Video-assistance

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Introduction

The top objective of this project is to provide an enhanced remote **assistance service** addressed to people with disabilities, and more precisely, to elders.

This service extends the current commercial basic tele-assistance systems providing two new important aspects:

- **Mobility**, allowing both their *location & tracking* and the *out-of-home* assistance support coverage.
- **Broadband** communications by means of *video telephony communications* with a Video Assistance Centre

Additionally, upon the introduction of mobility and broadband there are huge opportunities to develop new services related to **e-inclusion** and **e-health (UE Programmes)**.

Video-assistance service´s impact in Spain

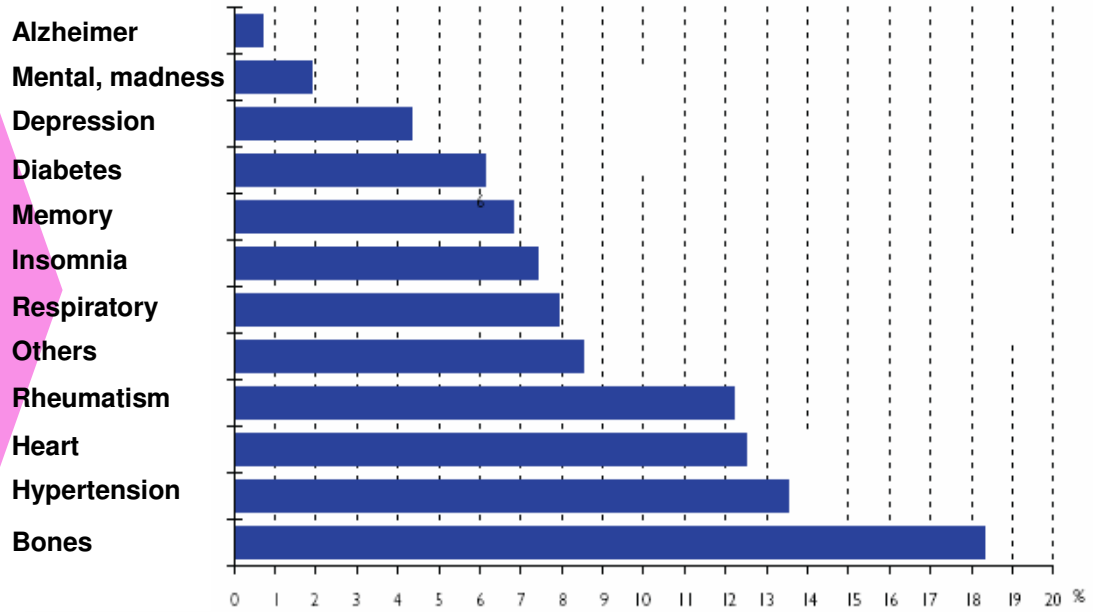
- **Improve quality of life of elders with moderate disabilities by making them to feel more secure at home and in the street which will extend their "independency".**
- **Help their relatives devoted to care of them by facilitating accurate information of elder´s situation.**

More than 59% of the elders need some care.

The most normal affections reduce the normal mobility of the person

State of health of elders in Spain

	Total	Men	Women
Very Good	7,6	8,4	7,0
Good	32,6	35,8	30,2
Not so Good	39,3	38,4	40,1
Bad	17,1	14,8	18,8
Very Bad	3,4	2,6	4,0



