



TAHI DECEMBER 2005 NEWSLETTER



Feedback from the Conference

Mike Windsor

Market Communications Group leader

Thank you to all who came to the TAHI conference and helped make it such a success. It was certainly an intensive couple of days with a huge amount of very interesting and informative material and excellent networking opportunities.

We've had some great feedback: "Stimulating, enlightening and enjoyable," "a truly interesting spectrum of speakers" and "quality information," are typical of the many positive comments. The review of the recently-completed TAHI trials, which kicked off the event, gave a rewarding insight into the high-level work of TAHI members over the past two or three years – and served as an impressive reminder of just what has been achieved and how far we have come.

Now we are building on that work with a strongly focused commercialisation programme, launched in the final session of the conference. More details on that elsewhere in this newsletter. Suffice to say, I hope all members will take advantage of this chance to join TAHI's initiative to advance commercial success by contacting one of the five sector leaders.

Many delegates at this year's conference remarked on the high calibre of the speakers and the relevance of the issues covered. We managed to pack in nine "expert witnesses" to the trials on day one and on day two we fielded five team leaders in the commercialisation programme and 15 other speakers.

The diversity of their subjects reflects the numerous fields of commercial opportunity out there – everything from telecare and security to entertainment, environmental issues and digital lifestyles, and from social housing and welfare schemes to top of the range luxury developments. You can have peruse their presentations at your leisure on the TAHI website or by requesting a CD from leeann@telemetra.com or calling 01379 890442.

Away from the formal proceedings the conference provided, as usual, a unique opportunity to catch up with old acquaintances from our innovative business, and add new contacts to the address book.

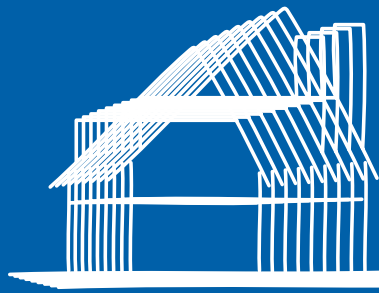
All in all, this year's conference can be deemed a great achievement and a credit to TAHI and its members.

On that note, may I take this opportunity to wish you all, on behalf of the TAHI board, a Happy Christmas and a prosperous New Year.

Mike Windsor

Market Communications Group leader

Contact: mike.windsor@homeridersystems.co.uk



TAHI DECEMBER 2005 NEWSLETTER

Is UK Broadband ready to support new services?

Judging by the recent experiences of TAHI Marketing group leader, Mike Windsor, we are still some way off Broadband nirvana!

I was delighted recently when my current Broadband provider seemed to have finally come up with a simple triple-play option that apparently met my needs and actually made commercial sense by providing a bundled service at less cost than purchasing the three individual ones. It offered a single itemised bill and I knew pretty well what my monthly charges would be, as I had opted for some bundled calls to be included.

So I made the call and a site visit was arranged. I had been told that the visit was to plan the installation, the engineer had been told to actually do the installation. After some discussion with his manager the engineer discussed with me the best way to install the equipment (my home is not very conventional) and we made a date for the installation to take place. Different engineers duly turned up at the allotted morning and of course were completely unaware of my previous conversation and so we went through the installation options once more. It was agreed to install the telephone socket in the centre of the house in the hallway and I would use a wireless phone to reach all parts of the house - less cumbersome and hardly radical. The TV socket would be installed in the lounge but ready for my long awaited 42" Plasma, or perhaps the 37" LCD. The engineers set about their tasks and I about mine, namely making the tea.

After much analysis with a power line and/or metal detector which threw up some surprising results, a hole appeared in the lounge wall and the cable to provide the TV signal appeared and a box was secured to the wall. Engineer 1 moved towards the current TV and gingerly pulled it forward. "My God", he exclaimed. Well I know it looks messy behind the set but surely an engineer would have seen similar many times over? I have a DVD player, a Video Recorder, a surround sound unit and a Sky box - what's radical about that I thought? The new decoder would replace the Sky box, everything would be plugged back in and off we go, Movies, Sports and all the rest at the touch of a button, and cheaper than I had been paying for the bundle.

Engineer 1 explained the various buttons on the remote control and seemed unperturbed when I could not actually get any of the programmes I had ordered. Engineer 2 meantime set about bringing the telephone cable from the box outside the house into the hallway.



