

CTV: The Future Forward – UK

How CTV delivers on the promise
of television for today's advertisers

A Magnite Proprietary Research Study

Magnite

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Introduction

Audiences in the UK have taken to streaming platforms in a big way. With the COVID-19 pandemic keeping people at home, there's been a rapid uptake in OTT services. Streaming platforms such as Molotov, Pluto TV, SamsungTV+, and Discovery+, have met the moment by expanding in Western European markets, filling a void for audiences looking for convenience and escape. The transition from linear to streaming is further accelerated by two market forces: a seismic shift in how Britons consume content, and the growing fragmentation of linear TV.

No longer satisfied with paying more and getting less from broadcast budgets, UK marketers are seeking new ways to connect with consumers— with reach and addressability. Here, CTV presents a boon for advertisers looking to capture targeted, highly engaged audiences at scale. Yet, in the relatively new world of CTV, digital marketers remain at a loss for actionable insights: there's limited research regarding UK engagement and performance. This begs the question— with mass consumer adoption of CTV underway, how can advertisers best take advantage of the immense marketing opportunity at hand?

Magnite's research into the rise of connected TV adoption across Europe is vital in educating advertisers on the opportunity to capture audiences' attention where they're consuming content. Proof points like these will equip advertisers with actionable insights and the confidence to incorporate CTV into media plans. It's important to understand the rapid rise in each region, but also acknowledge the nuances in viewing habits, to reach viewers with relevant and targeted advertising in a preferred viewing environment.

— Daniel Knapp,
Chief Economist,
IAB Europe

Study Objectives

The streaming ecosystem continues to expand in the UK, and adoption rates rise upward. Yet, little is known about how people are consuming streaming content. Are they committing to streaming services or just sampling? Why is adoption growing so rapidly? Most importantly, is CTV an effective advertising environment for driving KPIs? To fully understand the power and potential of CTV, we undertook a comprehensive study to address the important questions that mattered most to advertisers.

Magnite’s “CTV: The Future Forward” report provides marketers with the data they need to fully understand how viewers are consuming, engaging with, and responding to CTV ad messaging in EMEA. The findings from this study will enable marketers to make smarter decisions about how to best allocate their video investments to seize the opportunity CTV presents in their local market.

Methodology

Magnite engaged Harris Interactive to execute a general population online survey to a nationally representative sample of 2,100 respondents per country for a total sample size of over 10,500 people.

Magnite engaged Harris Interactive

15 minute online survey

2,100 respondents / country

France, Germany, Italy, Spain, UK

10,500 total sample

Age 18–64 who watched 1+ hours of TV a week

Fieldwork: 22 Oct 2020 – 2 Nov 2020

What is Connected TV (CTV)?

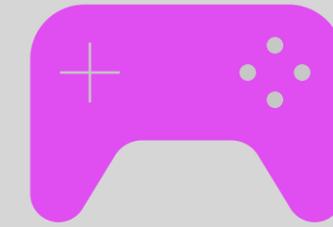
Connected TV is ANY television set that is connected to the internet via a smart TV, game console or streaming device (such as a box or stick). CTV audiences generally refer to people watching premium, broadcast-quality, long-form content through app-based services. In the UK, CTV is the “largest screen in the house”, with the highest number of streams relative to desktop and mobile screens. For advertisers, CTV offers the best of digital and TV combined – precision targeting within a premium, big-screen environment. Throughout our report, we will be using the terms CTV and streaming services interchangeably.

OTT (over-the-top) refers to TV content transported from a video provider over the internet (bypassing a set-top box) for viewing across ANY screen, without requiring users to subscribe to a traditional cable or satellite TV service. In both CTV and OTT, content can be accessed on-demand anytime, or live-streamed for viewing in real-time.

