

# Oppo in India 2025: A RaRe Quadrant Analysis of Customer Sentiment

Assessment of customer reviews and ratings  
for Oppo's 2025 Smartphone Portfolio

A Techarc **RaRe Quadrant** Report



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# Oppo's 2025 portfolio tells a story of premium success and entry-level concern.



## Premium & Mid-Range Resonate Strongly

The Reno, F, and K series smartphones are clustered in the 'Delight' quadrant, indicating they have successfully captured both high ratings and positive review sentiment from Indian consumers. This points to a well-executed strategy in the mid-to-premium segments.

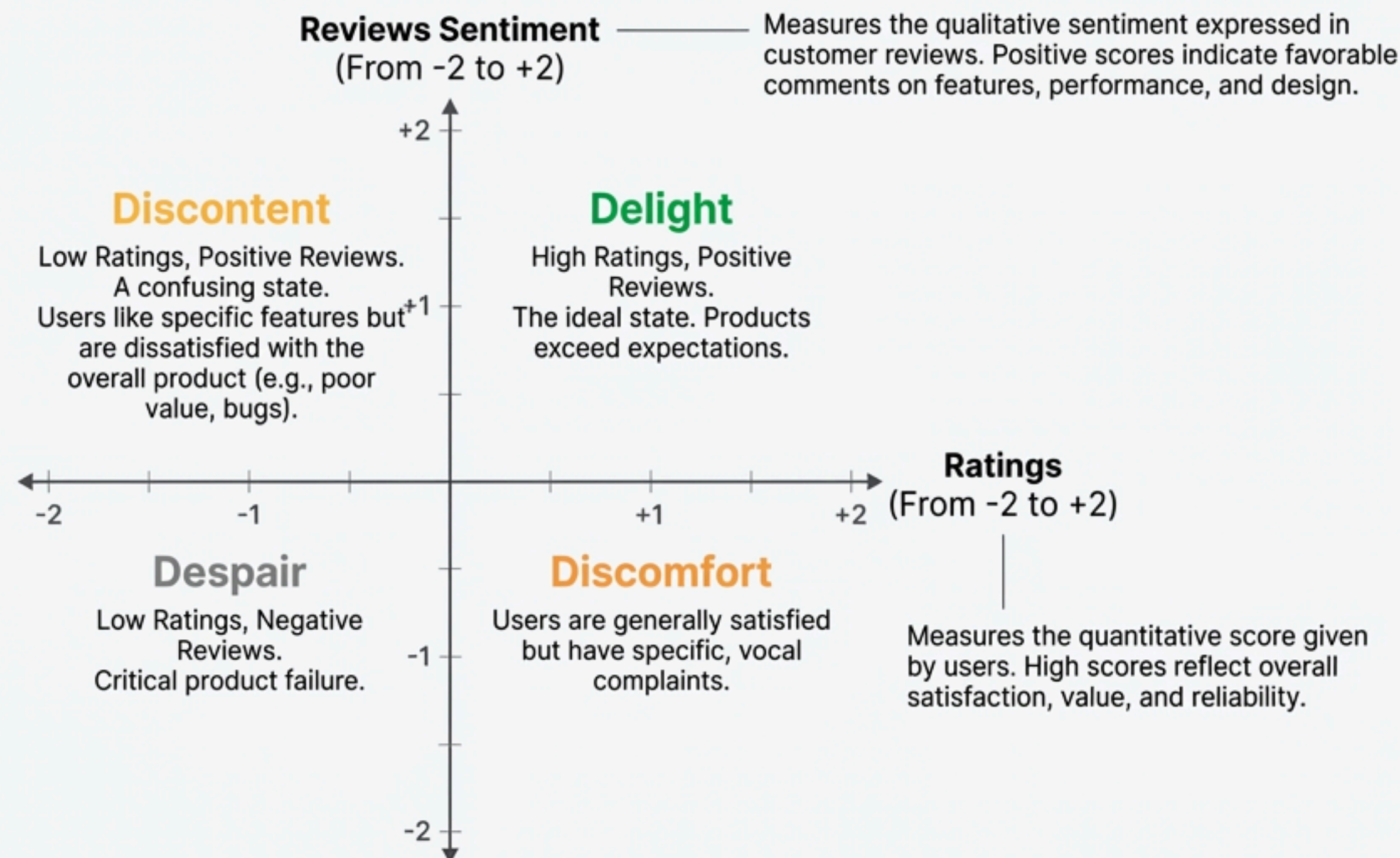


## Entry-Level Faces Headwinds

In stark contrast, the A-Series is an outlier in the 'Discontent' quadrant. While review sentiment is positive, low user ratings suggest a critical disconnect in the overall value proposition or user experience for this segment.



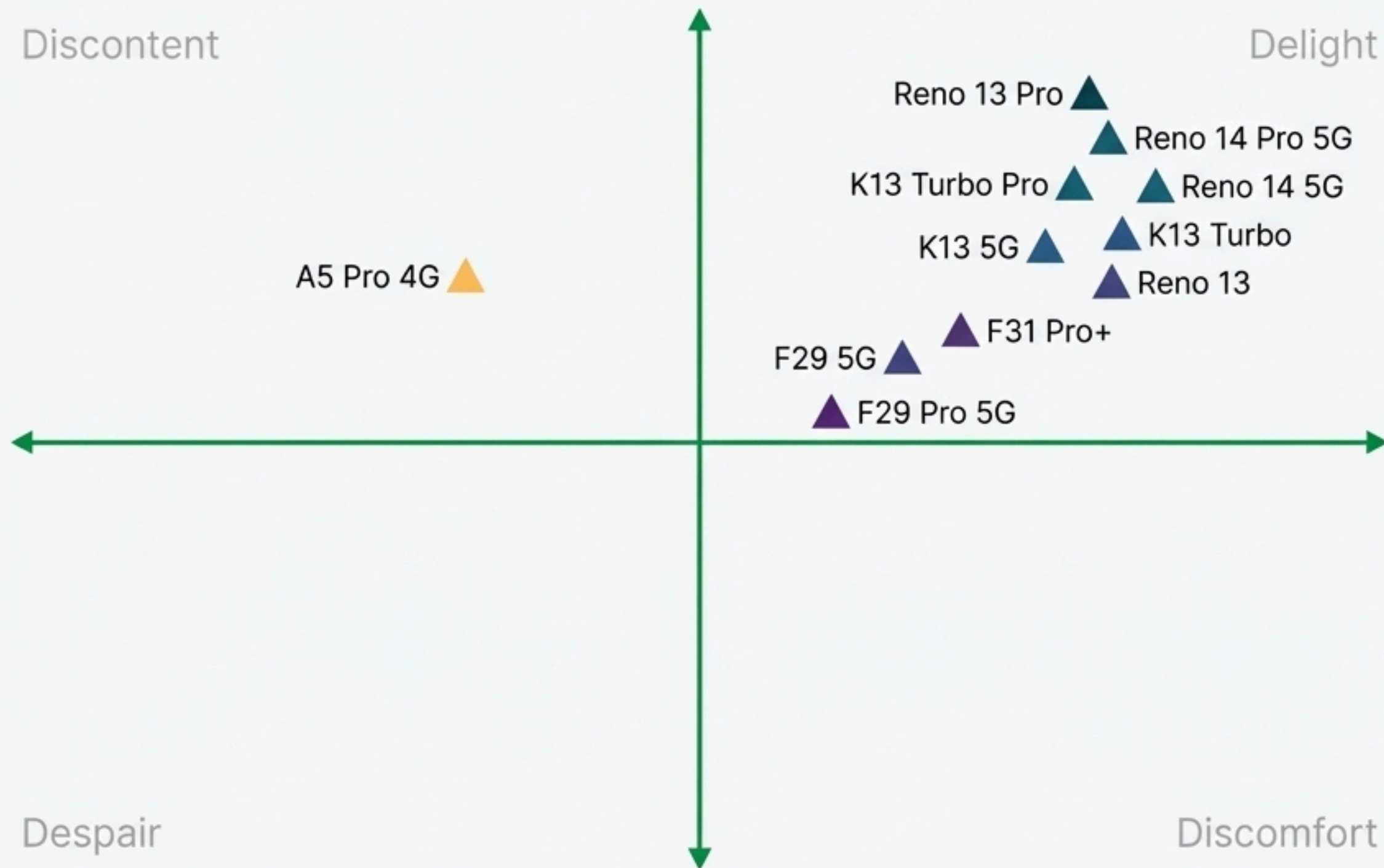
# Our Framework: The RaRe Quadrant Explained



