



# Customer Voice: An Analysis of Lava's 2025 Smartphone Portfolio

RaRe Quadrant Analysis of Customer Ratings & Review Sentiment

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# Lava's 2025 Lineup Resonates Strongly, with a Clear Opportunity for Portfolio Refinement

## Key Finding 1: Widespread Customer Delight.

Five of the six new models launched in 2025 have landed in the 'Delight' quadrant, indicating a powerful combination of high ratings and positive review sentiment. The Blaze Pro 5G leads the portfolio in customer perception.

## Key Finding 2: A Single Point of Disconnect.

The 'Shark' model is a significant outlier, falling into the 'Discontent' quadrant. This signals a critical disconnect where customers discuss features positively but assign a low overall rating to the product.



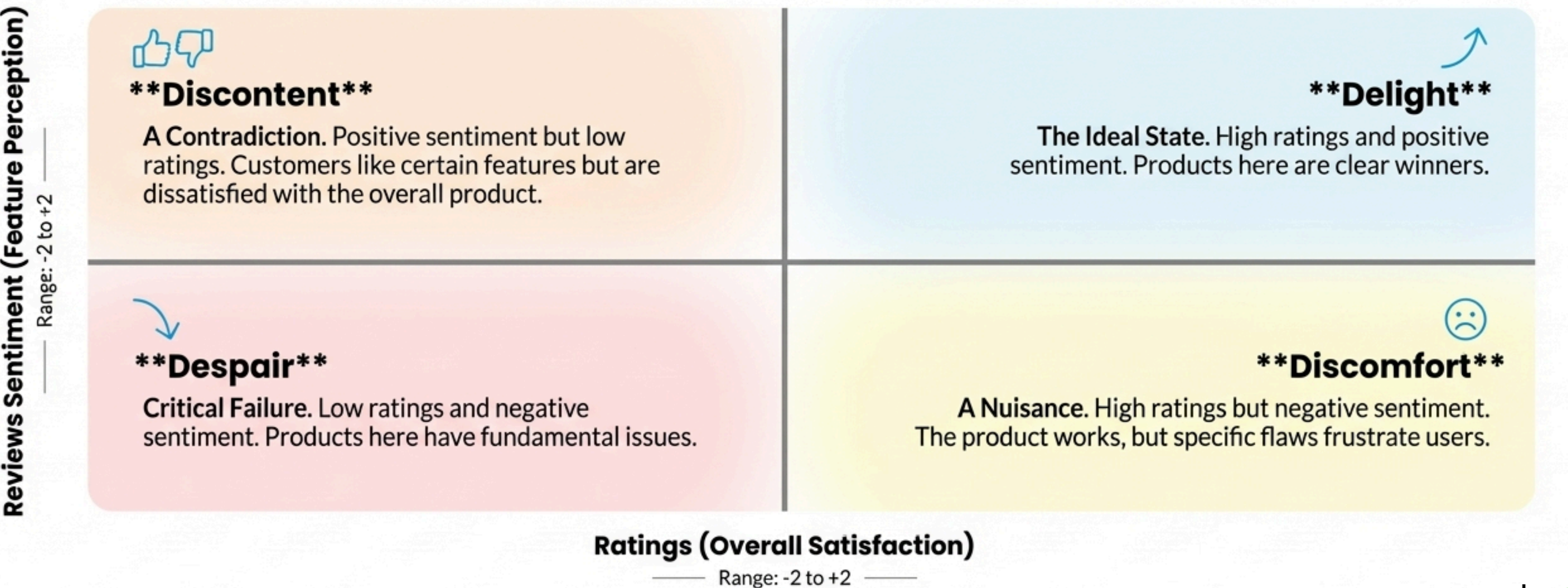
## Strategic Imperative

The path forward involves a dual strategy: amplifying the proven success of the 'Delight' models while conducting a **root-cause analysis** to address the core issues undermining the 'Shark' model's performance.