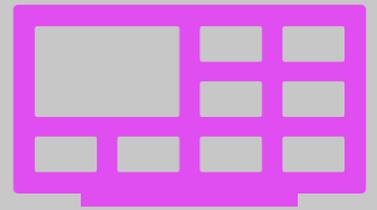
CTV Devices



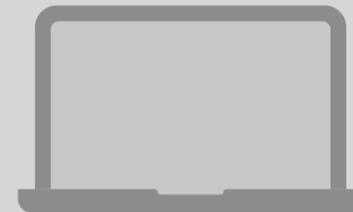
Streaming Devices (CTV)



Game Consoles (CTV)



Smart TVs (CTV)



Desktops / Laptops



Phones / Tablets

OTT Streaming Services



CTV's Reach Rivals Broadcast

In EMEA, the UK has led the way in CTV adoption. In fact, the UK's adoption rates are the highest among the 5 European countries we surveyed: 89% of the population uses a streaming service at least once a week, with 61% using one daily. CTV's numbers are so impressive in the UK, they compete with those of broadcast.

UK viewers tuned into subscription (SVOD) and ad-supported (AVOD) streaming services almost equally, proving that advertising is not a barrier to adoption. These impressive user numbers help explain the share of time spent watching streaming vs broadcaster content. Results show that 51% of all time spent watching TV is spent on streaming channels.

AVOD services consist of any streaming platform that is supported by advertising, including catch-up TV and free-to-view streaming services.

89%
use
streaming
services
1+ hours
weekly

74%
use AVOD 1+
hours weekly

61%
use streaming
services daily

75%
use SVOD 1+
hours weekly

51%
share of weekly
TV time spent
streaming

Device Usage

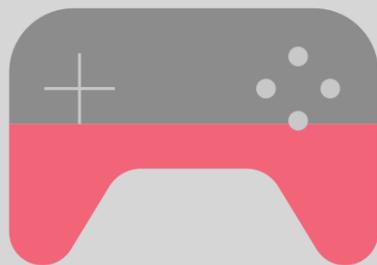
Smart TVs are the most widely used device for accessing streaming content:



79%
Smart TV



56%
Streaming device



55%
Game console

It's worth noting that most UK households have multiple devices for streaming OTT content: 43% of respondents have 3+ devices for accessing content, and in affluent households, this rises to 67%. This presents opportunities for multiple 1:1 addressable campaigns by device within a household.

# Devices used for streaming content	Total	Affluent (HHI £100k+)
1	26%	13%
2	31%	29%
3	43%	58%

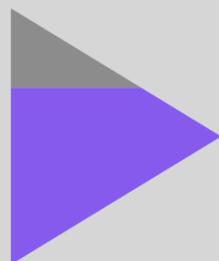
Streaming Services Preferred Over Linear

Results from our study reveal that 69% of UK households prefer streaming services over broadcast, indicating that CTV has staying power. And in a hypothetical world where they could only have one or the other, 55% would choose to keep CTV over linear.

