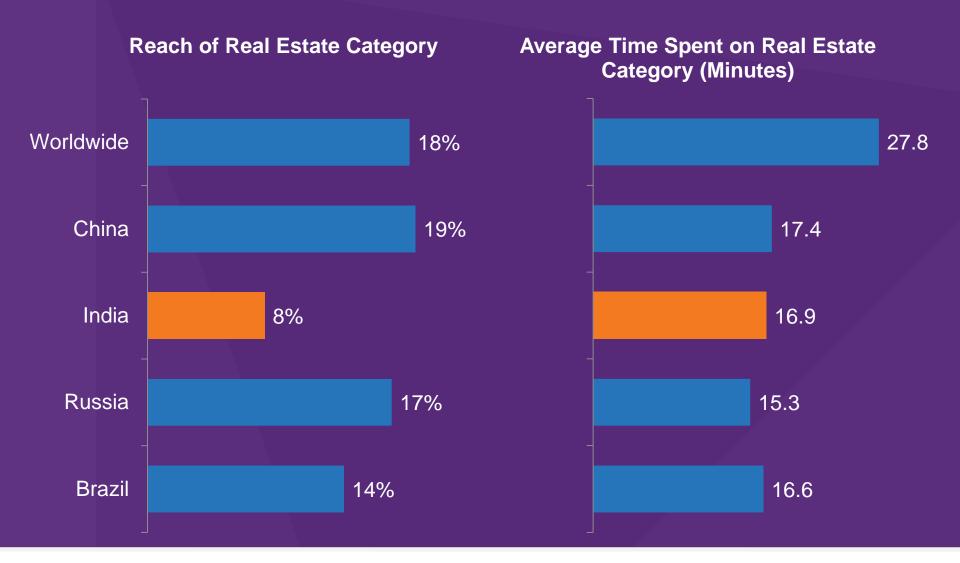


REAL ESTATE



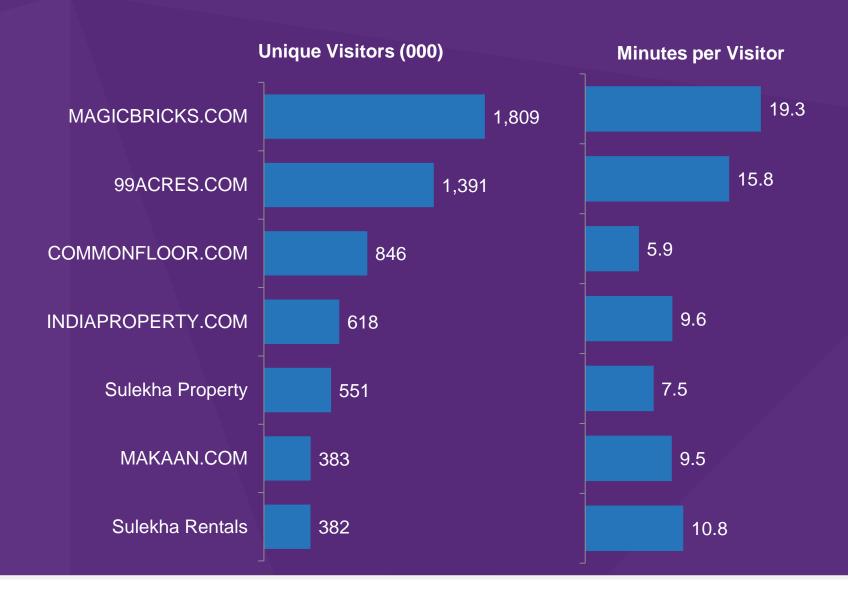
Visiting to Real Estate Sites Still Has Room For Growth