Note: This analysis is based on aggregated data from major e-commerce platforms and tech review sites in India for smartphones launched in 2025.



# The Big Picture: Oppo's 2025 Portfolio is Heavily Skewed Towards Customer Delight

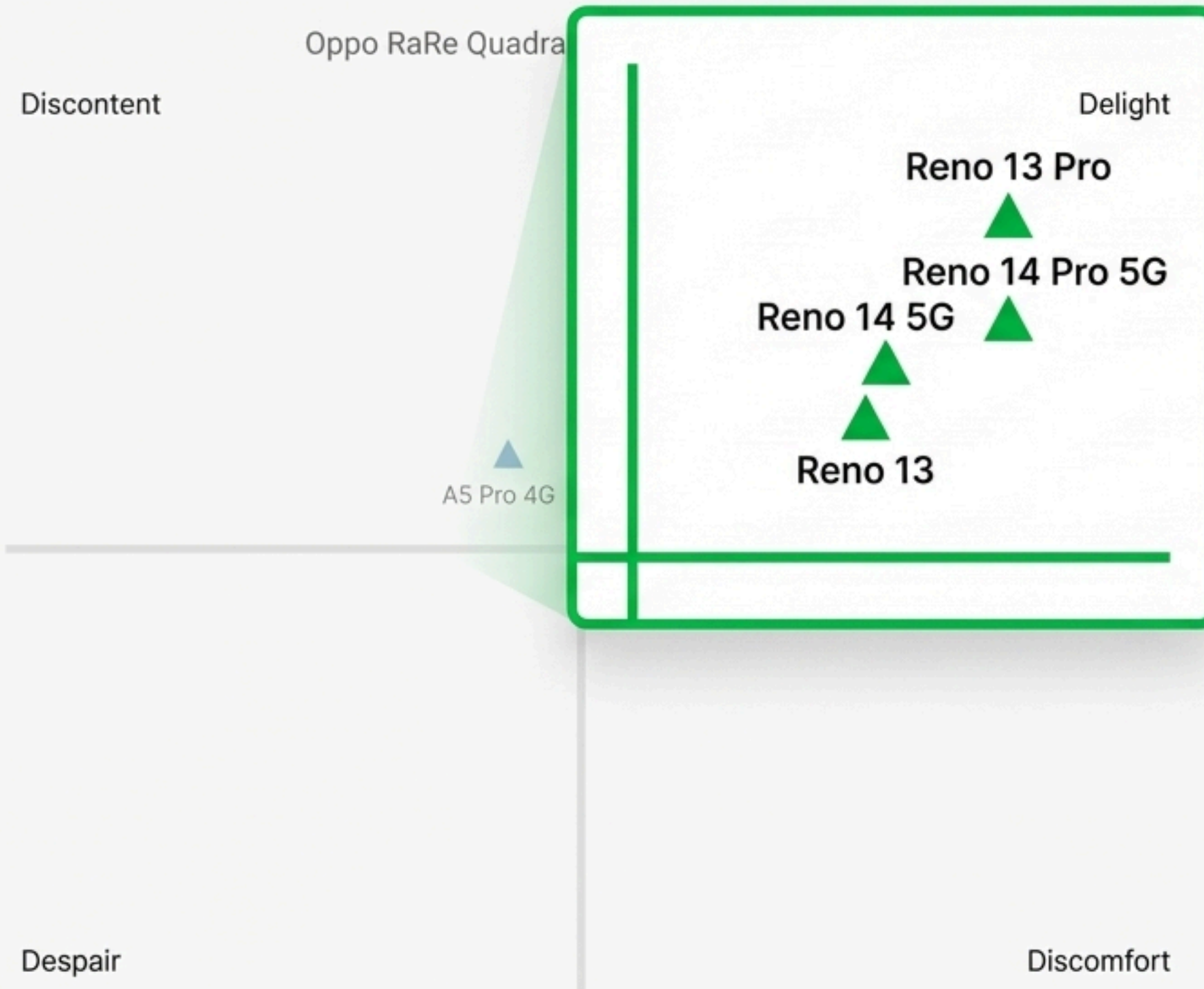


## A Clear Divide

The vast majority of Oppo's 2025 models are concentrated in the "Delight" quadrant. A single, notable outlier from the A-Series is positioned in the "Discontent" quadrant, signaling a significant performance gap within the portfolio.