TAHI DECEMBER 2005 NEWSLETTER

Another hole in the wall, another cable and another box, but neat enough; all seemed to be going well. Thirty minutes later a furrowed brow replaced the previously cheery face of an engineer that can see a days work finishing early.

Both engineers disappeared. In the lounge I have a TV with various cables pulled out, a new white box with red brick dust on the (cream) carpet beneath, and no programmes to see. I have a telephone box with a similar amount of brick dust located on a very similar cream carpet, but no telephone. And no engineers. There's no sign of them or their van outside on the High Street. About 15 paces past the local pub I find their van neatly parked outside with the bonnet open. Ah-ha, I thought, they are having a spot of lunch and just forgot to mention it to me. No problem, I can close my front door which had been merrily swinging away in the breeze. I am sure they were keeping an eye on anyone who might have thought to enter the house.

Engineer 2 informs me that the van has a battery problem and they have had to call the manager to get someone down to fix it. Plenty of time to get that sorted and to get my 'triple play' into gear. Sometime later, they re-appear at the house and test the telephone, again without success and off they go. An hour later, perhaps two, I was starting to get impatient and went to find them. Back at the vehicle again and Engineer 2 tells me that the problem is he is from Bedfordshire. Well I can understand that would distress him, but how does it affect me? "Ah well, you see, this is not my 'patch' (were in Oxfordshire) and what you have here is a different type of connector in the box up the road to the ones in Bedfordshire and I don't have the right tool."

Engineer 2 is "just a trainee and doesn't have tools of his own yet" but he has been on the trusty mobile to 'the boss' and the boss will arrive himself to make the connections and presumably to give them a jump start. I go back in and decide that to call the 'Help Desk' to enquire as to why my packages weren't available on my centrally located TV - the first of probably 20 calls to the 'Help Desk' made from my mobile as I have no house phone.

The 'Help Desk' of course has an 0800 number which as we all know now means that as the consumer doesn't have to pay for the privilege of informing the supplier that they product or service does not work, the supplier is quite entitled to a) keep you waiting as long as they like, b) tell you how important you are to them c) help towards your arthritis by making you key in your telephone number on every occasion and then select from an infinite amount of options to end up talking to someone that asked you the same questions all over again. You may have also spotted the 'difficulty' in giving them a telephone number which I didn't yet have. I explain that I am having an installation done and that the TV was working but I could not get Movies or Sports.

After 10 minutes they finally agree that I had ordered these packages but that they would be made available until the installation was complete and the engineer had signed off the total job. Not unreasonable I thought but why didn't the engineer tell me about it and I would



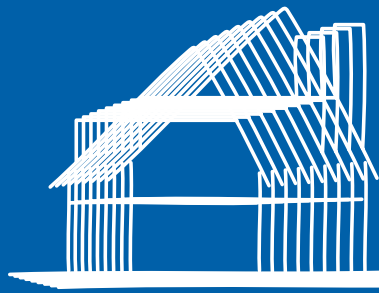
TAHI DECEMBER 2005 NEWSLETTER

have thought that getting the packages you have signed up for would have been part of the final installation handover, after all I'm paying for the content not the box and wires. The afternoon draws on, I work at my PC, occasionally re-booting the cable modem, as seems to have been necessary for some weeks, and wait for the doorbell to ring. I recently 'upgraded to 2Mb from 640Kb and pay the same price. I am pleased with the response but it does seem to have created this need to re-boot the modem. With a wireless modem attached of course I can't be sure where the problem might be and I am wary of having to unplug my increasingly connected home.

I will digress for a moment and tell you that about two weeks after installation, my connection just failed to work and I had to make sure that my central PC was directly connected to the modem without wireless. I rang the Broadband help desk which only provides a service from 8am to 8pm. This was 9pm and I had just got home and wanted to check my emails, clearly an unusual activity and despite the 'worldwide' nature of the worldwide web it doesn't seem possible to connect me to an engineer in Bangalore, LA, Sydney or anywhere else, let alone someone in the UK. At 8am I duly make the phone call, from my mobile phone, and go through the ritual of entering phone numbers, selecting options and the obligatory wait – all at my expense of course. I am assured there are no network problems and hence it is an equipment issue.