Average Time Spent is 16.9 Minutes per Visitor



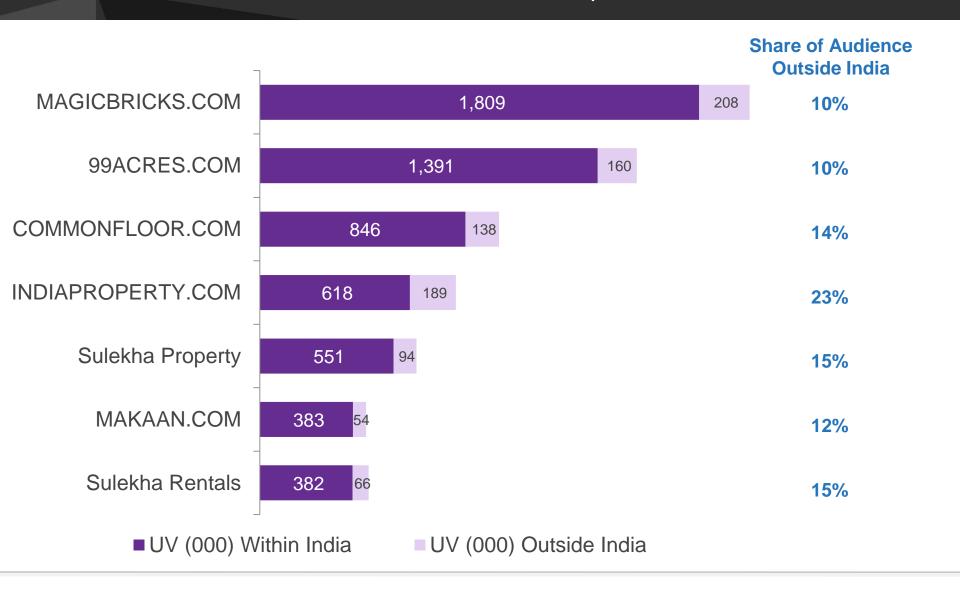


Top Indian Real Estate Sites





Substantial Interest in Indian Real Estate Comes from Outside Country Indicates Interest in Investment or Vacation Properties from Abroad





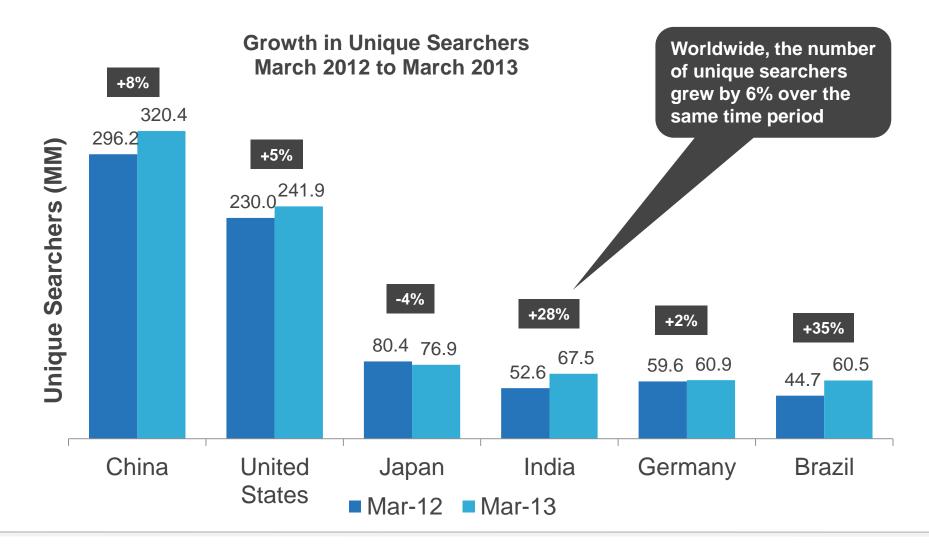
© comScore, Inc. Proprietary.



