Case Study: Market Segmentation and Targeting Strategy for an Electric

Vehicle Startup in India

SOWMIYA V - 27.06.24

Abstract:

This case study refines the approach to market segmentation and targeting for an EV startup

in India. It leverages machine learning to uncover distinct customer segments based on

demographics, behaviour, and psychographics. The focus remains on interpretable models for

actionable insights to inform targeted marketing campaigns and product development,

ensuring a competitive advantage in the Indian EV landscape.

1. Introduction: A Data-Driven Approach

The Indian EV market is booming, driven by environmental concerns, government support,

and technological advancements. However, with rising competition, traditional segmentation

methods are inadequate. This study proposes a data-driven approach using machine learning

to segment the Indian EV market, providing a strategic roadmap for success.

Objectives:

• Leverage machine learning to identify distinct customer segments.

• Analyse market trends and consumer preferences to determine the optimal EV model

for launch.

2. Data Acquisition: Building the Foundation

Data is the cornerstone of market segmentation. This study gathered data from credible online

sources, including:

• Kaggle: Open-source datasets on demographics and consumer behaviour relevant to

the Indian EV market.

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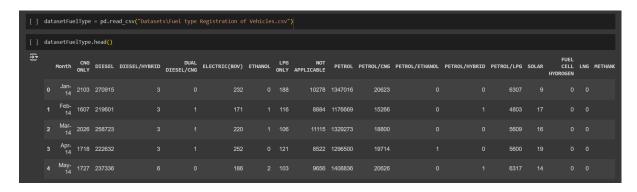
- **Government Websites:** Data on EV charging stations from Department of Heavy Industry (DHI) and Vahan for insights into EV infrastructure.
- Market Research Reports: Reports from Statista on EV sales trends in India.

Data preprocessing steps ensure data quality:

Importing necessary Libraries:

```
[] import numpy as np
import pandas as pd
import matplotlib.pyplot as plt
import seaborn as sns
from sklearn.preprocessing import StandardScaler
from sklearn.decomposition import PCA
from sklearn.cluster import KMeans
import warnings
warnings.filterwarnings('ignore')
```

Exploring DataSet:



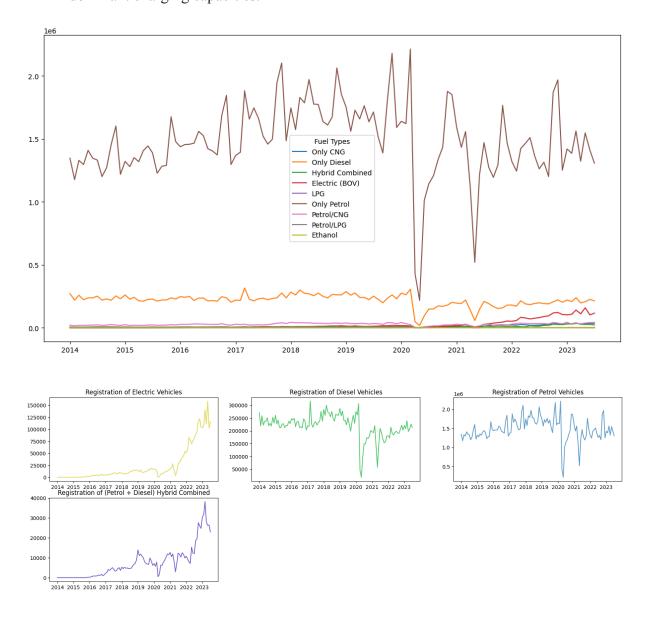
- **Data Cleaning:** Handling missing values, duplicates, and outliers.
- **Data Transformation:** Converting data types and standardising values for consistent analysis.

3. Exploratory Data Analysis (EDA): Unveiling Trends

The analysis of charging station data revealed:

• **Geographic Concentration:** Maharashtra leads in EV charging stations, followed by Delhi, Tamil Nadu, and Karnataka. These states hold half of India's stations.

- **Urban Dominance:** Major cities like New Delhi, Bengaluru, Chennai, Mumbai, and Hyderabad house the highest number of stations.
- Charging Infrastructure Landscape: 7 kWh stations are most common, with significant numbers for 6, 8, and 12 kWh variants. Regional variations exist in dominant charging capacities.



4. Methodology and Modeling: Unlocking Customer Segments

Machine learning techniques were employed to segment the customer base:

• **K-Means Clustering:** This unsupervised learning algorithm groups data points into distinct clusters based on similarities.

- **Feature Engineering:** Techniques like one-hot encoding prepared data for the model by handling categorical variables effectively.
- **Model Evaluation:** The elbow method determined the optimal number of clusters (k) for effective segmentation, balancing interpretability and granularity.