IMSERSO-CIS: *Soledad*, Estudio 2.279, marzo 1998

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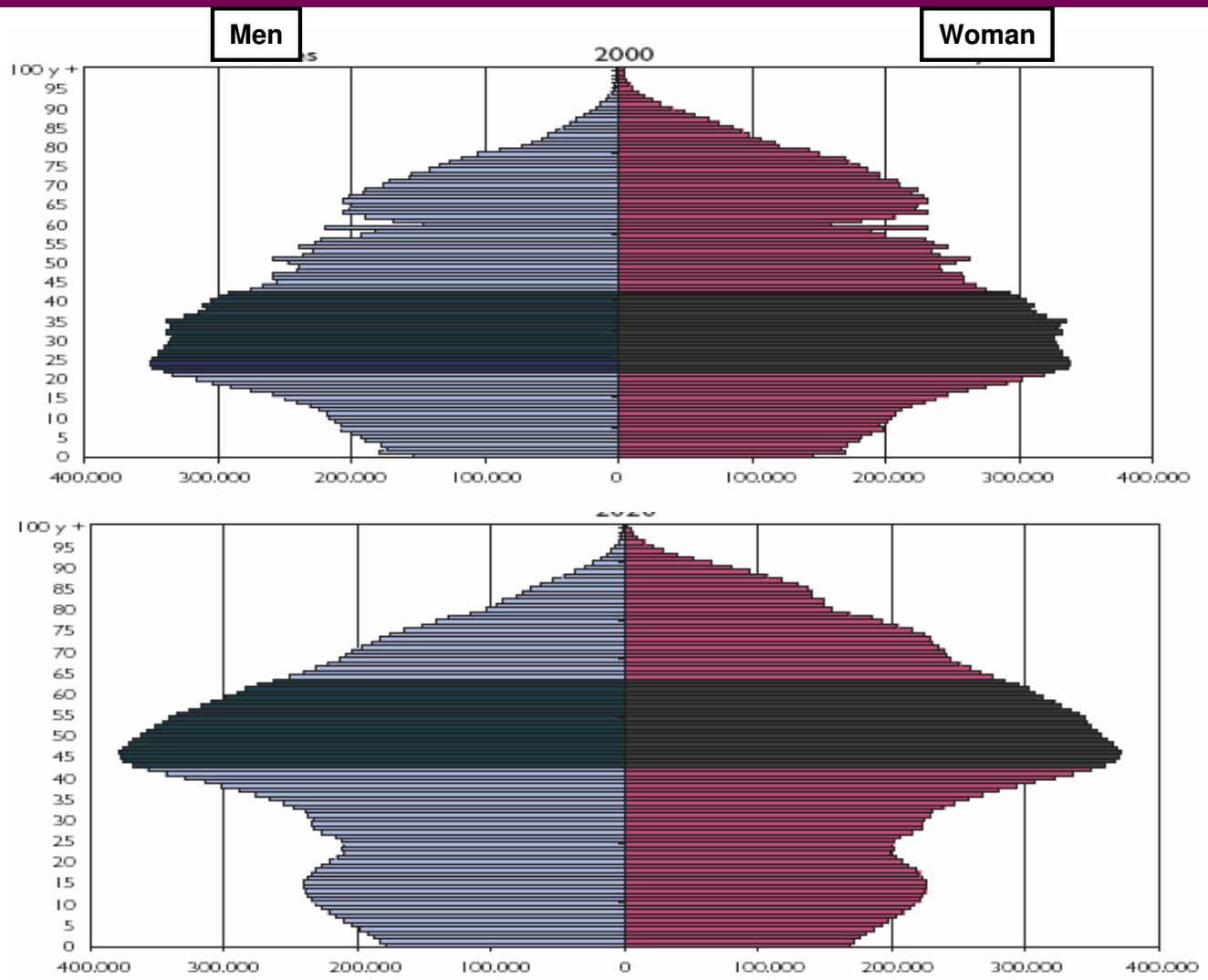
Video-assistance service´s impact in Europe

- **Today, people with more than 65 years old in Europe represents 16,3% of total population.**
- **In 2020, there will be almost 80 millions of elders.**
- **Source: Eurostat, European Social Stadistics, Luxembourg 2001. "European population over 65 years old in thousands.**

	2000 Total	%	2020 Total	%
Europe	**61.388,8**	**16,3**	**79.129,1**	**20,6**
Germany	13.654,1	16,7	17.387,5	21,7
Austria	12.54,9	15,5	1.660,4	20,0
Belgium	1.709,8	16,7	2.051,3	19,8
Denmark	790,4	14,8	1.081,4	18,8
Spain	**6.589,0**	**16,7**	**7.803,0**	**19,8**
Finland	765,5	14,8	1.176,4	22,2
France	9.413,4	16,0	12.010,3	19,6
Greece	1.819,2	17,3	2.297,0	21,3
Ireland	423,8	11,2	655,2	14,8
Italy	10.370,5	18,0	1.3714,0	23,6
Luxemburg	62,5	14,7	86,8	17,8
Netherlands	2.152,4	13,6	3.219,7	18,4
Portugal	1535,2	15,3	1.897,8	18,0
U. Kingdom	9311,0	15,6	12.038,0	19,0
Suisse	1.536,9	17,3	2.050,4	22,2

Video assistance services for an old population

Non pyramid.
Evolution of the medium age population, in the mid-term, is going to be more people elder than young.