Having made sure they cannot pass the buck onto the wireless network we concentrate on the modem and I turn it off and on half a dozen times, check the led status each time and report back. We seem to be making progress when I suddenly realise I am talking to myself. I curse the Help Desk and then check my mobile phone. This particular morning was little foggy. I had between one and no bars of signal on my trusty Nokia 6010i, unless I stood right up close to the window. I live not in the depths of the countryside, but in Wallingford, a town where the three highest buildings are churches. Since the flour mill on the edge of town was closed and the masts were re-located to the water tower the service has been flaky, but does Vodafone (in my case) care? Nor so most of the other providers who offer a pretty lousy service as well. So why can't we get a 'good' level of service in a town centre in Oxfordshire?

I had the great pleasure of two weeks in Greece this summer, the first week sailing around Lefkas, Cephalonia and other islands. Call me sad for noticing, but there seemed hardly a time when a signal was not available. It was possible to use the phone almost anywhere, even in small harbours surrounded by high steep hills on all sides, bar the narrow inlet to the sea. So why not from an upstairs room in Wallingford or, for that matter, that part of the M1 near Nottingham where there is a slight dip and a mobile signal has never visited? There is a point to this, you will be pleased to hear, and that is this: Exactly how comfortable are we to use Broadband and/or GSM, separately or in combination, to deliver services which might be part of a life saving activity?



TAHI DECEMBER 2005 NEWSLETTER

Back to the original Broadband problem. I went through the same routine with the 'Help Desk'. Exhaustive tests proved conclusively, so the technician said, that the modem was faulty.

An engineer called about two hours later. I invited him into the house but he said there was no need. I asked about the replacement modem and he said there was no need. But, I started to say, your Help Desk said.... He smiled that knowing smile an engineer gives when you mention a 'Help Desk'. We have a network problem in the area.

"But" I said (again). "But, the Help Desk told me there were no network faults" "Ah," he said, "they wouldn't know there was network fault unless I had told them which I have now done." "But how do you know if there is a network fault", said I, thinking of the white van crammed with fault detection equipment and spares. "Well", he said "someone like you rings up and says there is a problem and then they send me out to check and hopefully, we will get a couple of calls and we can identify that we have a network problem, the good news is that as well as your call, someone else called. I've checked the cabinet and there is a problem."

"Great," I replied, "so have you fixed it?" No, he can only identify the problem, someone else has to come and actually fix it "later today." And later that day it was - and since then I have not experienced the drop outs either and I am rather happy with my 2Mb (but I still think £25 a month is a bit steep).

I later reflected on a Broadband service provider that relies on customers to detect a network fault before it can take any action. Don't they have systems that ping things to make sure they are alive and kicking?

Now back to the original point which if you recall was my waiting for my new triple play to be 'in play'. You will recall my centrally located TV with all but the new decoder disconnected. The brick dust on the carpet in two places, various wires strewn around, and a non-operational telephone. Well, it is now 5pm and I go outside once again to check with Engineers 1 & 2 from whom I have heard nothing. They are gone, white van and all. No apology, no message and I've no idea of what to expect next.

But, the installation day was not the real horror, oh no. Expecting a call the following morning to let me know what was happening was a waste of time, so I finally call the Help Desk and explain that installation was not completed and I didn't know what was happening. "Please hold while I talk to another department and then I will transfer you". Fateful words as I drop into the hold pattern, never to re-emerge. I call again and again. I cannot seem to make myself understood.

Their records variously show that the job has or has not been completed. The telephone service is operational they assure me, can I go and test it, which I dutifully do - and of course it is as dead a dodo. I am passed to a "senior manager", who tut-tuts about the



TAHI DECEMBER 2005 NEWSLETTER

service I have had, apologises, promises a visit later that day (this is now day three or four), which of course never happens. By now I've vacuumed up (I am a bachelor these days so things are a bit slow on that side), put the TV back in position, reconnected it with the help of my son (every home should have one for the new digital world), re-connected Sky so I can watch some footie and eaten humble pie by 'going back to BT'. Another four or five calls to cancel the contract (days eight or nine, I lost count).

As the disconnections people were genuinely disappointed to lose me they gave me my Broadband for half price for three months when they realised they couldn't get their engineers to even call me.