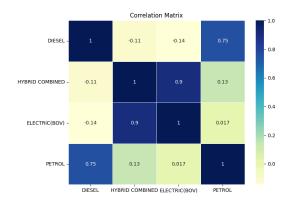
5. Results and Discussion: A Richer Segmentation

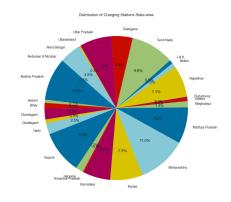
The K-Means clustering identified five distinct customer segments with unique characteristics. Further analysis of these clusters can reveal:

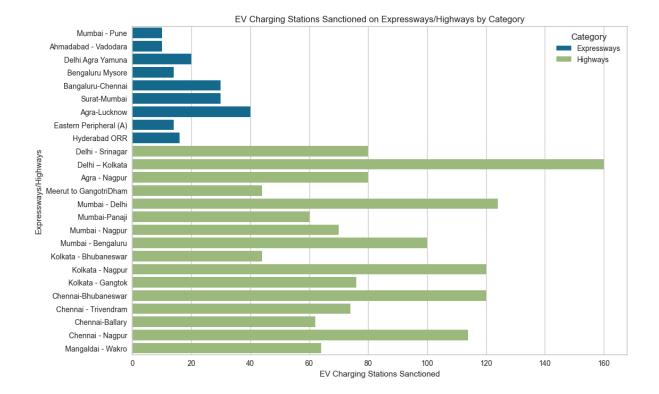
- **Demographics:** Age, income, location, family size, etc.
- **Psychographics:** Values, lifestyle choices, environmental consciousness, etc.
- Behavioural Patterns: Usage patterns, charging preferences, brand awareness, etc.

This comprehensive understanding of each segment empowers the startup to:

- **Develop Targeted Messaging:** Tailor marketing messages to resonate with specific needs, concerns, and media consumption habits of each segment.
- **Product Differentiation:** Offer EV models with varying features, price points, and range catering to diverse segment preferences.
- Channel Selection: Choose the most effective distribution channels (online, dealerships, specific partnerships) to reach each segment efficiently.







6. Conclusion: A Competitive Edge

This case study demonstrates the power of machine learning for market segmentation in the Indian EV market. By leveraging customer data, startups gain a competitive edge by identifying distinct customer segments and tailoring their approach. This data-driven strategy informs strategic decision-making across marketing, product development, and overall business success.