Preferred TV Service



31% Broadcast

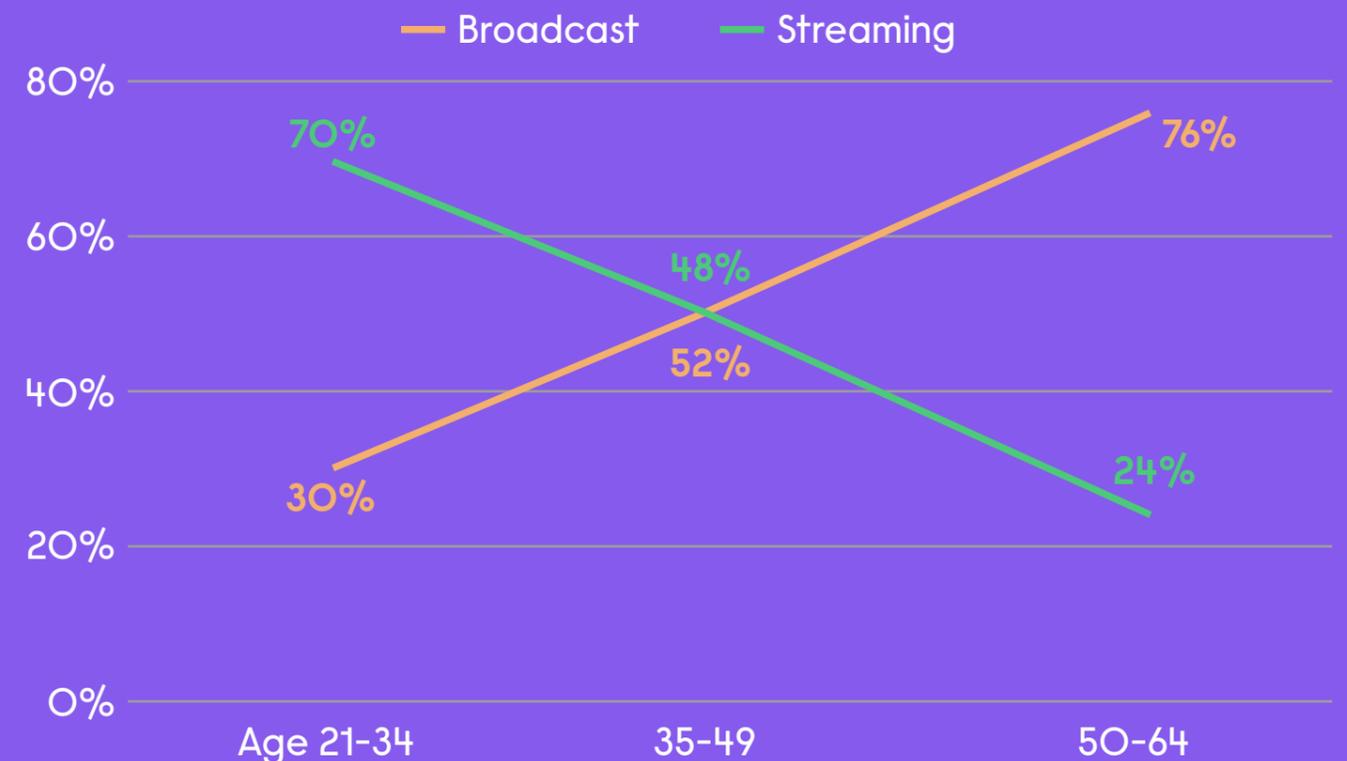


69% Streaming

55% would choose to keep their streaming service over their broadcast service

In the UK, CTV is as likely as broadcast to be the first place viewers go to when they turn on their television sets. According to our study, 50% of TV audiences turn first to streaming channels instead of broadcast. However, when we look at the data by age, a different picture emerges: 70% of Millennials and GenZers are far more likely to go directly to streaming channels first.

Default Service by Age



Linear TV Viewing is a Habit, Streaming is an Active Choice

While broadcast is the default choice for many viewers, it is important to look at the reasons behind that. Because people tend to be creatures of habit, broadcast TV's retention is largely due to what people are used to, as opposed to CTV, where viewers are making more active choices over content. As shown in the table on the right, 62% of viewers watch broadcast TV out of habit rather than for the quality or variety of content.

On the flip side, content engagement is significantly higher for CTV. 62% of respondents chose CTV as their default service because it boasted their favourite shows, and 61% of them chose CTV because they were more likely to find something to watch. Overall, CTV viewers are more likely to choose streaming because of its quality and better ad experience as compared with broadcast. There is reason to believe that with greater exposure and more widespread internet access, broadcast viewers will let old habits die and adopt streaming for its content variety, curated viewing, and ad quality.

Reasons for Default Service

	Broadcast	Streaming
Habit	62%	26%
Has my favourite shows	40%	62%
More likely to find something to watch	35%	61%
Variety of content	24%	51%
Fewer ads	8%	32%