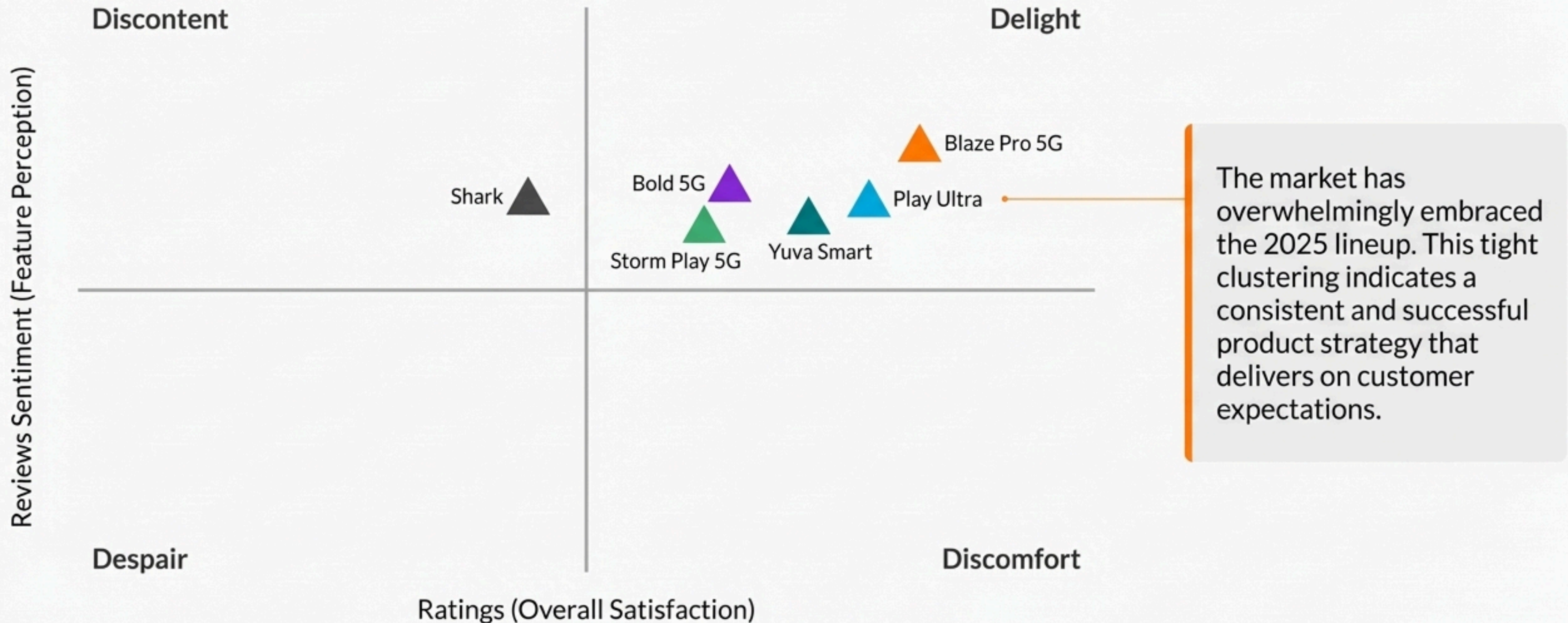
# Understanding the RaRe Quadrant: A Framework for Customer Perception

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# The 2025 Portfolio is Dominated by a Cluster of Customer Delight





# Five Models Have Achieved the Coveted 'Delight' Status



## Portfolio Champions

**Blaze Pro 5G**  
Clear Leader



**Play Ultra**



**Yuva Smart**



**Bold 5G**

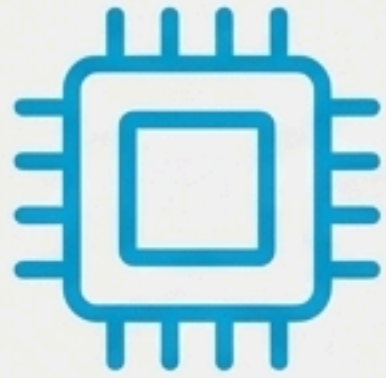


**Storm Play 5G**





# The 'Delight' Cohort Succeeds by Aligning Value with Performance



## High-Performance Features (Blaze Pro 5G, Play Ultra)

Positive sentiment is likely driven by discussions around 5G connectivity, processing speed, and camera capabilities, which are matched by a satisfying overall user experience leading to high ratings.



## Strong Value Proposition (Yuva Smart)

This model likely hits a critical price-to-performance ratio. Customers feel they are getting more than they paid for, resulting in both positive commentary and high overall satisfaction scores.



## Reliable Core Experience (Bold 5G, Storm Play 5G)

These devices likely deliver a consistent, bug-free experience that meets or exceeds expectations for their segment, building trust and user satisfaction.



# The 'Shark' Model Presents a Puzzling Contradiction



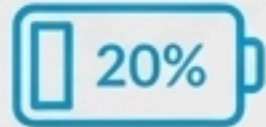
**Key Observation\*\*:**  
Despite positive sentiment in written reviews, the 'Shark' receives low overall ratings. This is a red flag indicating a fundamental disconnect between specific features and the product's holistic value.



# Deconstructing 'Discontent': Why Good Buzz Doesn't Equal a Good Rating for 'Shark'

**The Core Problem:** A "Discontent" position signifies that while customers are positively discussing certain "headline" features (e.g., "The camera is great for the price," or "Love the screen design"), one or more fundamental aspects of the user experience are failing.