GithubRepository: Task Link

Report on EV Market Segmentation

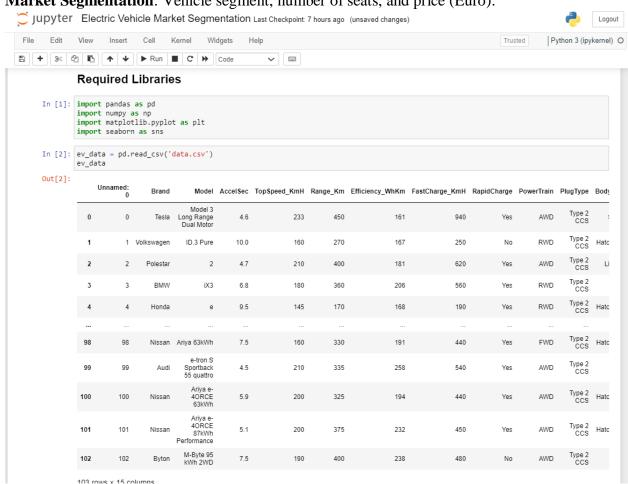
- Adwait Gore

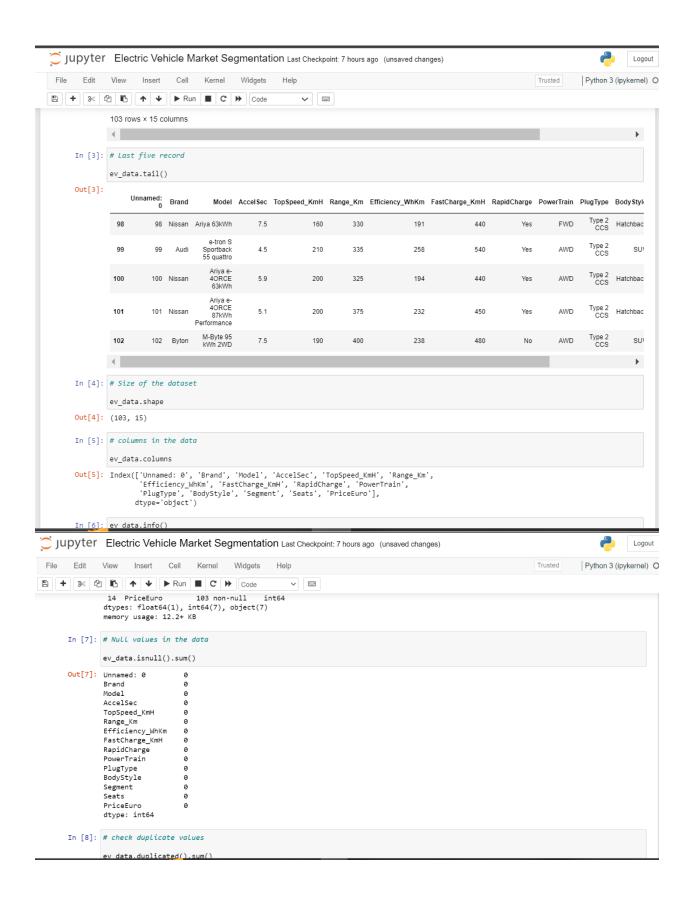
1. Introduction

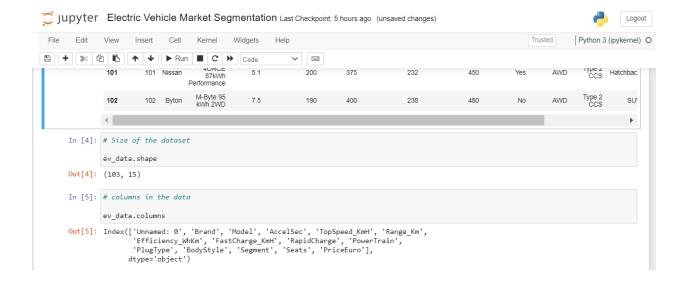
The electric vehicle (EV) market has seen significant growth over recent years. Various factors such as performance, range, price, and body style influence consumer choice. This report analyzes the segmentation of the EV market based on a provided dataset, which includes various specifications and characteristics of different EV models.

- **2. Data Overview**The dataset contains information on 86 different EV models from various brands. Key variables include:
 - **Performance**: Acceleration (0-100 km/h in seconds), top speed (km/h), and powertrain.
 - Range and Efficiency: Range (km), efficiency (Wh/km), and fast charge capabilities (km/h).
 - Features: Rapid charge availability, plug type, and body style.

• Market Segmentation: Vehicle segment, number of seats, and price (Euro).







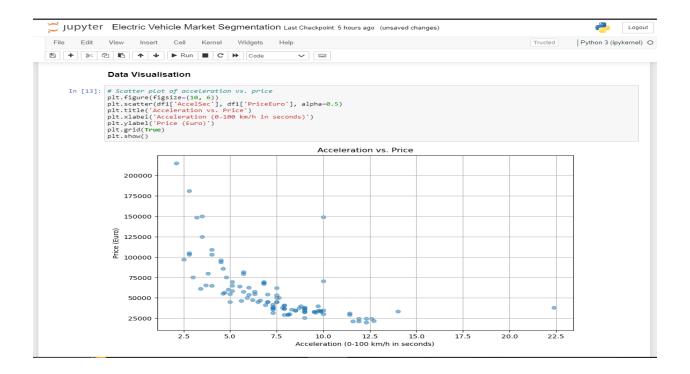
3. Market Segmentation Analysis

3.1 By Brand

- **Top Brands**: Tesla, Volkswagen, Audi, BMW, and Nissan have a significant presence in the dataset.
- **Diversity**: Brands offer multiple models targeting different segments and price ranges.

3.2 By Acceleration

- **High Performance**: Models like the Tesla Roadster (2.1 sec), Lucid Air (2.8 sec), and Porsche Taycan Turbo S (2.8 sec) cater to performance enthusiasts.
- **Economy Options**: Models with slower acceleration, such as the Skoda CITIGOe iV (12.3 sec) and Smart EQ forfour (12.7 sec), are targeted at urban commuters.

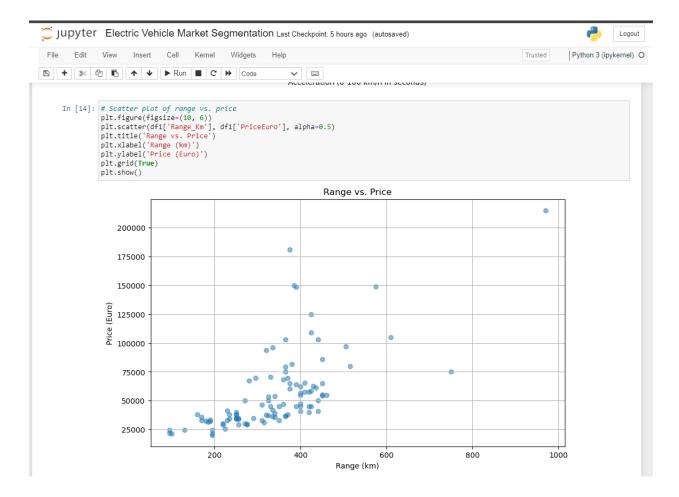


3.3 By Top Speed

- **High Speed**: The Tesla Roadster (410 km/h) and various Porsche models offer top speeds exceeding 250 km/h.
- Moderate Speed: Most economy and mid-range models have top speeds between 130-200 km/h.