SEARCH



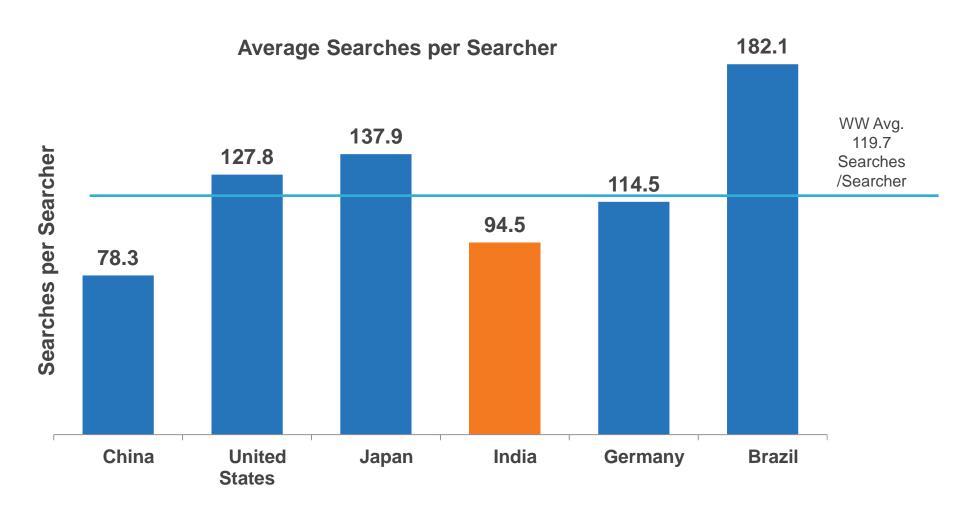
India Now The 4th Largest Audience of Searchers in the World Unique Searchers in India Grew by 28%





India's Low Search Rate per Searcher Indicates Market Upside

Average of 94.5 Searchers per Searcher is Well Below Global Average





Google Accounts for Vast Majority of Searches in India

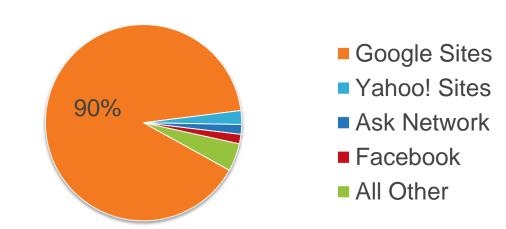
Average of 33.5 Minutes Spent on These Sites

Key Search Statistics: India

- 67.5 million unique searchers
- 6.4 billion searches
- 7.6 billion search result pages
- 1.6 billion search visits



Composition of Internet Searches in India





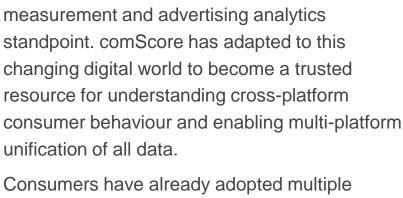
CONCLUSION



2013: Putting the Future in Focus

ADAPTABLE ANALYTICS REQUIRED

This past year saw digital media's continued rise in prominence as part of peoples' personal lives and in business environments. Consumers are quickly becoming platform agnostic in their digital media consumption and in today's world they can choose when and how they'd like to consume content. It might be that they started watching a film at home on their TV, continued watching it on their smartphone on the way to work, and finished watching it in bed at night on their tablet.



It's the pinnacle of convenience for consumers,

but an utter headache from an audience

Consumers have already adopted multiple platforms and devices – now it's the businesses who need to follow if they desire a unified, platform-agnostic view of consumer behaviour.



COMSCORE. © comScore, Inc.

© comScore, Inc. Proprietary. 57

2013: Putting the Future in Focus

MULTI-PLATFORM TAKES CENTER STAGE

With the platform shift in full swing, businesses will be challenged in the coming year to stay ahead of consumers' usage curve and deliver them with the content they want, when and where they want it. It will also be imperative to maintain revenue streams in the core digital channels while capturing market share and monetizing emerging channels. Doing so will require businesses to get even smarter in how they scale their content to other platforms by developing integration strategies that deliver unique offerings to advertisers.

Integration between delivery of content and the ability to deliver campaigns in a multi-platform fashion remains a challenge, but the companies who facilitate this form of platform agnostic strategy will enhance value to marketers, simplify campaign management for agencies and foster greater pricing equilibrium between their content channels. As the bridge between traditional and digital platforms, online video will play an important leading role in how these integration strategies materialize.



O comscore.

comScore, Inc. Proprietary. 58

2013: Putting the Future in Focus

VALIDATION MATTERS

In the last quarter (Apr-Jun'13) more than 111 billion display ad impressions were delivered across India's websites. This number, set to go up by approximately 20% over a year, indicates an increasing level of comfort with a medium capable of delivering strong marketing ROI.