# The Reno Series Sets the Gold Standard for Customer Delight



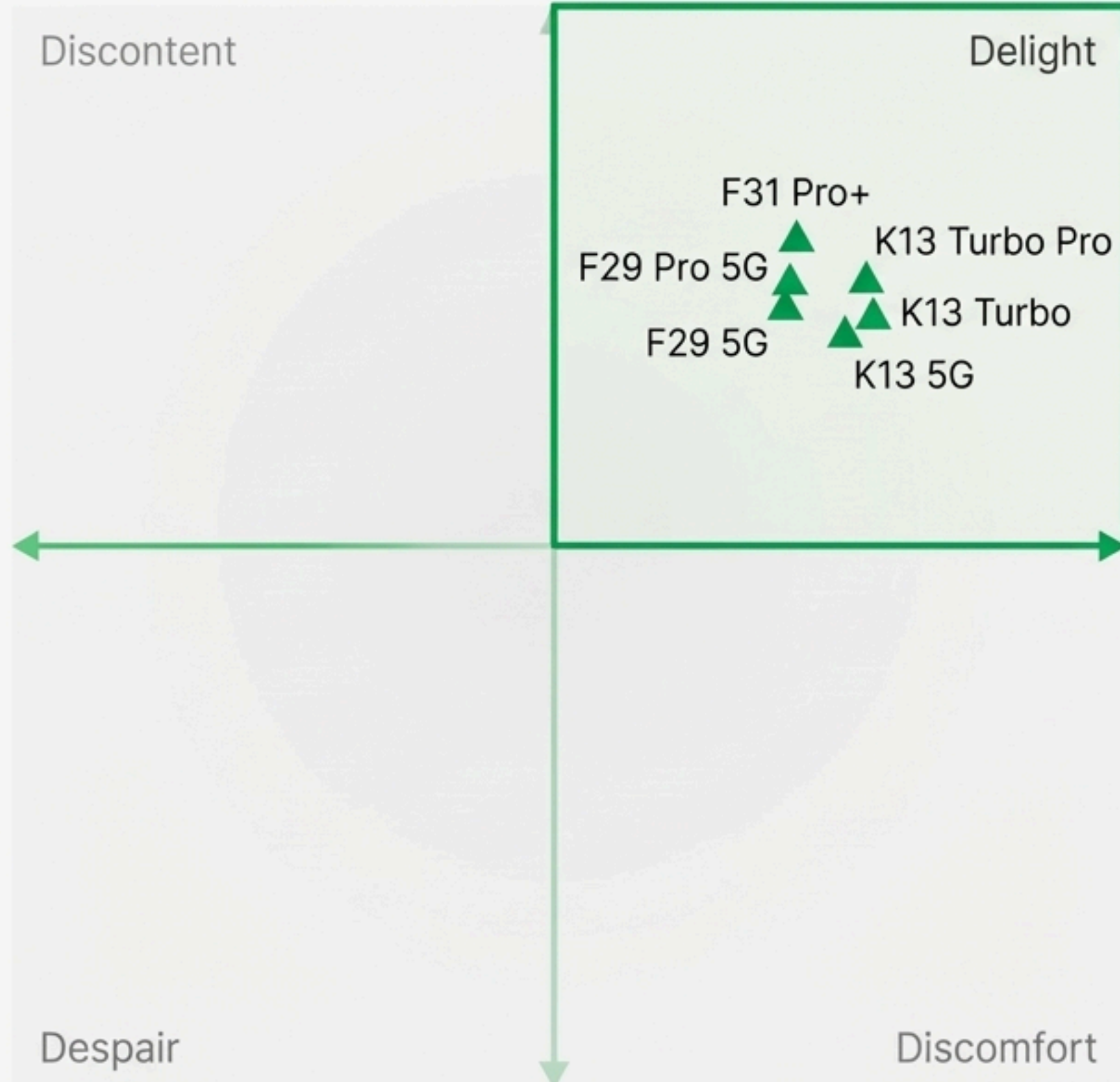
## Unanimous Acclaim

All models in the 2025 Reno series are positioned high within the 'Delight' quadrant. The flagship Reno 13 Pro and Reno14 Pro 5G lead the entire portfolio in both ratings and review sentiment, indicating a successful execution of Oppo's premium strategy.