3.4 By Range

- Long Range: Tesla Cybertruck Tri Motor (750 km) and Lucid Air (610 km) lead in range, appealing to long-distance travelers.
- **Mid-Range**: Many models, including those from Nissan and Hyundai, offer ranges between 250-400 km, suitable for daily commutes.
- **Short Range**: Urban-focused models like the Honda e (170 km) and Renault Twingo ZE (130 km) have shorter ranges.

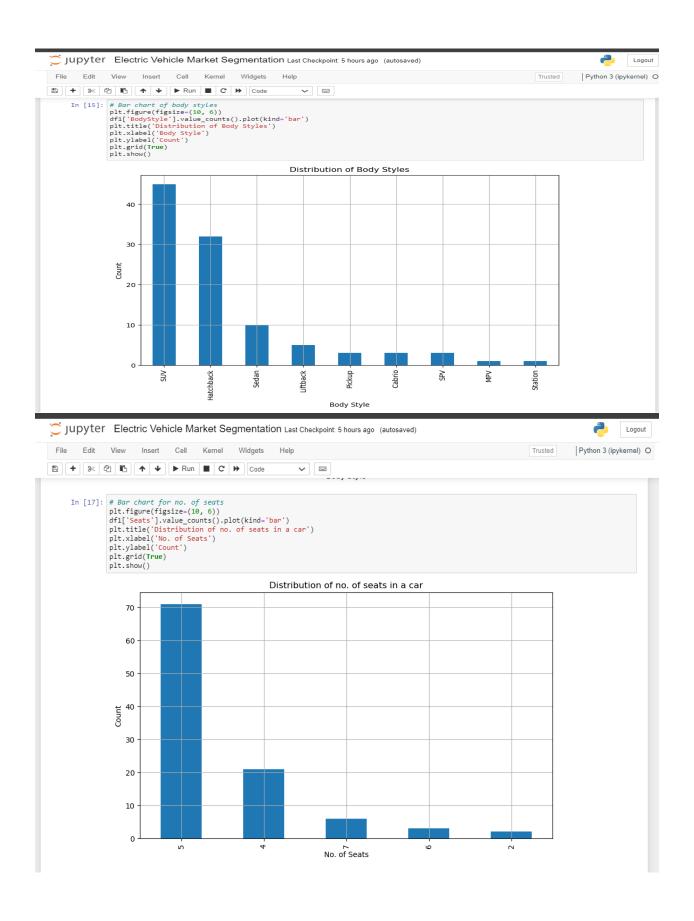


3.5 By Price

- **Luxury Segment**: Vehicles like the Tesla Roadster (€215,000) and Porsche Taycan Turbo S (€180,781) cater to the high-end market.
- **Mid-Range**: Models like the Tesla Model 3 (€46,380 €65,620) and Audi e-tron (€67,358) cater to the mid-market segment.
- **Budget-Friendly**: Affordable options include the Renault Zoe (€29,234) and Volkswagen e-Up! (€21,421).

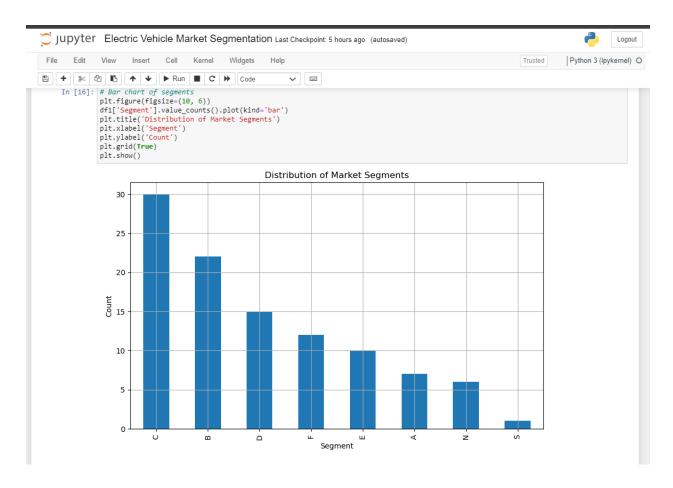
3.6 By Body Style

- **Sedans**: Popular for their balance of performance and practicality, with models like the Tesla Model S and Audi e-tron GT.
- **SUVs**: Highly popular for their versatility, with entries from Tesla, Audi, and Volkswagen.
- **Hatchbacks**: Suitable for city driving, with models like the Nissan Leaf and Volkswagen ID.3.
- Other: Includes pickups (Tesla Cybertruck), liftbacks (Polestar 2), and cabrios (Tesla Roadster).



