

Global Mobile Consumer Trends 2020

moengage  apptopia



Summary: Movements in Q2 vs Q1, 2020

Global Mobile Consumer Trends, 2020

Banking & Fintech 43.67%

Jump in new user downloads of Banking and Fintech apps in the **United States**. 20% growth in daily active users



Dating 398%

Boost in daily active users on Dating apps in **India**. 413% jump in downloads by new users



Health & Fitness 54.66%

Growth in downloads of Health & Fitness apps by new users in the **Middle East and North Africa**



Mobility -11.31%

Fall in app sessions for Mobility apps in **Europe**




Travel & Hospitality -14%

Drop in daily active users on Travel & Hospitality apps in **Southeast Asia** and **Oceania**

Top Performers in Q2 vs Q1, 2020

AMERICAS

- #1  Edtech
- #2  Banking & Fintech
- #3  Online Pharmacy
- #4  Healthcare & Fitness
- #5  E-commerce

EUROPE

- #1  Edtech
- #2  Healthcare & Fitness
- #3  Dating
- #4  Online Pharmacy
- #5  E-commerce

INDIA

- #1  Dating
- #2  Healthcare & Fitness
- #3  Edtech
- #4  Gaming
- #5  Food Delivery

MIDDLE EAST & NORTH AFRICA

- #1  Healthcare & Fitness
- #2  Online Pharmacy
- #3  Music & Audio
- #4  Entertainment
- #5  Banking & Fintech

SOUTHEAST ASIA & OCEANIA

- #1  Online Pharmacy
- #2  Healthcare & Fitness
- #3  Edtech
- #4  Food Delivery
- #5  Entertainment

How To Read This Report

- ▶ You can either go through the report in a sequential manner or directly jump to an industry of your choice from the table of contents.
- ▶ Q1, 2020 refers to the months of January, February, and March, and Q2, 2020 refers to the months of April, May, and June.
- ▶ 'Downloads' refers to mobile app downloads from both Google's Play Store and Apple's App Store.
- ▶ DAU or Daily Active Users refers to the total number of people who open and engage with a mobile app in a given day.
- ▶ Average Session Duration is the total duration of all sessions (in seconds) / number of sessions.
- ▶ All data shown in this report is relative to Q1, 2020 - percentage movements. All data charts in this report show the relative movement of a metric in Q2, 2020 relative to Q1, 2020.
- ▶ Most graphical data representations in the report are collected through all the apps in the associated Play Store/App Store category.
- ▶ Few industries in the report display graphical movement in Q2 vs Q1. This is made by taking a representative set of apps in the associated Play Store/App Store category.

Introduction

“In God we trust, all others must bring data.”
- W. E. Deming

A lot has happened in 2020. We started the year in a festive mood. Travel & hospitality were cashing in on Q1 earnings and then the Covid-19 pandemic hit us.

Similar to most other global recessions, the Covid-19 linked recession hit businesses around the world. As countries entered into various levels of lockdown and shelter-in-place, industries such as **Travel, Hospitality and Mobility were hit pretty hard.**

While the digitally savvy industries such as **Media & Entertainment, Social Media, E-commerce, Food Delivery and Gaming continue to grow in strength**, it is the increase in digital adoption of products and services that were predominantly considered offline that is a pleasant surprise.

Gyms, grocery chains, pharmacies, real estate and even **banks have almost overnight grown their digital footprint.** These offline-turned-online businesses have not only onboarded millions of users in the past 6 months but also continue to **sustain customer interest by delivering value and engaging users** effectively.