**Key Insight:** This series successfully delivers on its premium promise, creating strong brand advocates.



# The F & K Series: Reliable Performers in the Crowded Mid-Range



## Strong and Consistent

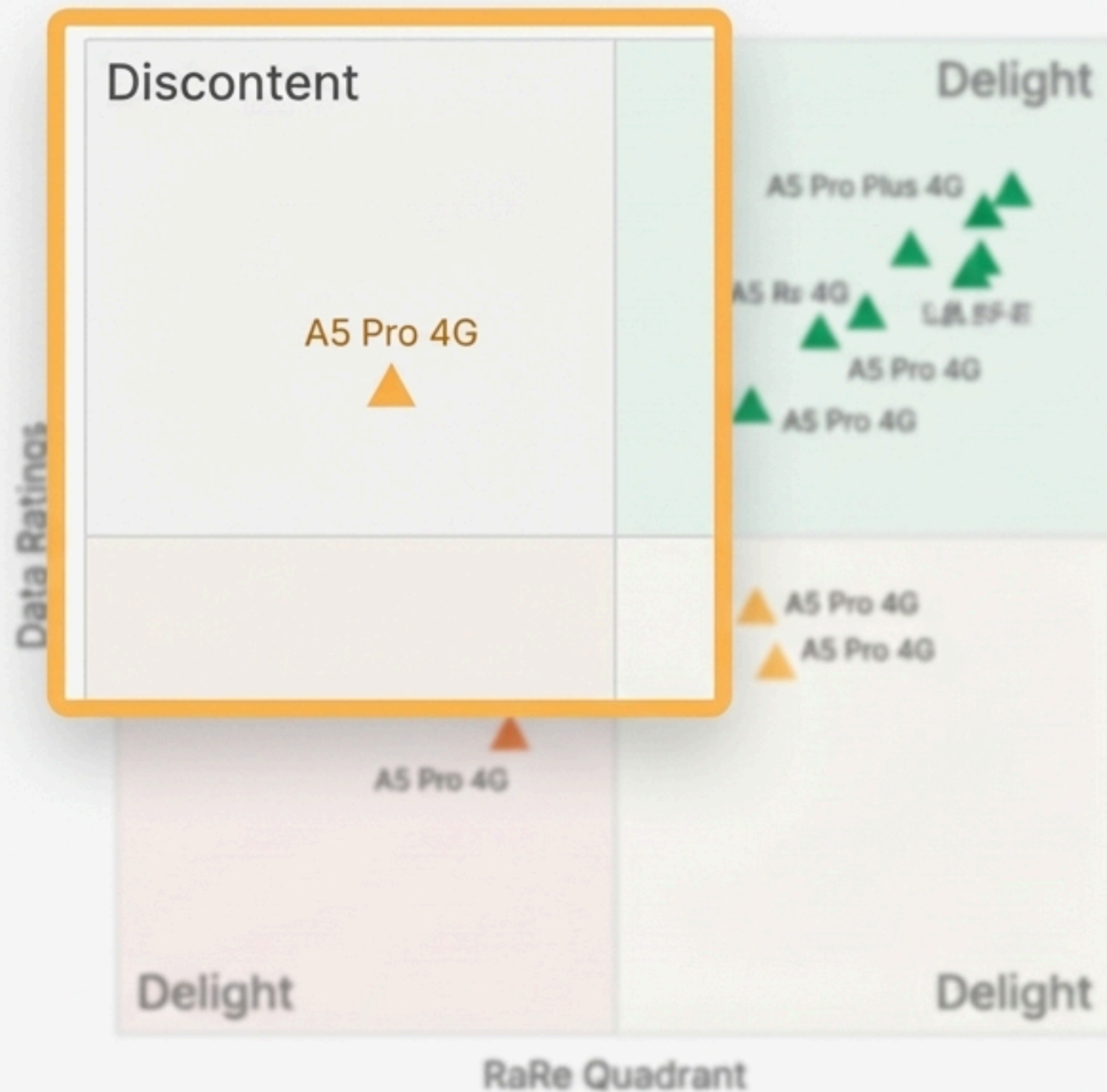
The F and K series models perform admirably, all landing securely in the 'Delight' quadrant. While not reaching the absolute peaks of the Reno series, they demonstrate a consistent ability to satisfy customers, balancing features with price effectively.