3.7 By Segment

- **Luxury** (**F Segment**): High-end sedans and performance vehicles like the Lucid Air and Porsche Taycan.
- **Upper Medium (D Segment)**: Balanced options for performance and price, such as the Tesla Model 3 and Audi Q4 e-tron.
- Lower Medium (C Segment): Practical vehicles like the Volkswagen ID.3 and Nissan Leaf.
- Small (B Segment): Compact cars like the Peugeot e-208 and Opel Corsa-e.
- **Mini** (A Segment): Urban-focused models like the Skoda CITIGOe iV and Smart EQ fortwo.



3.8 By Powertrain

- **AWD**: Common in high-performance and luxury models, enhancing traction and stability.
- **RWD**: Often seen in performance-oriented models and some budget options.
- **FWD**: Predominant in economy and compact models, offering simplicity and cost efficiency.

3.9 By Rapid Charge Capability

- With Rapid Charge: Most models offer rapid charge capabilities, essential for long-distance travel.
- Without Rapid Charge: Some budget models lack this feature, making them more suitable for short-range city driving.

4. Conclusion

- The EV market segmentation reveals a diverse range of vehicles catering to different consumer needs, from high-performance luxury cars to practical city commuters.
- Key trends include the prominence of **SUV body styles**, the importance of **rapid charging capabilities**, and the **wide range of prices and performance specifications**.
- -Brands like Tesla and Volkswagen dominate the market with varied offerings across multiple segments.

ANALYSIS OF ELECTRIC VEHICLE MARKET SEGMENTATION

By. Aditya Sangole

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1. Abstract:

This project analyzes India's electric vehicle market, focusing on segmentation from sales data, customer reviews, and technical specs. The study underscores the rapid growth of the two-wheeler market as a key revenue driver. Using customer review data and the k-means algorithm, the market was divided into four segments.

Segment 1 stands out, making up 39% of the consumer base, and is identified as the prime target for our strategy. Specific electric two-wheeler specs are recommended to meet the preferences of Segment 1, balancing affordability with competitive pricing. This strategic focus on Segment 1 positions our venture strongly within India's electric vehicle market.

2. Introduction:

India's transportation is transforming with the widespread adoption of electric vehicles (EVs), driven by urbanization, population growth, and rising incomes. Electric two-wheelers, in particular, are leading the way due to their affordability and popularity, offering a sustainable solution to pollution and emissions.

Government policies supporting local manufacturing and a robust supply network have been pivotal. By 2023, India's electric two-wheeler market has flourished, showcasing the success of these initiatives and the acceptance of clean mobility.

This study explores this transformation, focusing on electric two-wheelers. By analyzing consumer behavior, psychographics, and vehicle specifications, we provide EV price recommendations to guide consumers, policymakers, and industry stakeholders towards a sustainable and consumer-friendly electric transportation system in India.

3. Problem Statement:

The task at hand involves using data-driven insights from sales data, customer evaluations (including behavioral and psychographic data), and technical specifications of electric vehicles to strategically position our electric vehicle startup in the Indian market. Our goal is to use these insights to efficiently divide the market into

4. Data Sources and Collection:

For this project, data was collected from three distinct sources. The primary dataset, from the Society of Manufacturers of Electric Vehicles, covers sales figures for electric two-wheelers, three-wheelers, fourwheelers, and buses from 2017 to 2023, providing a comprehensive view of market trends and customer preferences.

The second dataset, from bikewale.com, includes customer reviews of electric two-wheelers, offering critical behavioral and psychographic insights. These qualitative inputs are essential for understanding customer behavior.

The third dataset, also from bikewale.com, details the technical specifications and pricing information of electric two-wheelers, allowing us to evaluate technical feasibility and pricing crucial for our market segmentation strategy.

By integrating these datasets, we developed a robust understanding of the electric vehicle market. Real sales data, customer sentiments, and technical specifics formed the foundation of our analysis, ensuring a data-driven and market-relevant segmentation approach.