Video-assistance service overview

Users

Video Assistance Centre

Today, 90 % of calls are just to talk. Not related with emergency services

Outdoors

Mobile

Indoors

Phone

Modem/Router ADSL

Mobile

STB/TV

Resources

Emergency service

Specialist

Home service

Video-assistance service definition

Elders and their relatives (User's usage analysis, ergonomics & user experience)

- **Avoid insecurity, loneliness & isolation**
- **Keep users living at home**
- **Improve users life quality**
- **Allow users remote monitoring**
- **Real-time emergency management**
- **Ergonomic system definition**

Technological analysis

- Define technical solution (including fixed & mobile terminals)
- Identify key benefits
- Barriers / limitations
- Scalability & Feasibility
- Improvements for deployment
- QoS required
- Network & integration impacts

Service analysis & players

- Objective market
- Segmentation
- Legal issues
- Organisational aspects
- Business model & Financial aspects
- National regulations
- Alternative schemas

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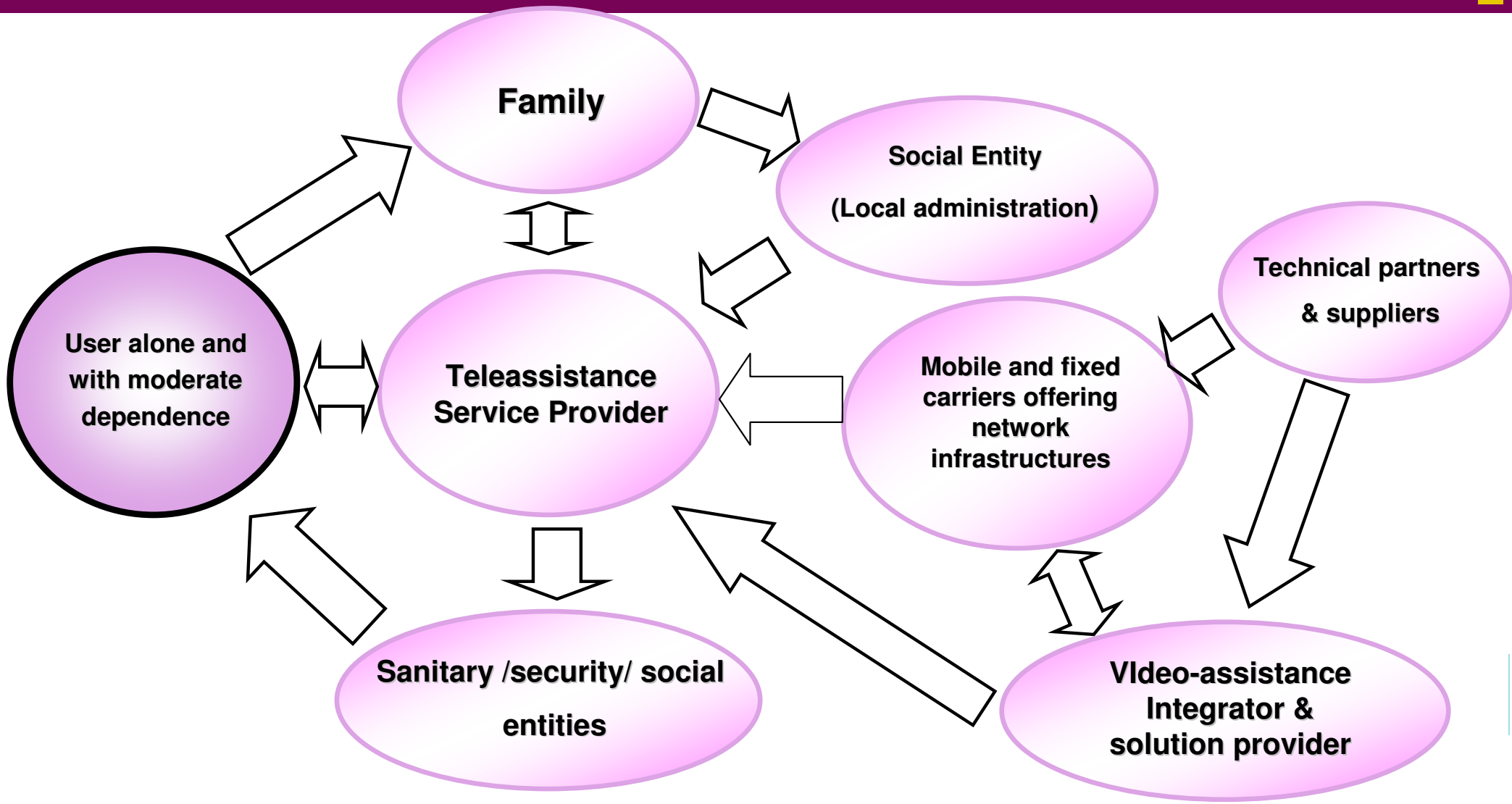
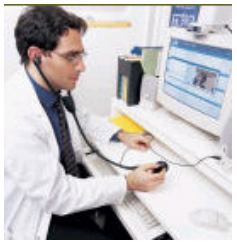
Video-assistance service´s actors