Content is King and People Want Escape

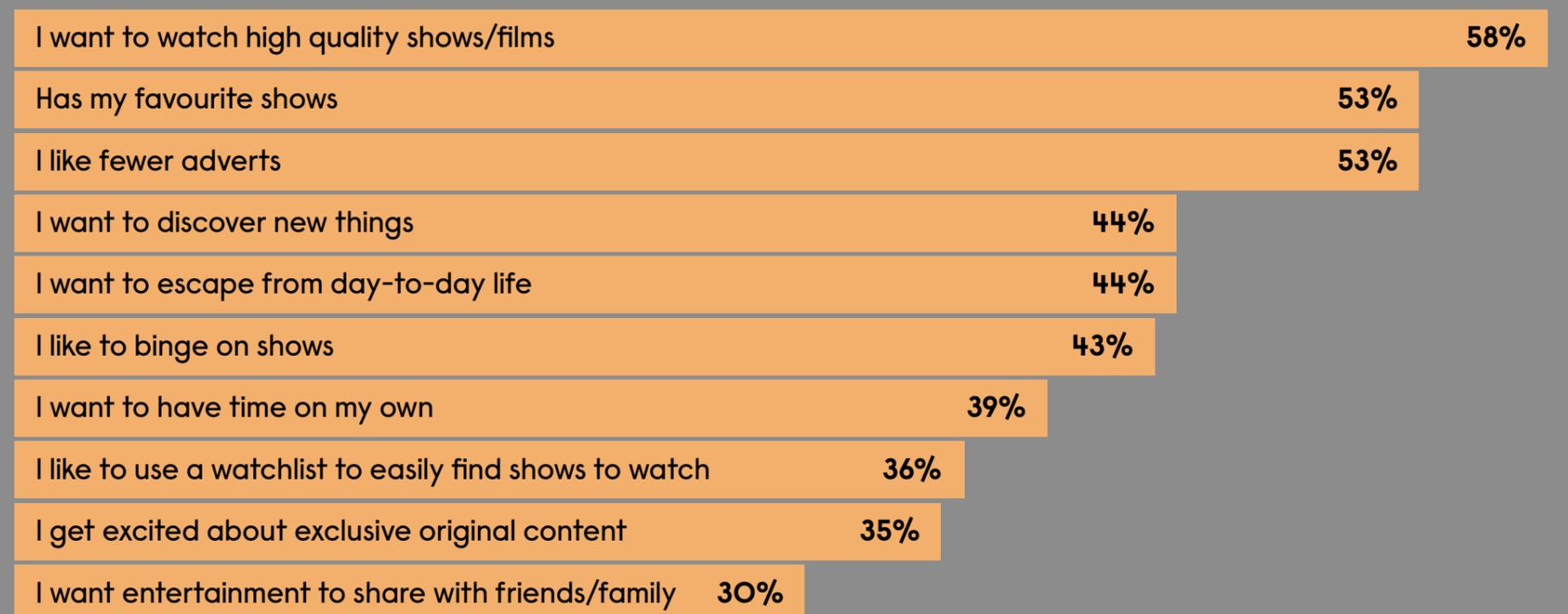
This points to a greater phenomenon regarding CTV consumption: people want to watch TV in a whole new way. Viewers have an entirely different set of expectations for CTV vs linear TV. These expectations include programming of a certain caliber, tilting towards original content. More CTV audiences expect a viewing experience that is binge-able, personal and customized— in essence, creating their own entertainment channel. Think about it: the average watchlist has ten shows queued up. That represents a channel’s worth of time and content waiting to be viewed. This presents a unique opportunity for advertisers looking to reach audiences in a highly customised, premium environment.

1. Season 2 of *The Mandalorian* drove 3X the average number of sign-ups for October 2020. (Source: Cross-screen media)

To better understand CTV’s massive appeal, we took a deeper look into the key drivers that inform consumer preference. Our survey included a cluster analysis of 14 need states, from wanting to “discover new things” to “fewer adverts.” Topping the list was content quality, with viewers flocking to streaming services to “watch high quality shows/films.” Beyond content quality, the key driver of content preference is the desire for escape. Viewers turn to streaming to “discover new things” (44%), “escape for day-to-day life” (44%), “have time on my own” (39%), and “binge on shows” (43%).

While broadcast TV may be known for reruns, it’s streaming’s original content that drives sign-ups.¹ Audiences want to watch novel shows and discover original stories they can talk about with friends or family.

