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"Generation Z is characterised by having grown up with near-constant access to technology and a wealth of digital services in their everyday life. They are heavy users of instant messaging services, and these are likely to play an important role in the future of how brands interact with customers.

- Andrew Moss, Consumer Technology Analyst

This report looks at the following areas:

- Media viewing habits changing the way brands reach consumers
- Digital addiction and a toxic online environment

Meanwhile, concern over digital addiction has seen tech companies attempt to promote healthy digital behaviours. Ultimately, improvements in this area can be expected to create a more engaged and receptive consumer."

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This report is part of a series of reports, produced to provide you with a more holistic view of this market



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Digital addiction and a toxic online environment

The facts

The implications

The Market – What You Need to Know

Constant digital exposure

The relationship between technology, experiences, and brands

Digital advertising goes mobile

Brands must demonstrate social responsibility

Digital addiction increasingly a concern

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Constant digital exposure

The smartphone generation

Seeking unique experiences

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The relationship between technology, experiences, and brands

Influencers offer key marketing for brands

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Digital advertising goes mobile

Brands must demonstrate social responsibility

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Companies and Brands – What You Need to Know

Social networks combatting fake news

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Apple expands FaceTime to support groups

Facebook tackles social media addiction

Launch Activity and Innovation

Combatting fake news

Facebook

Twitter

Spotify updates mobile app to give users greater control

Snapchat uses visual search to aid product discovery

Apple's iOS 12 promotes social connectivity, digital assistant interaction, and wellbeing

Exclusive features push users to the Apple ecosystem, for fear of missing out

Taking another shot at voice control

Combatting digital addiction

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Facebook adds measures to educate and protect users

The Consumer – What You Need to Know

Nearly all have access to a smartphone

Multiple avenues for media consumption

Portable gaming devices have more diverse appeal than static consoles

Gaming leads digital activities

Messenger apps an opportunity for extending reach

YouTube most popular social networking site

Stories encourage a constant digital presence

eSports a rapidly growing market

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Nearly all have access to a smartphone

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Laptops a popular option for older Gen-Zers

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Multiple avenues for media consumption through personal and household devices

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Gaming leads digital activities

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AR and the rise of filters

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Social media profiles follow users across the web

Brand marketing doesn't mean marketing the product Figure 15: Brand marketing on social media

Social media for social change...

...but fake news is a significant concern

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Influencers have wide-reaching appeal

eSports a rapidly growing market

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Gen-Zers embrace streaming

Streaming preferred method of paying for video content

Access to music helped by streaming

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Abbreviations

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