**Key Insight: These series form the backbone of Oppo's positive market perception, proving that "Delight" can be achieved at multiple price points.**





# The A-Series Stands Alone in Customer Discontent



## The Discontent Dilemma

The A5 Pro 4G is the only 2025 model to fall outside of 'Delight'. Its position is particularly telling: positive review sentiment suggests customers appreciate certain features, but low overall ratings indicate a fundamental dissatisfaction with the product, likely related to performance, build quality, or value for money.

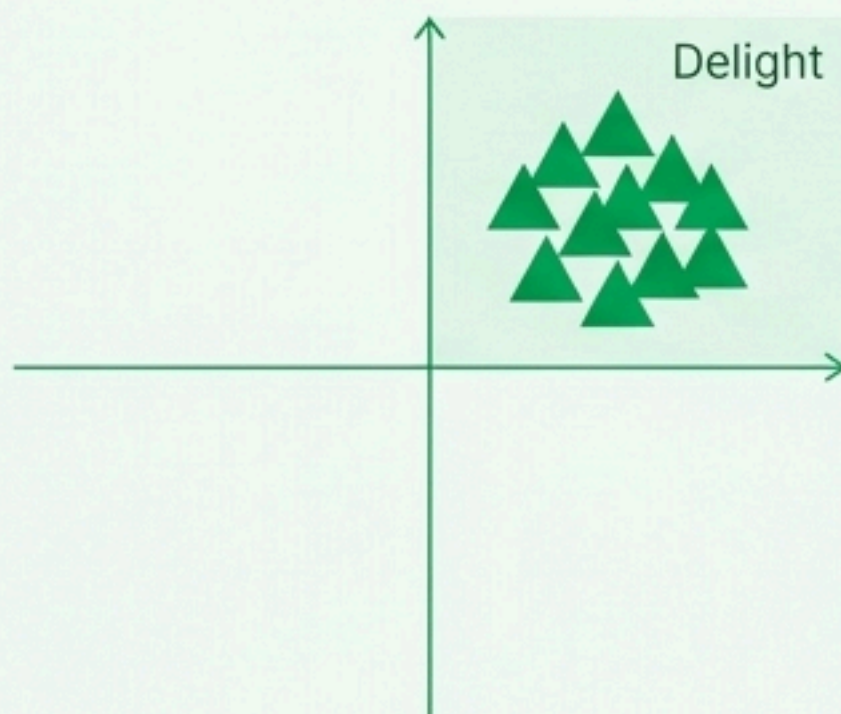
**Key Insight:** This is a critical red flag. The positive feature sentiment is being negated by a poor overall experience, leading to brand erosion in the crucial entry-level segment.