Need States – Streaming (Top Box)



CTV Has Greater Holding Power

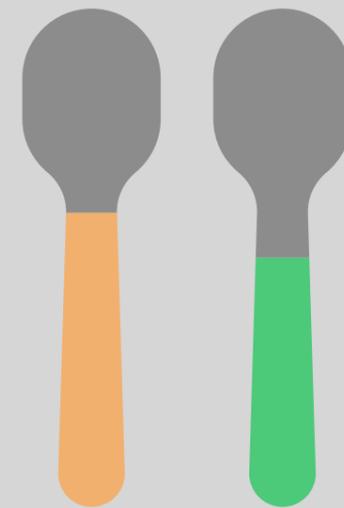
With broadcast TV, heavy ad loads can cause viewers to flip to other stations, dividing their attention and missing the ads altogether. Of course, missed ads are missed opportunities to connect with consumers. Attention is a critical factor in driving impact.

Our survey revealed that CTV's lighter ad loads and control of on-demand viewing kept audiences watching the screen. Across the board, broadcast TV viewers are more likely to multitask when compared with streaming viewers. While watching linear TV, people are more likely to be eating, doing chores or studying, using other devices, and switching between shows. This doesn't bode well for broadcast marketers: the more disengaged viewers are from the programming, the less engaged they are with the advertising. Conversely, ads shown in streaming environments are more likely to keep eyes and ears tuned into what they're watching.

Always / Frequently Do This While Watching

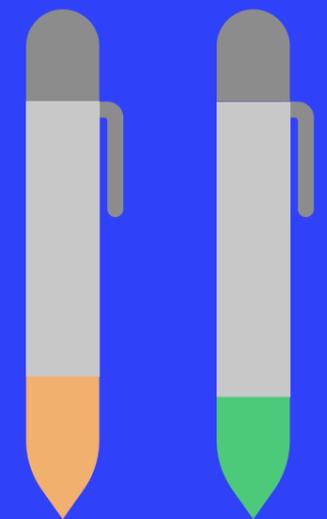
● Broadcast ● Streaming

58% 50%



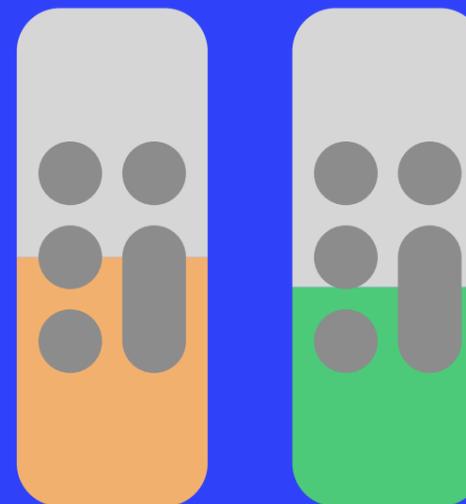
Eating a meal

28% 24%



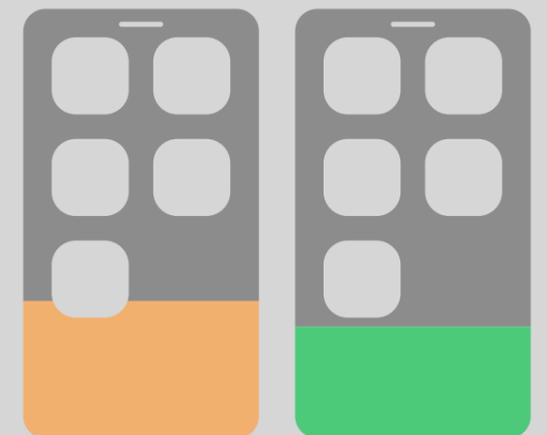
Working/Studying/Chores

49% 44%



Switch between shows

31% 26%



Use another device

Still Room for Growth in CTV Budgets

As we saw earlier, adoption of streaming platforms is taking hold in the UK in a big way, signalling that the market has room for new services. As the market expands, questions about subscription fatigue surface. Is there an appetite for new content or are people satisfied with what they have? Our survey strongly suggests that the market is far from tapped out: among current subscribers, 45% are likely to take out another paid subscription in the next six months. Further evidence shows room for growth when we look at how much people are willing to spend on subscription services. When asked about their current monthly spend, the average for all respondents was £25. However, when asked about the maximum they would be willing to spend, 67% answered that they would be willing to spend more per month for their streaming services: 41% would pay £1-9 more; 26% said £10 or more. This differential between current spend and maximum spend leaves room for almost one more subscription per household.