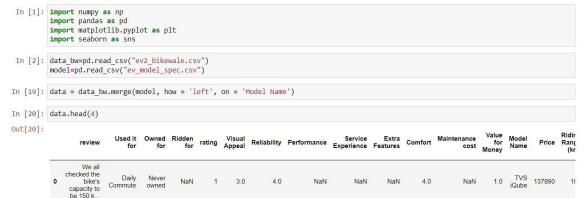
5. Data Pre-processing:

The data pre-processing phase used Python libraries such as numpy, pandas, matplotlib, seaborn, and nltk. Sales data from 10 Excel sheets was merged using pandas, ensuring accurate electric vehicle maker names. Aggregation operations on electric two-wheeler sales data highlighted market trends.

Customer reviews and technical specifications were merged, with null values logically replaced to ensure data integrity. Sentiment analysis using nltk provided qualitative insights into customer sentiments. Key behavioral variables—Visual Appeal, Reliability, Performance, Service Experience, Extra Features, Comfort, Maintenance Cost, and Value for Money—were isolated and prepared for market segmentation, offering a nuanced understanding of customer preferences and attitudes toward electric vehicles.

> In this notebook we will do market segmentation of 2W EV market in india as we have analysed the vehical type which is the most compatible for indian market in previous notebook please refer the "EV_market_Analysis.ipynb"

import neceesary libreries



Convert the text data into readble by analyzing sentiments using NLTK

```
In [25]: from nltk.sentiment import SentimentIntensityAnalyzer
sentiment= SentimentIntensityAnalyzer()
In [26]: sentiments = SentimentIntensityAnalyzer()
            sentiments_list = []
            for review text in data['review']:
                 if pd.isna(review_text):
                     sentiments_list.append('neutral')
                      continue
                 sentiment_scores = sentiments.polarity_scores(review_text)
                positive_score = sentiment_scores['pos']
negative_score = sentiment_scores['neg']
                if positive_score > negative_score:
                sentiment_label = 'positive'
elif positive_score < negative_score:
sentiment_label = 'negative'
                 else:
                     sentiment label = 'neutral'
                sentiments list.append(sentiment label)
           data['sentiment'] = sentiments_list
In [27]: data['sentiment'].value_counts()
```

Perform PCA operation for dimension reduction and better result In [35]: from sklearn.preprocessing import StandardScaler scaler = StandardScaler() data_scaled = scaler.fit_transform(data_segment) In [39]: from sklearn.decomposition import PCA pca = PCA(random_state = 36) pca.fit(data_scaled) Out[39]: PCA(random_state=36) In a Jupyter environment, please rerun this cell to show the HTML representation or trust the notebook. On GitHub, the HTML representation is unable to render, please try loading this page with nbviewer.org.In [40]: data_pca=pca.transform(data_scaled) In [41]: df_pca = pd.DataFrame(data_pca, columns = [f'PC{x +1}' for x in range(len(data_segment.columns))]) In [43]: df_pca.head() Out[43]: PC1 PC2 PC3 **0** 0.291227 -1.038055 0.354864 -0.623469 -1.102720 -0.169287 -0.438012 0.957827 1 0.710801 -1.394405 -0.360466 -0.621671 0.320899 -0.086053 -0.426279 -0.149917 2 -0.849149 -1.189765 0.167683 -0.410898 -0.409054 -0.191904 -0.329993 0.830738 3 1.967022 -0.878935 -0.100197 0.330003 -0.075822 0.069599 0.013068 0.011328

6. Segment Extraction:

6.1. Using Sales Data:

In this segment, a detailed analysis was conducted based on three significant figures representing India's electric vehicle market.

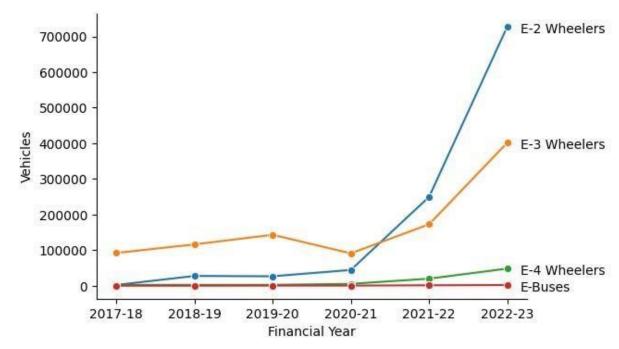


Figure 5.1 India's electric vehicle market

Figure 5.1 showcased the remarkable growth trajectory of India's two-wheeler market in 2023, underscoring its leading position within the industry.

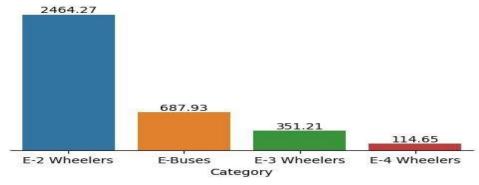


Figure 5.2 India's electric vehicle industry in crores

Figure 5.2 delved into the market's financial perspective, representing the industry's total value in crores. Notably, two-wheelers emerged as the primary revenue generators, highlighting their economic significance.