While management consultants are trying to analyze and make sense of the widening business impact of Covid-19, MoEngage and Apptopia bring you the **actual data from Q2, 2020** - data that reflects consumer confidence trends in different industries. Data that highlights shifts and **helps you prepare for the future.**

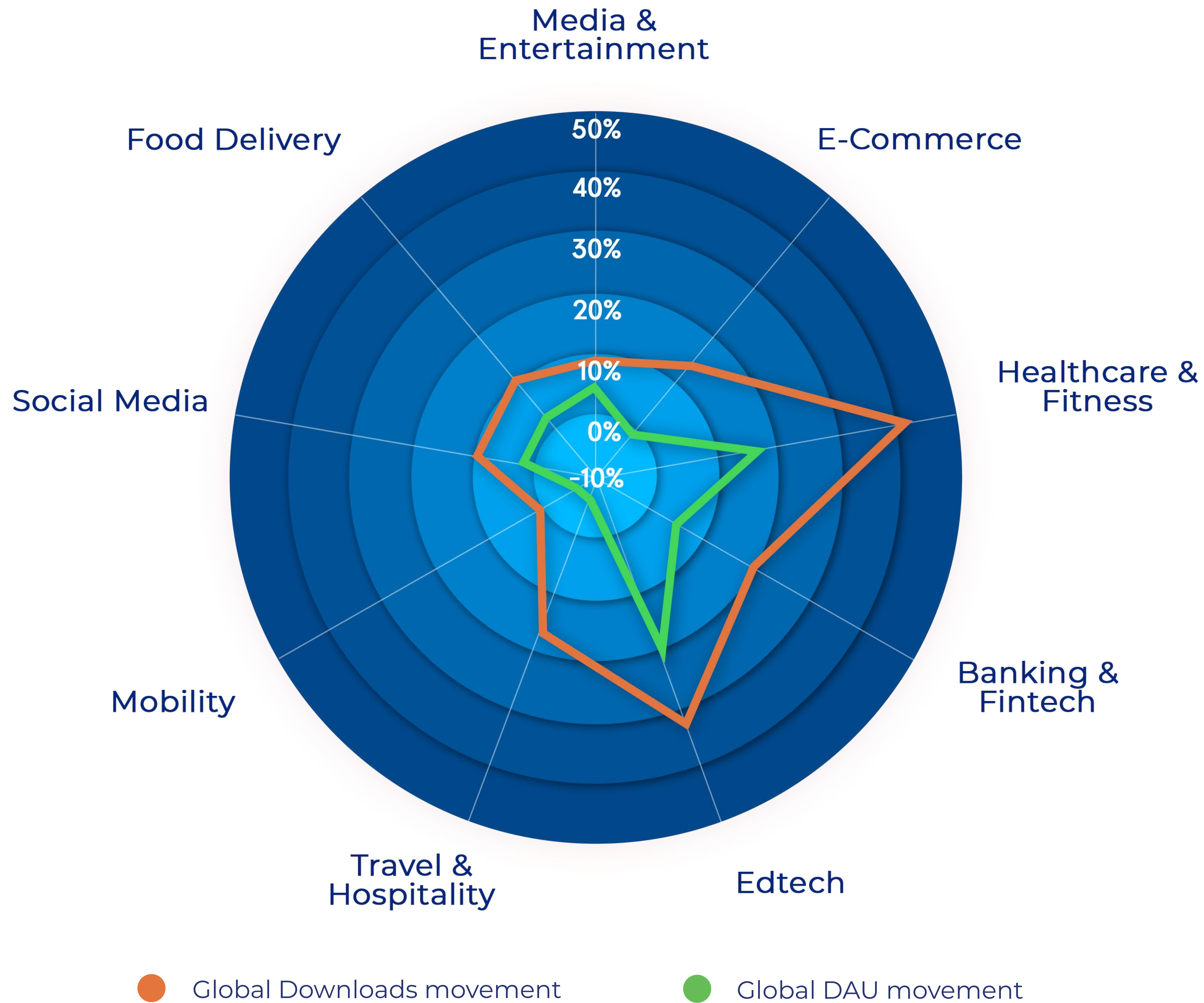
We have identified data patterns of 1.5 billion mobile app users spread across **5 different geographical regions.** In this report, we have covered **9 different industry verticals** and **6 sub-verticals.**

In a snapshot, **all industries** except Travel, Hospitality and Mobility are **neutral or see a positive growth** in downloads and daily active users.