£25

Current average monthly spend on streaming services



£32

Maximum willing to spend each month



31%
of UK SVOD users find all the different options for watching streaming TV very or somewhat confusing

One factor that may be holding consumers back from adding services is a general confusion about all the options available. Services coming into the market will need to make sure they educate consumers on who they are, what they offer, and how to access their content. With so many new services entering the market, it's no wonder that 31% of SVOD users find the choices confusing.

Consumers Are Willing to Watch Ads to Cut Costs

When it comes to content, consumers want a lot of choice but have a finite budget they are willing to spend on subscriptions. Switching to Free Ad Supported Services (FASTS), such as Pluto TV and Rakuten, is an attractive option for consumers looking for deep content libraries at little to no cost. Consumers understand the value exchange of advertising for access to premium content. When asked about how they feel about watching ads in exchange for reduced subscription fees, 85% answered that they do not mind watching ads in exchange for free or reduced-cost subscriptions.

This recognition of the content value exchange is further reinforced by the fact that 77% of subscribers of ad-free subscription services would switch to an ad-supported subscription tier if offered.

38% Prefer to watch free ad-supported content

47% Accept some ad-supported content for a reduced subscription fee

15% Prefer to pay for an ad-free experience

CTV Ads Target Addressable Audiences at Scale

CTV combines the best of linear and digital, offering marketers high quality, long-form television environments, plus the precision targeting capabilities of digital media. By leveraging first and third-party data, CTV marketers can reach curated audiences en masse. Here, CTV captures the holy grail of marketing: timely, personalised messaging to coveted consumers without compromising scale.

Recent research from Magna and IPG Media Lab suggests that addressable campaigns can be highly effective in enhancing campaign performance, helping brands reach coveted audiences and meet their KPI's. Their research showed that a "pre-roll video ad can drive +8% in unaided ad recall, and +5% higher purchase intent with the use of more relevant, personalised messaging."²

39% of respondents believe that in five years TV advertising will have only targeted ads

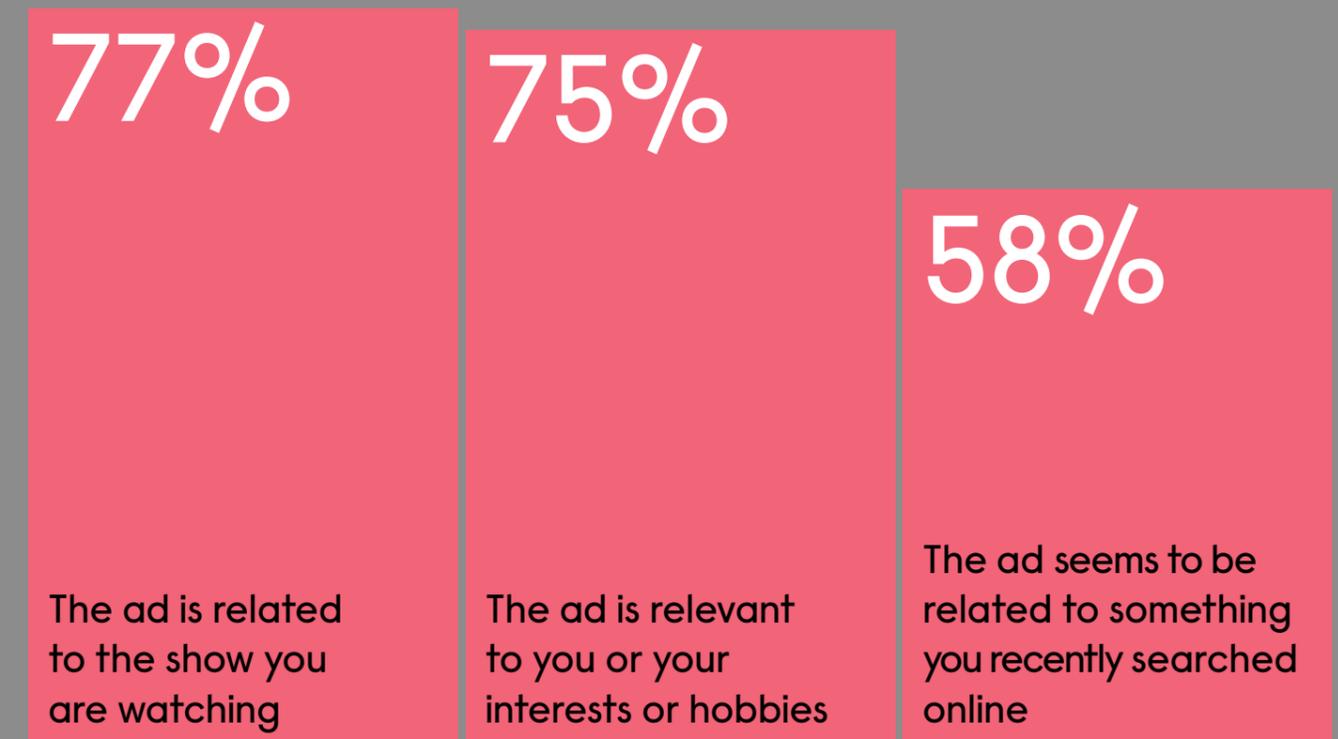
2. "Pursuit of Relevance," IPG Media Lab, October 2020