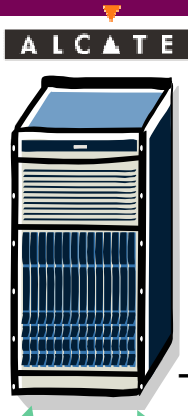
Video-assistance service´s usage cases

- Case 1: Location & Presence Monitoring
  - User's terminal status monitoring
  - Home Zone definition and user's location tracking
  - User location pin point
- Case 2: Emergency situations
  - Out-of-home emergency calls
  - & automatic location under emergency situations
- Case 3: Video consultation
  - Automatic Video Call triggering from home
  - Video Call Center: distribution and management
  - Privacy guarantee

Scenarios: Presence and location monitoring.



Tele-assistance Centre



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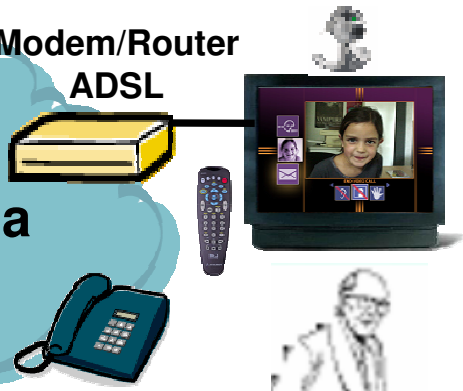
2 Alcatel platform Manages Presence and Location monitoring.

Servidor Teleasistencia

Modem/Router ADSL



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GSM/GPRS 3G/UMTS

1 The user has a mobile monitored by the network.

3 The tele-assistance centre receives the alarm plus additional information:
LOCATION
PRESENCE
USER PROFILE
MEDICAL HISTORY

4 If needed, the alarm is forwarded to a doctor or to the family

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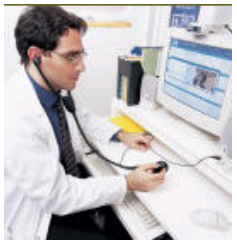
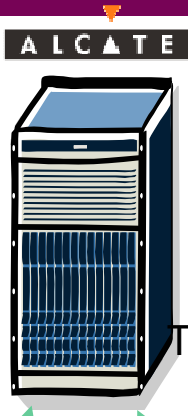
Scenarios: Emergency call from mobile.



Tele-assistance Centre



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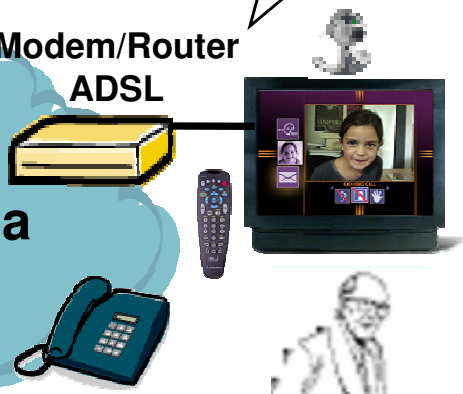
Tele-assistance Server