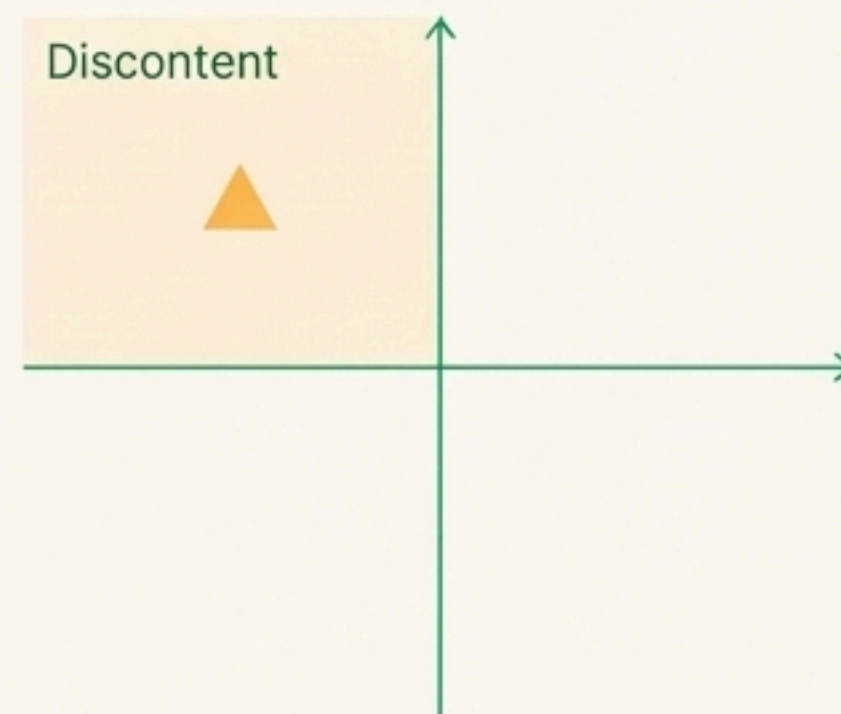
# A Portfolio Divided: Premium Acclaim Masks Entry-Level Challenges

## The Engine of Delight



10 out of 11 models launched in 2025 successfully achieved 'Delight' status, driven by strong performance in the mid-to-premium segments.

## The Warning Signal



The entry-level A-Series struggles with a critical disconnect between praised features and poor overall satisfaction, posing a risk to brand perception among first-time buyers.



# Key Insights and Strategic Implications



## Affirmation of Premium Strategy

Oppo's focus on the premium Reno series is paying dividends, creating a halo effect and setting a high benchmark for customer satisfaction. This is the brand's strongest asset in India.



## Mid-Range as a Strong Foundation

The F and K series are not just followers; they are crucial in maintaining brand loyalty and positive sentiment across a wider audience, successfully defending the mid-range market.



## The Entry-Level Is a Critical Weakness

The 'Discontent' position of the A-Series is a strategic vulnerability. This segment is often a customer's first entry into the Oppo ecosystem; a poor experience here jeopardizes long-term loyalty and cedes ground to competitors. The core issue appears to be value and overall experience, not a lack of features.



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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).*