The net result is this.

- ☛ I'm sticking with Sky and will have to get Sky+ because it is fantastic
- ☛ I'm with BT again as my experiment of going totally wireless has failed due to foggy weather
- ☛ My wireless and wired network seems stable at home but for how long?
- ☛ I get bills from the triple play provider, which indicate they are taking over £50 per month by Direct Debit.
- ☛ When queried I am told to forget the bills as they haven't actually taken any money and I am £40 in credit! Don't ask me!
- ☛ I'm sticking with Vodafone for now and sticking with my Nokia 6010i because at least I know which way up to hold it

If I have conveyed a sense of real frustration over this saga then I am close to telling you how I felt. It's enough to make a grown man weep and I only make this point, because as the sector looks to deliver new services over Broadband, and to deliver these to new customers - many of whom might benefit for the first time - the industry has to get its act together. I am not a techie, but have worked in the IT sector all my life. I love what some of the present digital products do for me and could do for my parents who are seeking ways to stay in their house as they get older. Let's hope my experience was an exceptional one and the industry grasps the nettle on service delivery and support. One suspects that the people who run these organisations never actually use their own 'Help Desks'. If they did, I am convinced there would be a seismic shift in how these organisations operate.

One final point, is simply to recommend you read Peter Cochrane's view on UK Broadband at <http://networks.silicon.com/broadband/0,39024661,39153401,00.htm> It is sobering thought the UK government now considers itself a leader in Broadband whilst the gulf between ourselves and other leading nations appears to be growing.



TAHI DECEMBER 2005 NEWSLETTER



Net-atHome 2005 - Report

Stephen Pattenden

Telemetry Associates Limited

and Secretariat of TAHI

Stephen Pattenden attended the recent Net-atHome Conference in Nice and while the conference was excellently run and had a wide range of interesting speakers, the message for the Connected Home in the first decade of the 21st century is less than impressive.

Homega Research held the 2005 Net-atHome Conference in Nice on 29th-30th November. The venue was Le Meridien Hotel and this took the conference back to the same venue as 2001. Numbers at 171 delegates were down on the previous year and this was attributed to the recent disturbances in France.

There were six sessions over two days and keynote sessions on both days.

Day 1. The **Keynotes** were from **Patrick Lelorieux of Linksys** and **Pete Griffin of the HomePlug Alliance**. Not surprisingly there was some emphasis on developments in "no new wires" technology.

Session 1 covered "**Killer**" applications or rather reiterated the TAHI theme of 2001 that there are no killer applications but many applications that are vital in various sectors but need to be in a bundle of applications for them to make commercial sense. Application areas (again largely reiterating the areas identified by TAHI Commercialisation) covered were Energy management (Mark Ossel of Echelon), Telecare (Gerrit Telkamp - Domologic Home Automation), VOIP (Tom Flanagan - Texas Instruments), A/V and Entertainment (Paul Szucs - Sony) and sensors in the home (Bob Heile - Apparent Technologies). John Barr - Motorola moderated

There were few surprises in the presentations although the assertion that VOIP would make the role of the traditional network operator redundant rather missed the point that it was the same operator that provided the infrastructure for the necessary IP communication. At the end of the session there was a show of hands for each of the sectors being "killer" application areas and none of them received more than about 10%, which



TAHI DECEMBER 2005 NEWSLETTER

supports the TAHI ideas of aggregation and bundling of services and of sector targeting. Session 2 covered the "Home Gateway" with presentations from Paolo Pastorino (HGI), Susan Swarze (OSGi), Gao Mingxin (ITopHome Initiative), Yasayuki Shintani (Echonet) and Kurt Hoppe of 2Wire. The session was moderated by Victor Dominique Richards of DS2

Apart from Yasayuki, the presenters gave overviews of their gateway strategies. There were interesting questions around "who owns the gateway" with there being no real answer.

Session 3 covered Home Networks with presentations from Jorge Blasco (DS2), Chris Johnson (Z-Wave), Veselin Brankovic (of TES Electronic Solutions - UWB), Mohamed Awad (of Ember Corp on Zigbee) and Barry Volinsky (of Metalink Broadband on multiband RF Ethernet). The session was moderated by Craig McAlister of Local Information Networks.