Explosion	Growth	Slowdown
High downloads and daily active users	Flat to high growth in downloads and daily active users	Drop in downloads and daily active users
Edtech	E-commerce	Travel & Hospitality
Health, Fitness & Online Pharmacy	Social Media	Mobility
Banking & Fintech	Food Delivery	
	Media & Entertainment	

Global Mobile Consumer Trends

Radar Chart (Q2 vs Q1, 2020)





MOBILITY

AMERICAS

Downloads -6.66%
DAU -7.75%

MIDDLE EAST & NORTH AFRICA

Downloads 0.20%
DAU -4.04%

INDIA

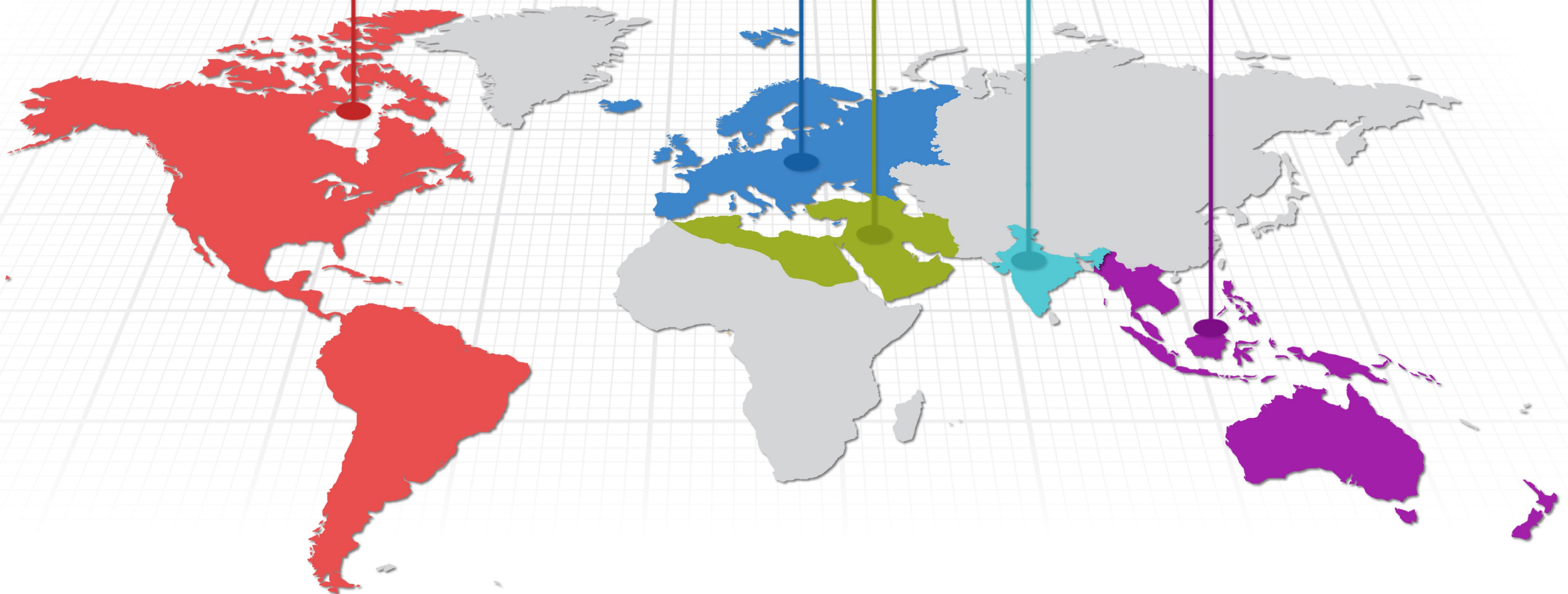
Downloads 4.76%