While delivering advertising at scale remains important, an increased premium on accountability and performance means advertisers may be sacrificing quantity for quality – whether that means leveraging more rich media, experimenting with larger ad units, or demanding ad viewability.



comScore's vCE benchmark study about viewable impressions over 1000's of campaigns, showed that an average of 54% ads were never actually seen by their target audiences. It is more important than ever for advertisers to evaluate campaign viewability to improve optimisation and maximise the return on their media spend.

Look for advertisers to demand more accountability and publishers to reconfigure site design and ad inventory to improve performance in the coming year.



comScore, Inc. Proprietary. 59

Tweet-bits

- At 73.9 million India's is the 3rd Largest Online Population in the world, 2nd in Asia Pacific http://cmsc.re/hGKMc #FutureinFocus
- 31% year-on-year growth makes India the fastest growing online population in Asia Pacific, 2nd in the world behind Brazil http://cmsc.re/hGKMc #FutureinFocus
- Non-PC traffic in India zooms ahead, grows from 10.9% to 14.2% in 2013 http://cmsc.re/hGKMc
 #FutureinFocus
- 75% of the Indian online population is under 35 yrs old http://cmsc.re/hGKMc #FutureinFocus
- Women aged 35-44 are the heaviest internet users among all age/gender groups http://cmsc.re/hGKMc
 #FutureinFocus
- Indian blogging audience grew 48%, close to 36 million. 26% blog traffic from Mobile and Tablets http://cmsc.re/hGKMc #FutureinFocus
- 25% of PC screen time is spent on social, 86% Indian web users visit a social networking site http://cmsc.re/hGKMc #FutureinFocus
- On an average, 217 minutes are spent on Facebook every month by Indian users http://cmsc.re/hGKMc
 #FutureinFocus
- Myntra leads India's online retail category in terms of users, Flipkart gets highest per-user engagement http://cmsc.re/hGKMc #FutureinFocus
- 54,025,000 Indians watched online videos on their PC's; 27% increase over a year http://cmsc.re/hGKMc #FutureinFocus



60

METHODOLOGY



Methodology and Definitions

This report utilises data from the comScore suite of products, including comScore MMX Multi-Platform (Beta), comScore qSearch, comScore Video Metrix, comScore MobiLens, and comScore Device Essentials.

comScore MMX

The comScore MMX suite of syndicated products sets the standard for digital audience measurement and media planning. Powered by Unified Digital Measurement[™], the revolutionary measurement approach that bridges panel-based and website server-based metrics to account for 100 percent of a site's audience, MMX delivers the most accurate and comprehensive suite of audience metrics, providing valuable demographic measures, such as age, gender, household income and household size. MMX reports on more than 70,000 entities, with audience measurement for 43 individual countries and 6 global regions, as well as worldwide totals.

The comScore MMX product suite includes individual products utilised within this report including comScore MMX Multi-Platform (Beta), comScore qSearch, comScore Ad Metrix and comScore Video Metrix.

http://www.comscore.com/Products/Audience Analytics/MMX





ABOUT COMSCORE

comScore, Inc. (NASDAQ: SCOR) is a global leader in digital measurement and analytics, delivering insights on web, mobile and TV consumer behaviour that enable clients to maximise the value of their digital investments.

A preferred source of digital audience measurement, comScore offers a variety of on-demand software and custom services within its four analytics pillars: Audience Analytics, Advertising Analytics, Digital Business Analytics and Mobile Operator Analytics. By leveraging a world-class technology infrastructure, the comScore Census Network™ (CCN) captures trillions of digital interactions a month to power big data analytics on a global scale for its more than 2,000 clients, which include leading companies such as AOL, Baidu, BBC, Best Buy, Carat, Deutsche Bank, ESPN, France Telecom, Financial Times, Fox, LinkedIn, Microsoft, MediaCorp, Nestle, Starcom, Terra Networks, Universal McCann, Verizon, ViaMichelin and Yahoo!.

STAY CONNECTED

www.comscore.com

www.facebook.com/comscoreinc

www.linkedin.com/company/comscore-inc

www.youtube.com/user/comscore



© comScore, Inc. Proprietary.



India Digital Future in Focus 2013

Key Insights and Digital Trends from India

Email:

Media Requests: worldpress@comscore.com



www.comscore.com



www.facebook.com/comscoreinc



@comScoreAPAC