Suffice it to say that each solution is better than any other in its class. However, there does seem to be a trend towards UWB and BroadBand powerline (DS2). The really disappointing part about this session on home networks was the complete failure to acknowledge that the medium of choice should be IP over Cat 5 (or 6, 7) where data rates can be as high as 10Gbps. This should be the choice in new build, refurbishment and anywhere where the disruption of installing cable is acceptable. Cable solutions actually work.

Day 2. Keynote from Matt Theal of Intel saying how having put RF communication on the map with chips such as the Centrino™, Intel were now working to support the HomePlug standard and working on low cost parts for implementation in a wide variety of devices.

Session 4 was probably the most interesting session of the Conference and consisted of a panel of "consumers" who were asked to give their views of how the technology in their homes worked and what they wanted it to do. The session was moderated by Duane Gauger of the Digital Home Group.

Almost without exception the consumers expressed extreme dissatisfaction with the technology in their homes, which ranged from portable music devices through mobile phones to high end audio equipment.

The message was that most equipment was designed by engineers for engineers with little thought for the consumer interface, most equipment did not interwork with other equipment and before most of these (fairly commonplace) devices became mainstream in the smart home and were integrated in it much work will have to be done.



TAHI DECEMBER 2005 NEWSLETTER

There was praise for the ease of use of the iPod and the final message that simplicity of control and management in devices, systems and the smart home was essential. We are not there yet!

As an observation on this session it was noted that at least the panel of consumers knew something of the technology they were talking about. They must be in a minority of early adopters. If these consumers are having difficulty with the systems they have bought, then how do we engage and enthuse the remainder of the consumers who are not early adopters? We are in a very immature market.

Session 5 was a set of presentations around **industry groups**. There were presentations from Ron Glibbery of the HomePlug Forum, Chris Johnson of Z-Wave Alliance, Graham Martin of Zigbee Alliance, Eric Morel of the Universal Powerline Association, Milan Erbes of ETSI NGN@Home, Jean-Francois Mule of UPnP, David Hunter of Consumer Electronics Powerline Communication Alliance and John Barr of UWB Forum. The session was moderated by Harry Crijns of Konnex Association (and Crijns Consultancy).

Again this session was fairly predictable in that each group presented its own strengths. Of interest was the effective "competition" between the three Broadband powerline groups and their disregard for standards work in the area. While there are three competing groups, PLC is unlikely to have a significant buy in from system designers in the SmartHouse even if (and a big if) they perform to the optimistic specifications quoted.

The same criticism can be levelled at Z-Wave and Zigbee. They operate in the same market space and both claim to be "open" however, Zigbee is an IEEE Standard whereas Z-Wave with more market presence is not and has no apparent interest in interoperability through standardisation.

UWB Ultra Wide Band is a technology that is still in its infancy but may have great value for very Local networks with high band width such as those connecting A/V equipment.

NGN@Home is a Telecommunications/ETSI based initiative to develop Home Residential Gateways and the networks around them. It has similar aims to HGI and is inclusive in that it claims ownership of the networks and devices around it.

UPnP is developing further and may well be the method of choice for device discovery for complex devices. All of this does beg the question as to how all the systems these groups promote will work together in the smart home. There really is a need for a top level open architecture such as that proposed by TAHI.

Session 6 covered "**Business Models and Success stories**" (except it didn't in most cases).

There were presentations from Michael Koch involved in the OPERA Project; Brian



TAHI DECEMBER 2005 NEWSLETTER

Donnelly covering technologies for Triple Play; Ryuho Narita of Toshiba for EchoNet; Philippe Michel of Digital Home Concept; Kevin Morrow of Samsung covering the Korea Home Network Pilot Project; Li Je of China - EU S&T Cooperation Promotion Office looking at Chinese markets and Jose Jimenez of Telefonica covering Telefonica's development strategy.

This session was interesting in that there were no business models and no presentations that could be called success stories. There is an ongoing powerline project funded by the EU in **Opera**. There are plenty of technologies to run triple play in the home but some way to go.

EchoNet looks to be a success in Japan but it was difficult to perceive mass adoption yet. Philippe Michel was interesting in that Digital Home Concept were looking at Service Aggregation and utilising a TOA approach.