DAU -0.28%

EUROPE

Downloads 1.67%
DAU -8.30%

SOUTHEAST ASIA + OCEANIA

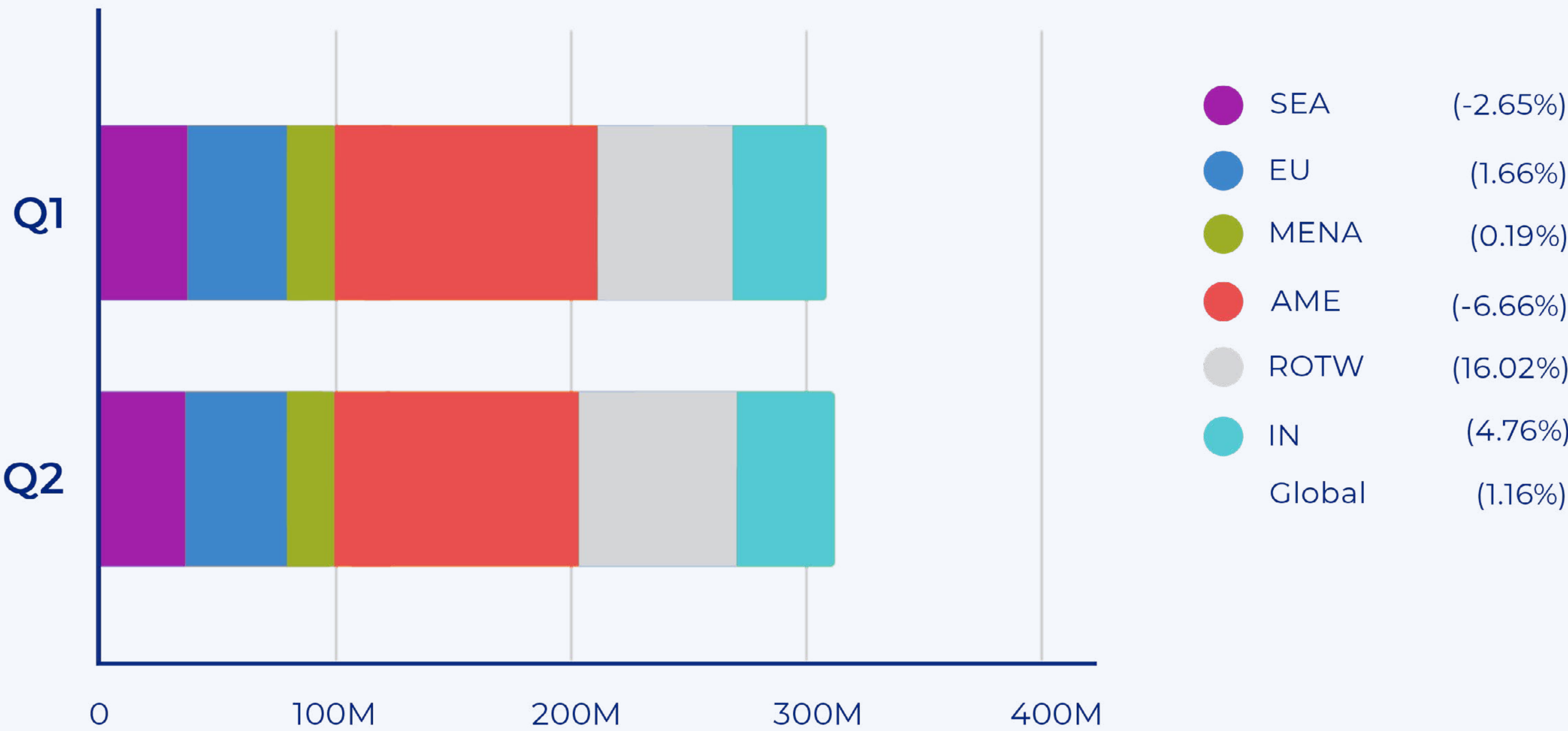
Downloads -2.65%
DAU -11.69%



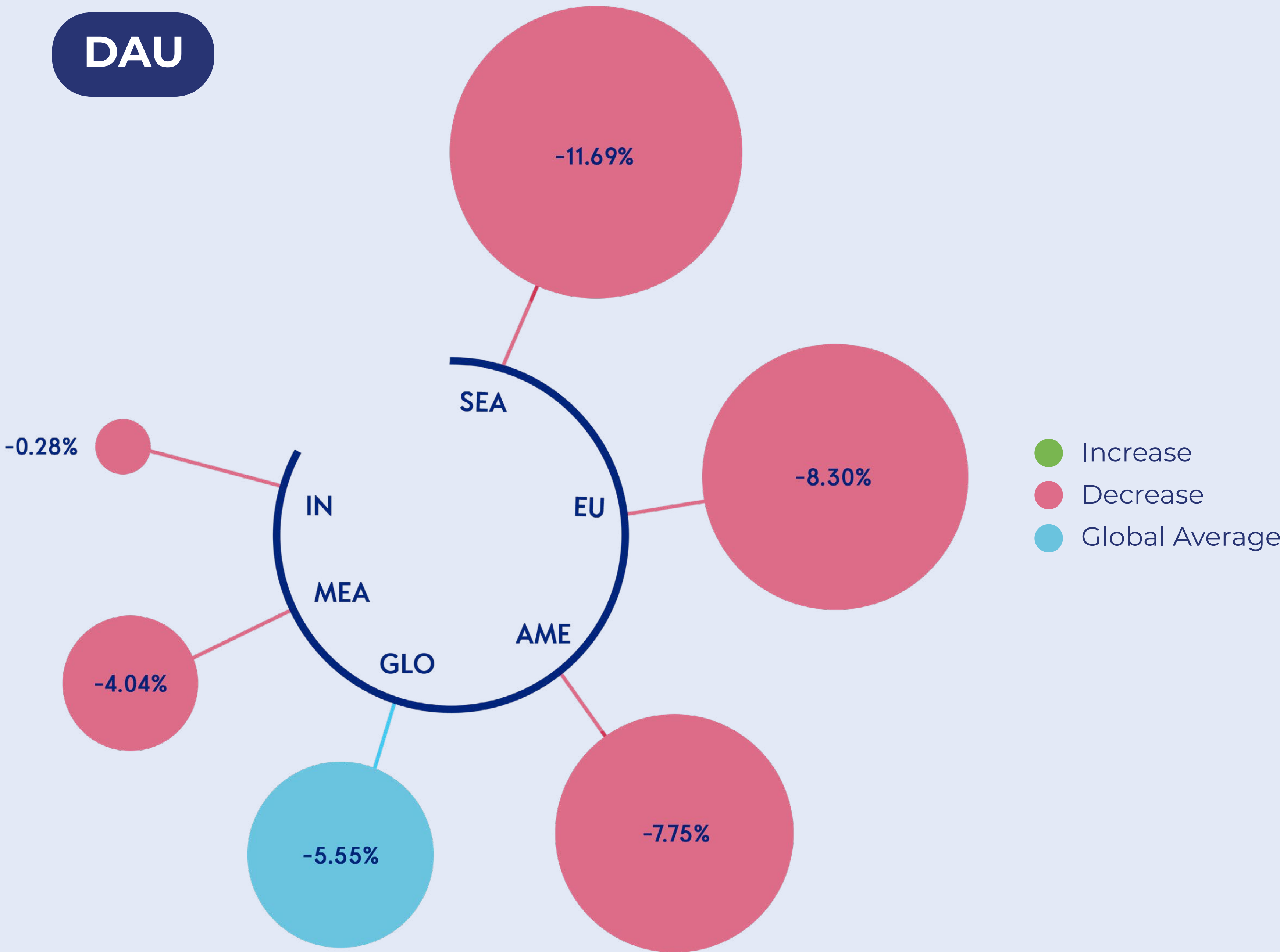
**All data above is from Q2, 2020 relative to Q1, 2020*

Global Movements (Q2 vs Q1)