Consumers Want Relevant Advertising

Regarding targeting, consumer privacy remains top of mind for advertisers and consumers alike. GDPR has raised public awareness around privacy protections of consumer data, and 33% of consumers are sceptical about how much marketers seem to know about them.

Yet, despite these concerns, consumers want a better ad experience than linear provides. When asked about what type of ads are acceptable, 75% said they want ads that are relevant to their interests and hobbies, and 58% are okay with ads that are related to something they searched for online.

Preference for Relevance



Further, about 1 in 5 viewers are more likely to pay attention to personalised ads, and nearly 40% believe that targeted ads are the future of television advertising.

- "I find personalised ads more interesting." 20%
- "I pay more attention to [personalised] ads." 19%
- "I find these ads less irritating/annoying than irrelevant ads." 17%
- In 5 years, television advertising will "have only targeted ads." 39%

Clearly there is a disconnect between the concern for privacy and the acceptance of advertising tailored to content, search history, or personal interests. This suggests that consumers are willing to sacrifice some level of privacy in order to watch ads that are worth their time - up to a point that isn't too invasive.

CTV Ads Are Highly Actionable

As previously discussed, viewers are highly engaged with content on streaming platforms. They not only prefer CTV over linear, but are less distracted as well. So what does this mean for advertisers? Quite a lot actually. When asked about various dimensions of ad acceptance, 63% of respondents indicated that they were receptive to advertising on streaming platforms in some way:

Open to watching ads on streaming TV because there are less of them

Open to watching ads to get access to high-quality programming

Brand/product consideration of ads in favourite shows

Discovered new products from ads in streaming shows

The payoff for advertisers is the impact of CTV ad exposure on viewer behavior. Looking at both brand and performance metrics, 78% of streaming viewers took a clear, tangible action after watching an ad. This high percentage of consumer action signals the power of CTV to deliver on ROI and other campaign KPIs. Of the respondents surveyed, a majority took one or more of the following actions:

Searched online for the products/services advertised

Discussed the ads with someone

Recalled the ads later

Bought advertised product or service



63% are
receptive to
streaming ads

CTV is Social Currency

In today's social media savvy world, consumers share content that impresses their peers and indicates they're tapped into the current zeitgeist, winning likes, followers, and engagement on social platforms. Here, CTV has remarkable social currency among viewers, especially among Gen Z and Millennials. Social behaviours that drive CTV audiences include the desire to be "in the know" and be part of the popular conversation.