## Potential Root Causes to Investigate:



### Poor Battery Life

A top-tier feature is useless if the phone dies by midday.



### Software Instability

Bugs, lags, or crashes can sour the entire experience, regardless of hardware quality.



### Misaligned Pricing

The feature set may be good, but customers may feel the overall package is not worth the price, leading to a low star rating.



### Overheating or Throttling

A powerful processor that underperforms in real-world use.



# The Path Forward Requires a Dual-Focus Strategy



## Strategy 1: Amplify and Scale Success

**Objective:** Capitalize on the proven market fit of the five 'Delight' quadrant models.

**Action:** Double down on marketing, leverage positive testimonials, and inform the 2026 product roadmap with learnings from these 'champions.'



## Strategy 2: Diagnose and Rectify the Disconnect

**Objective:** Understand and resolve the core issues with the "Shark" model to protect brand equity and salvage the product.

**Action:** Initiate a targeted root-cause analysis, engaging with product and engineering teams to identify the source of dissatisfaction.



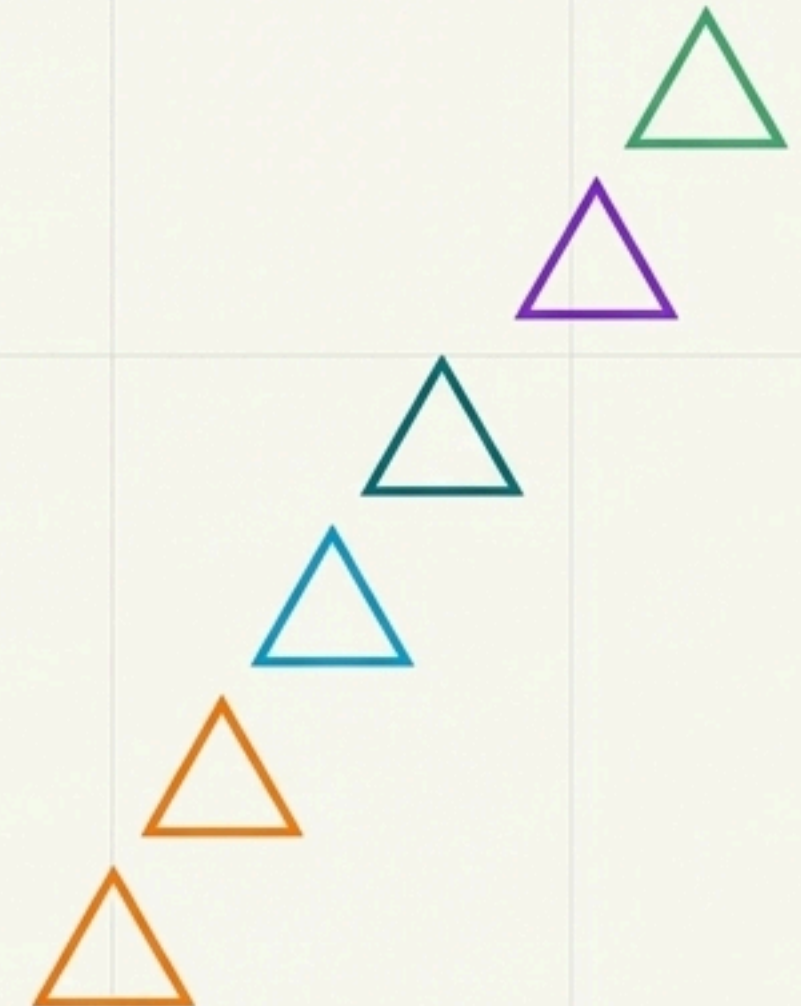
# Recommendation 1: Capitalize on the 'Delight' Momentum

## Marketing Actions

- **\* Promote the 'Voice of the Customer'\*:** Launch marketing campaigns featuring direct quotes and testimonials from positive reviews for the Blaze Pro 5G, Play Ultra, and Yuva Smart.
- **\* Establish the Blaze Pro 5G as a 'Halo' Product'\*:** Position it as the flagship of the lineup, using its success to lift the perception of the entire Lava brand.

## Product Strategy Actions

- **\* Isolate the 'Magic Formula'\*:** Conduct a feature-level analysis of the 'Delight' phones to codify what makes them successful. Is it the specific combination of screen, battery, and chipset at their respective price points?
- **\* Inform the 2026 Roadmap\*** Ensure the key attributes of these successful models become the foundational blueprint for the next generation of devices.





# Recommendation 2: Launch a Targeted Triage for the 'Shark'

## Immediate Investigation (Product & QA Teams)



- **Deep-Dive Text Analysis:** Go beyond sentiment scores. Systematically categorize the topics in positive reviews (e.g., camera, design) vs. the implied issues driving low ratings. Look for what is not being said.