Downloads



DAU



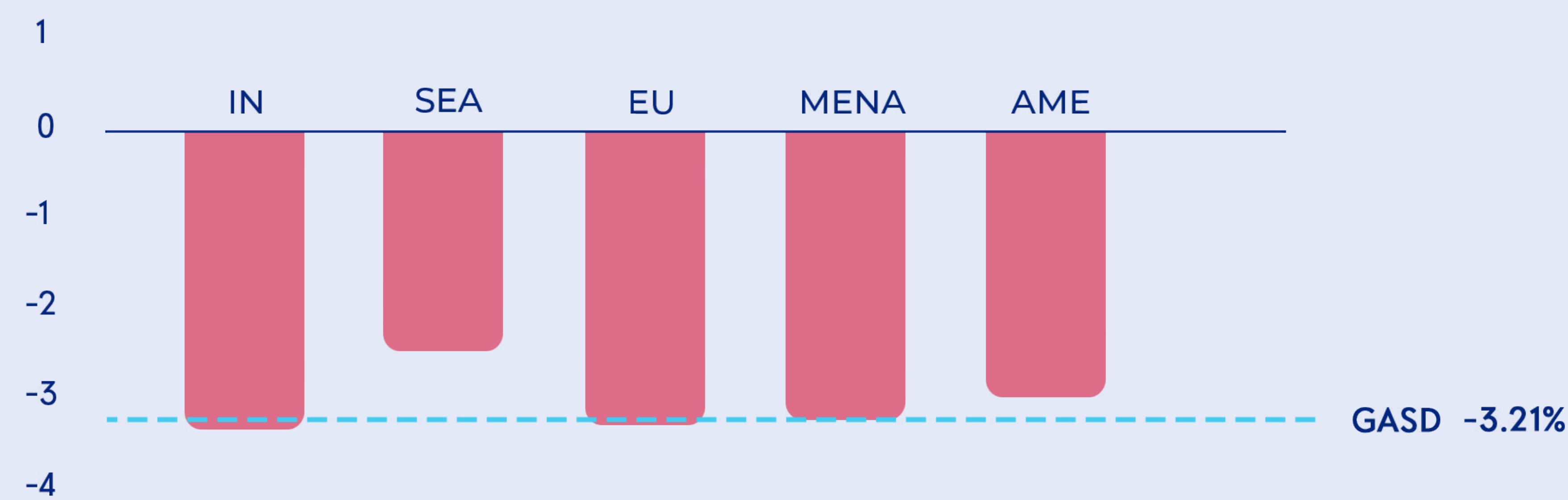
SEA : Southeast Asia + Oceania EU : Europe MENA : Middle East and North Africa AME : Americas IN : India GLO : Global ROTW : Rest Of The World

- Global downloads in the mobility industry have increased slightly in Q2 as compared to Q1 (1.16%).
- Southeast Asia and Oceania and the Americas saw a fall in downloads by (-2.65% and -6.66% respectively).
- India was the only region to witness an upward trend in downloads (4.76%).

- Global daily active users in Q2 fell by 5.55%, showing that consumer confidence is yet to pick up.
- Southeast Asia and Oceania saw the steepest fall in DAU in Q2 (11.69%).