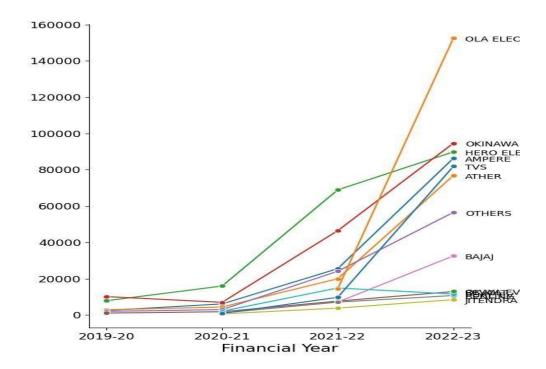


Figure 5.3 Top electric two-wheeler companies

Focusing on certain electric two-wheeler firms, Figure 5.3 shows market leadership and competitiveness in the sector, with Ola Electric emerging as the market leader in 2023.

After a thorough examination of these numbers, it was clear that the electric two-wheeler market offered the most potential for our in-depth investigation. Its strong growth, market leadership, and revenue domination all pointed to its importance and potential, which made it the perfect subject for our in-depth investigation.

Perform clustoring

```
In [51]: from sklearn.cluster import KMeans
    data_km28 = [KMeans(n_clusters = k, random_state = 42).fit(data_scaled) for k in range(2, 9)]

In [52]: kmeans = data_km28[2]

In [53]: data_clust = pd.DataFrame(data_scaled, columns = data_segment.columns)
    data_clust['cluster'] = kmeans.labels_

In [54]: data_pca = df_pca.copy()
    data_pca['cluster'] = kmeans.labels_
```

Segment Profiling

```
In [55]: data_profile = data_segment.copy()
data_profile['cluster'] = kmeans.labels_

In [56]: columns_segment = data_clust.columns
data_pivot = data_profile[columns_segment].groupby('cluster').mean().T

In [57]: data_pivot_mean = data_pivot.mean(axis = 1).reset_index()
data_pivot_mean.columns = ['Variable', 'Value']
```

6.2. Using k-Means:

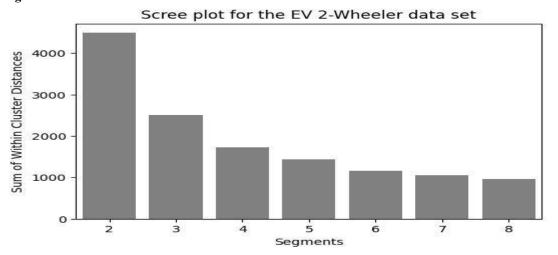


Figure 5.4 Scree plot for the electric vehicle data set

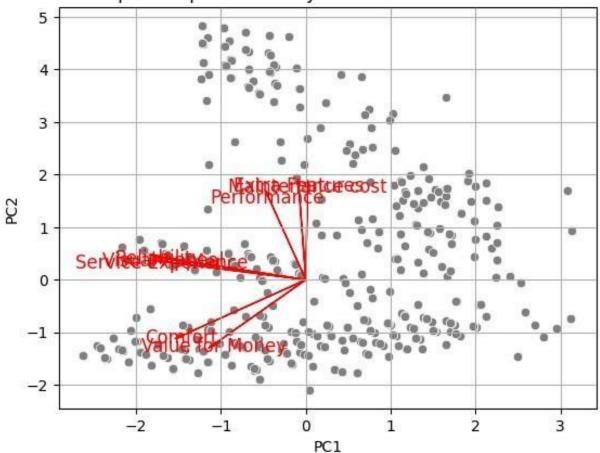
The conventional k-means technique was used in the following research to investigate potential market segmentation within the customer reviews data for electric two-wheelers. Two to eight market categories were the subjects of methodical testing of the solutions. The scree plot Figure 5.4, which shows a clear elbow at four segments, greatly aided in the decision-making process. This highlighted point showed a significant decrease in distances and represented the ideal number of segments for our investigation. We maintained a laser-like focus on the electric two-wheeler market category by integrating the results from these investigations, which guaranteed accuracy and applicability in our market segmentation strategy.

7. Profiling and Describing Segmentation:

As seen in Figure 6.1, this part provides a thorough study of our consumer categories. The graph illustrates the various perspectives among the various parts. 15% of customers, or Segment 0, place a high value on the aesthetic appeal, performance, dependability, comfort, and ease of servicing of electric two-wheelers. On the other hand, 39% of customers in Segment 1 express unhappiness with all factors, making them the largest but least satisfied segment. Customers in Segment 2 (33%), in particular, prefer comfort, visual attractiveness, dependability, and a good value for their money. Last but not least, the smallest category, represented by 13% of customers, emphasizes visual appeal,

performance, dependability, service experience, extra features, and maintenance costs. This segment exhibits unique perspectives, especially with regard to features and pricing.