In addition to social currency, content on CTV has the potential to create cultural currency effects because of its borderless global scale. For example: The Queen's Gambit, a Netflix show about chess, sparked a renaissance for chess with search queries hitting a nine-year peak, inquiries for "chess sets on eBay" up 250%, and chess sales increasing 170%. And 34 years after it was first published, sales for The Handmaid's Tale pushed the title up to second place in the paperback charts, no doubt driven by the enormous popularity of the show.^{3, 4}

3. Indiewire.com, November 23, 2020

4. <https://www.theguardian.com/books/2019/sep/17/handmaids-sales-margaret-atwoods-the-testaments-is-immediate-hit>

29%

Watched a show you otherwise would not have watched just to be able to talk about it with other people

18%

Watched a show to impress someone else

18%

Posted on social media that you liked, loved, or watched a show but you actually didn't see the show

16%

Watched a show so you could look smart

In fact, one could say that streaming programming has become the new "water-cooler" TV, creating communal, shared experiences that dominate workplace conversations, as well as Instagram and Twitter feeds. CTV fills the need for social currency, and draws viewers into shows that they might have otherwise skipped for the sole purpose of being able to talk about it. For example, 29% have watched a show just to be part of the social conversation, and 18% have posted about a show that they never actually watched!

Key Takeaways

Overall, the results of our study provide a solid case for making CTV a strategic imperative. CTV is the future of TV, providing scale and reach at a level rivalling broadcast, with the value add of digital's speed, targeting and addressability. Viewers are consuming more streaming TV due to the lockdown, and will likely continue watching more streaming content post-pandemic.

By understanding the power of CTV to connect with consumers, marketers can more effectively reach targeted audiences at scale within premium, brand-safe content.

CTV is Mainstream

Audiences across the board are now streaming every day, with AVOD usage nearly equal to that of SVOD, giving marketers the opportunity to reach coveted targets as they move through the purchase funnel. For millennial viewers, streaming is the first place they turn to for television content, which means less time spent on linear networks.

With reach that rivals broadcast, marketers need to include CTV in their media strategy to reach coveted targets they are missing on linear TV.

Preference Drives Engagement

Viewers prefer streaming TV over broadcast because of the high-quality programming, the lighter ad load, as well as the ability to discover new, exclusive content. This high engagement with the content results in more attentive viewing to both the programming and the advertising.

CTV viewers like discovering new content. Consider diversifying the campaign budget across a mix of streaming services.

CTV Works Hard for Brands

CTV's high level of engagement coupled with the ability to target consumers with relevant advertising drives higher ad receptivity. CTV works hard for brands, driving behavioural KPIs of search, recall and purchase.

Utilise first and third party datasets for more efficient CPM's against the campaign's target audience.

Small Brands, Big Opportunity

Ease of entry into CTV is enabling many smaller budgeted brands to transition from small digital mobile and computer screens to the larger living room screen by making TV advertising flexible and affordable for them to use.

Primetime is all the time in CTV, giving smaller brands an opportunity to stand out within premium, low-clutter television programming.



We're experiencing a seismic shift in how individuals are consuming content. Magnite's latest research demonstrates a significant change in consumer behaviour, with more than half (54%) of UK viewers watching more CTV content now versus a year ago. This acceleration in CTV adoption creates a huge opportunity for advertisers to use the power of CTV to connect with consumers, and reach people where they are enjoying content they love.

— Julie Selman,
UK & Nordics Managing
Director, Magnite



For more information about this research,
please contact: corpcomms@magnite.com

About Magnite

We're Magnite (NASDAQ: MGNI), the world's largest independent sell-side advertising platform. Publishers use our technology to monetize their content across all screens and formats—including desktop, mobile, audio and CTV. And the world's leading agencies and brands trust our platform to access brand-safe, high-quality ad inventory and execute billions of advertising transactions each month. Anchored in sunny Los Angeles, bustling New York City, historic London, and down under in Sydney, Magnite has offices across North America, EMEA, LATAM and APAC.

About Harris Interactive

Harris Interactive simplifies complex decisions with critical consumer intelligence. By combining global scale and local expertise with innovative technology and award-winning research design, we help clients explore tomorrow, now. Harris Interactive is part of the Toluna group of companies encompassing Toluna, Harris Interactive Europe and KuRunData. Together, we strive to push the field of market research toward a better tomorrow.