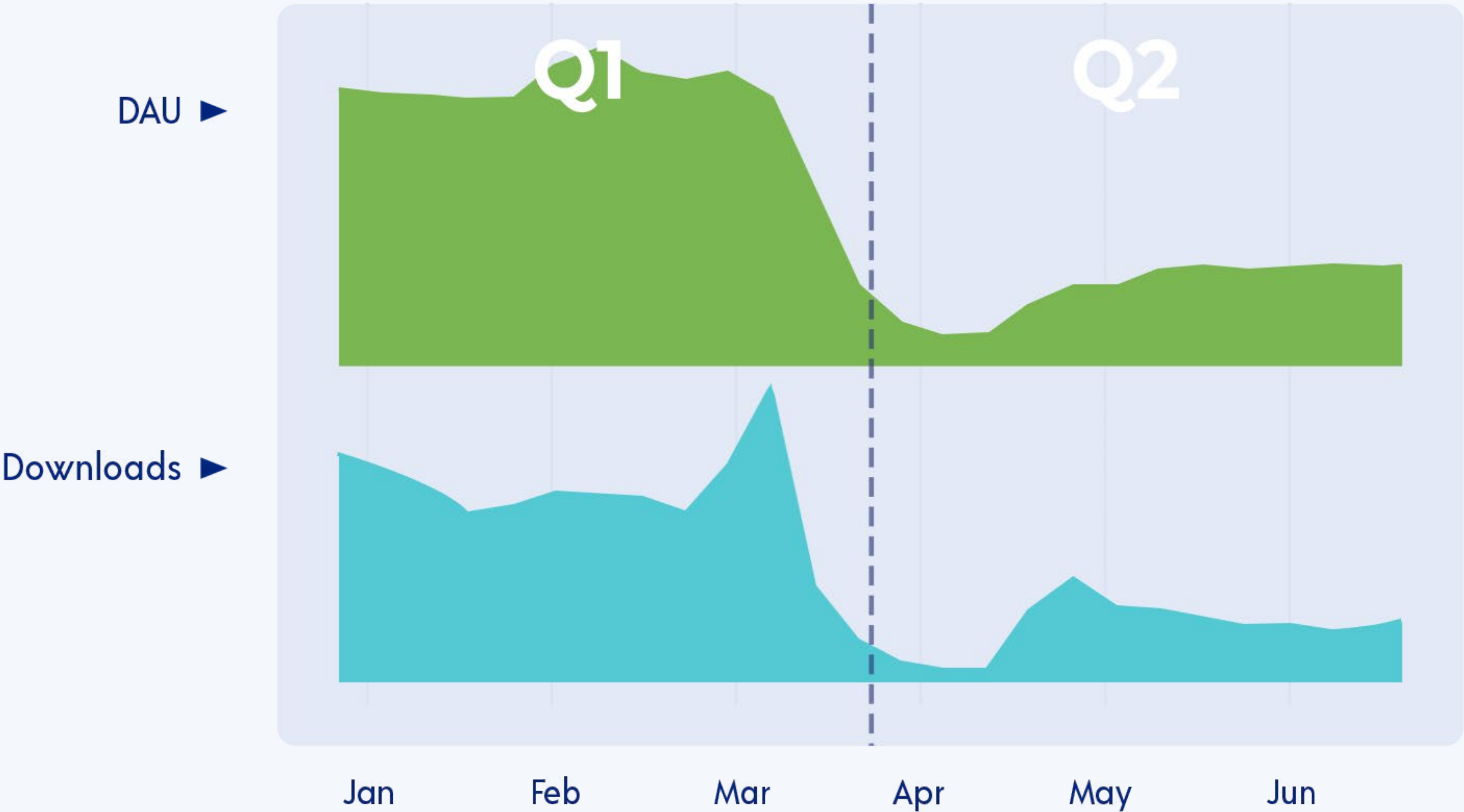
Global Movements (Q2 vs Q1)

Session Duration



DAU vs Downloads

Source: MoEngage
Region: India



SEA : Southeast Asia + Oceania EU : Europe MENA : Middle East and North Africa AME : Americas IN : India GASD : Global Average Session Duration

• Average session duration globally followed a similar downward trend as DAU (-3.21%).

ABOUT MOENGAGE

MoEngage is an intelligent customer engagement platform, built for the user-obsessed marketer.

With AI-powered customer journey orchestration, personalization capabilities, and in-built analytics, MoEngage enables hyper- personalization at scale across mobile, email, web, SMS and messaging channels.

To learn more about omnichannel customer engagement with MoEngage, visit our website:
www.moengage.com



ABOUT APPTOPIA

Apptopia provides competitive intelligence for the mobile app economy.

Apptopia was founded on the belief that the mobile app community requires transparency to level the playing field and make way for innovation and industry advancements.

To learn more about mobile intelligence with Apptopia, visit our website:
www.apptopia.com





Discover new growth paths and engagement strategies during crises for 2020

Additional resources

[20 Engagement Strategies During Crisis From Global Marketers](#)

[Coronavirus Business Impact: Data driven strategies for brands \(Q1, 2020\)](#)

[The complete Growth Strategy Handbook](#)
[A guide to building up people, processes, and technology for your business](#)

[Marketing in a recession:](#)
[How can mobile brands navigate during a crisis \(2020\)](#)