A Principal components analysis of the EV 2-Wheeler data set



Segment Profiling

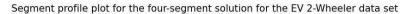
```
In [55]: data_profile = data_segment.copy()
    data_profile['cluster'] = kmeans.labels_

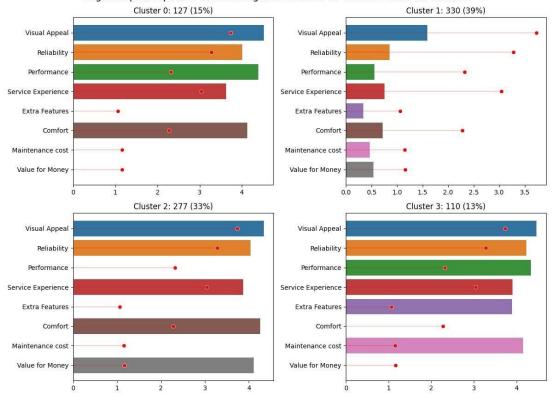
In [56]: columns_segment = data_clust.columns
    data_pivot = data_profile[columns_segment].groupby('cluster').mean().T

In [57]: data_pivot_mean = data_pivot.mean(axis = 1).reset_index()
    data_pivot_mean.columns = ['variable', 'Value']

In [58]: plt.figure(figsize = (12, 9))
    for i in range(4):
        plt.subplot(2, 2, i+1)
        sns.barplot(data_pivot, x = i, y = data_pivot.index)
        sns.scatterplot(data_pivot_mean, x = 'Value', y = 'Variable', color = 'red')
        for index, row in data_pivot_mean, x = 'Value', y = 'Variable', colors='red', alpha = 0.2)
        plt.hlines(y=row['Variable'], xmin=0, xmax=row['Value'], colors='red', alpha = 0.2)
        plt.ylabel("")
        plt.xiabel("")
        plt.title("f"cluster {i}: {data_profile['cluster'].value_counts()[i]} ({data_profile['cluster'].value_counts()[i]*100/len(data_plt.suptitle("Segment_profile_plot for the four-segment solution for the EV 2-wheeler data set", fontsize = 15)
        plt.superfig("segment_profile.png")
        plt.show()
```

Segment profile plot for the four-segment solution for the EV 2-Wheeler data set





8. Selection of Target Segment:

Out of all the target segments in the electric vehicle industry, Segments 1 and 2 are particularly noteworthy as possible centers of attention. With 39% of the market, segment 1 represents a sizable market base with a wide range of opinions and tastes. Our data reveals that this category has a range of feelings that reflect their unique needs and objectives. There is an opportunity to understand their distinct perspectives, such as discontent with several things. Directly addressing these issues can increase brand loyalty and consumer satisfaction within this sizeable market share.

With 33% of the customer base, Segment 2 offers yet another alluring prospect. Their expectations are shaped by their unique views, which include how much they value comfort, dependability, visual attractiveness, and service experience. The input from this part offers priceless information that help us customize our electric cars.

Segment Description

9. Potential Early Market Customer Base:

Two main categories are identified from the study of the prospective early market customer base: Segment 1, which includes 330 members (39% of customers), and Segment 2, which includes

277 participants, or 33% of customers. The logical target price for Segment 1 is between ₹51,094 and ₹1,67,844, and for Segment 2, it is between ₹51,094 and ₹1,37,890, according to an analysis of the pricing range data.

In this early market scenario, the number of possible clients in each sector is multiplied by our planned price range to determine the potential sales (profit). For example, our potential profit from section 1 alone would be ₹39.60 crores if our target price for this section is set at ₹1,20,000. In a similar vein, Segment 2's potential profit at a target price of ₹1,10,000 would be ₹30.47 crores.

10. Conclusion:

In summary, our in-depth analysis of India's electric vehicle market identified Segment 1 as the optimal target, representing 39% of the consumer base and a significant market opportunity. By tailoring our electric two-wheeler specifications to meet this segment's preferences, we ensure our products align with a large customer base's demands. This strategic decision is based on a thorough understanding of market segmentation, consumer behavior, and technical specifications.

These insights provide clear direction for market entry, emphasizing precision and relevance in product development and marketing strategies. This approach equips us with a solid foundation, ensuring our offerings resonate effectively within India's evolving electric vehicle landscape.

 $11. \qquad \textbf{Github Link: } \underline{\text{https://github.com/AdityaSangole/Feynn-Labs-Internship-Task/tree/main/Task}} \\ 2003$