2 The alarm request triggers a user agent in the Application Server.

5 If needed, a Video-call can be set up.

Modem/Router ADSL



Red fija

GSM/GPRS 3G/UMTS

1 The user triggers an alarm with a button push in is mobile.

3 The tele-assistance centre receives the alarm plus additional information:
LOCATION
PRESENCE
USER PROFILE
MEDICAL HISTORY

4 If needed, the alarm is forwarded to a doctor or to the family

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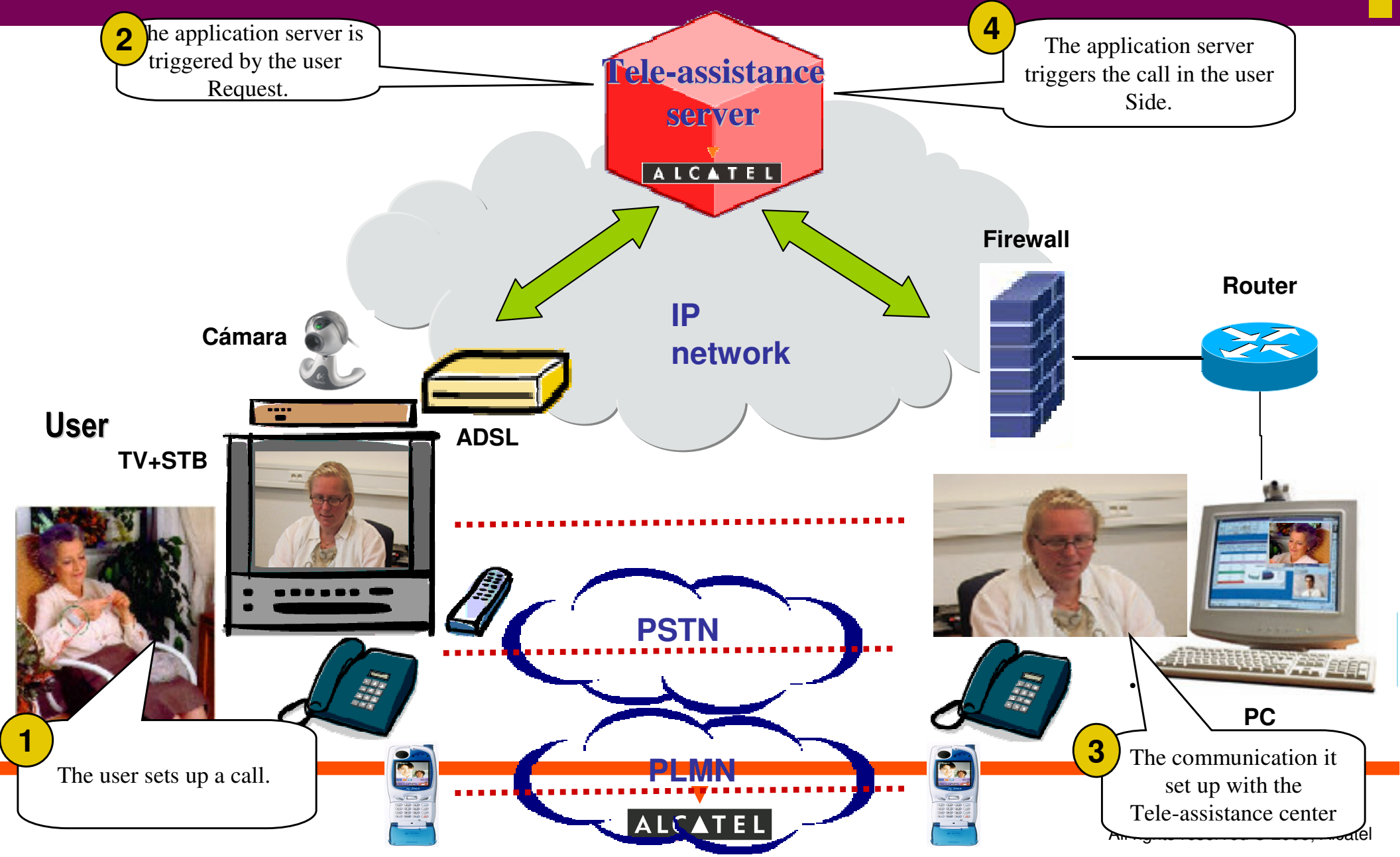
Scenarios: Video call for tele-consulting.



Thank you