- **Competitive Benchmarking:** Re-evaluate the 'Shark's price and feature set against direct competitors who are rated more highly. Is there a value gap?

## Technical Deep Dive (Engineering & Software Teams)



- **Prioritize Stability and Performance:** Initiate a targeted sprint to identify and patch potential software bugs, performance throttling, or battery drain issues.



- **Review User Telemetry:** Analyze anonymous usage data to identify patterns of failure or frustration that users may not explicitly report in reviews.



# A Strong Foundation for Growth, with a Clear Mandate for Refinement

## Summary Statement:

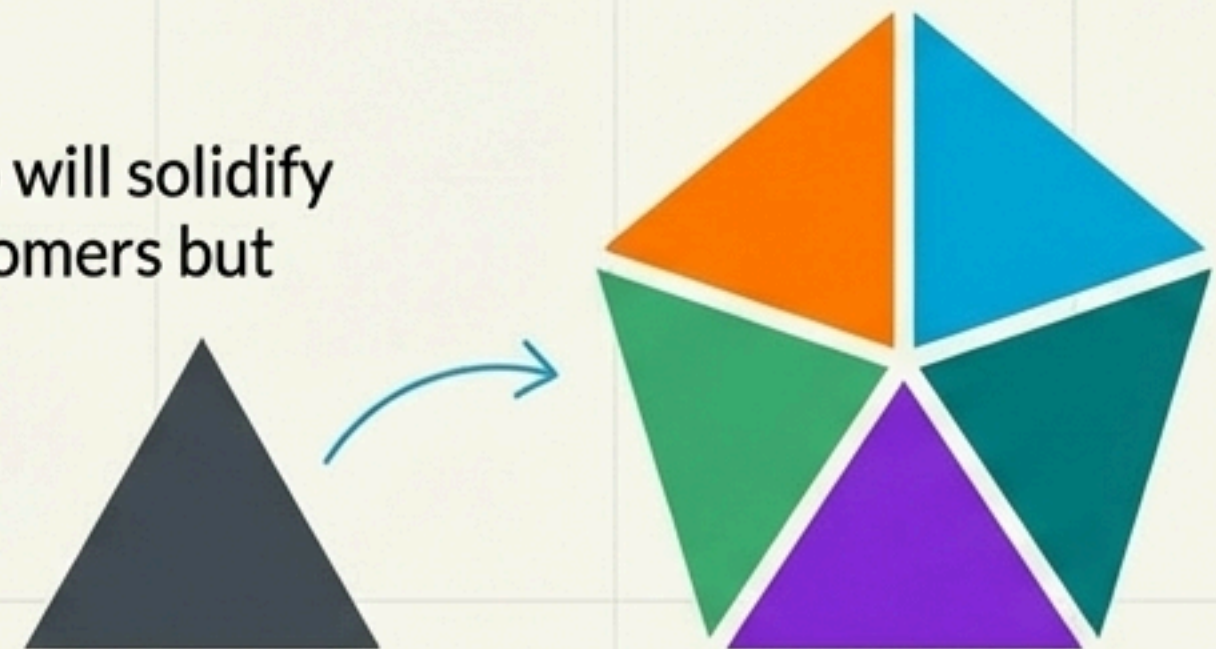
The 2025 lineup demonstrates Lava's deep understanding of its target market, with the portfolio's center of gravity firmly in the 'Delight' quadrant. This is a powerful position of strength.

## The Opportunity:

The 'Shark' model is not a failure, but a valuable learning opportunity. By swiftly diagnosing and addressing its issues, Lava can turn a point of weakness into a testament to its commitment to quality and customer satisfaction.

## Final Thought:

A refined 2025 portfolio and an informed 2026 roadmap will solidify Lava's position as a brand that not only listens to its customers but acts decisively on their feedback.





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# RaRe Quadrant Analysis Report

The RaRe Quadrant Analysis Report is based on a proprietary analysis methodology by Techarc using **InfiSights**, its in-house platform for insights and analysis using ML and AI.

The analysis and insights are carried out strictly as per the market research code of ethics guidelines. The statistical accuracy achieved is with +/-5% margin of error.

To overcome any model limitations and gaps in data trainings, a manual review was randomised on the data as a quality check procedure to co-relate the findings and increase confidence in the findings.

While all the measures and procedures have been followed during the preparation of this report, Techarc shall not be responsible for any business implications, direct or indirect, as an outcome of this report. It is highly recommended to corroborate the findings with other data sources and reports to make any conclusions.

*For any query on this report or other Techarc research, please write to us at [info@techarc.net](mailto:info@techarc.net).*