Korea looks like being an object lesson to us all and the bandwidth being made available is awesome, it does raise the question of what is the "intelligent" use to which it will be put.

Jose Jimenez gave a very interesting outline of his views on what Telefonica's customers needed and how this should be provided - his presentation was the nearest to a business model for the session.

Conclusion.

This was, as usual a well run and interesting conference and delivers a picture of the state of the market and is probably the best conference in this area in Europe. HomeOmega Research should be congratulated for presenting what was a successful conference.

However, as one has come to expect with many conferences in this area, the market is immature and it shows. We still have technologists talking technology to technologists even though at the senior levels of the speakers, there must be recognition that the market needs to be driven forward.

The evidence of the consumer panel was really depressing although not surprising - the market is nowhere near to mature. It needs real promotion. Europe and the UK really needs to put effort into large scale deployments of smart houses so that people can see and understand the benefits that can be provided by the technology. (And we need to ensure all the technology works together). There is a desperate need to engage consumers with solutions that work and work together and we have to plan to do this.

The final message is that we should make the connected home, smart home or whatever we want to call it as simple and as easy as possible for the consumer to use. At present there are far too many barriers to anyone adopting the technology.

SP 14/12/2005.



TAHI DECEMBER 2005 NEWSLETTER

TEAHA Workshop

Nice 28th November 2005

Stephen Pattenden

Telemetry Associates Limited
and Secretariat ofTAHI

Stephen Pattenden attended and took part in the panel of standards experts at the TEAHA Workshop held in Nice on 28th November 2005

This meeting was held to bring the participants of the TEAHA and others up to date with progress in the project and with projects associated with it.

It was held on the day before Net-atHome 2005 held by Homega Research in Le Meridien Hotel in Nice and attended by around 50 project members and other interested parties, some of whom were to speak at the Net-atHome Conference.

Following a short introduction by **Roger Torrenti** of Sigma Consultants, there was a welcome address by **Bernard Barani** (Directorate D Attache for policy and co-ordination, DG Information Society and Media, European Commission).

This covered existing work but also looked forward to the requirements of the Seventh Framework Programme which was planned to last from 2006 to 2013. It was anticipated that the EU would fund the Projects under FP7 by about Euro 2 Billion per year. Bernard showed project areas where home systems would be funded under Directorate D. Some of these fell within the remit of the NEM initiative that had been created to look forward towards technology requirements in the sector. (The presentation is available on TEAHA website).

Enrique Menduina, Residential System Manage at Telefonica I+D and co-ordinator of the TEAHA project gave a presentation of where the project had reached and some of the overall architecture of the project.

Antonio Kung of Trialog gave a detailed presentation of how TEAHA was implementing interoperability between “clusters” in the home and the necessary bridges and protocols



TAHI DECEMBER 2005 NEWSLETTER

that were required. There may well be overlap in this area with UpNP.

Paolo Falcioni of WRAP spa gave a presentation of how various equipment types could be classified in clusters and could use the interoperability outlined by Antonio to interoperate. This classification is very close to that shown by the SmartHouse Code of Practice in its Home Equipment section.

Following a coffee break, there were a number of presentations by a panel of experts including Frank Grevet of CECED, Susan Schwarze of OSGi, Paolo Pastorino of the Home Gateway initiative, Milan Erbes of ETSI NGN@Home, Stephen Pattenden of SmartHouse and Bart Brusse of COPRAS.

One area of possible concern to CENELEC is the association of CLC TC59X with the standardisation of the CECED architecture CHAIN. Since this is directly a Home based architecture, it should be under the remit of TC205.

Other areas of concern are the overlaps between the work of HGI, OSGi and NGN@Home, each of these projects is covering approximately the same area and there must be considerable duplication of effort. They also cover areas covered in the SmartHouse Code of Practice.

The meeting concluded with a short Q&A session during which there was some discussion around the consumer dimension that is being picked up by SmartHouse but ignored elsewhere.

All the presentations will be made available on www.teaha.org.

SP 30-11-2005



TAHI DECEMBER 2005 NEWSLETTER

TAHI Commercialisation Programme

Neil Spence-Jones

OpenHub Limited

TAHI Board Member for Commercialisation



Call for organisations to take part in TAHI's Commercialisation Programme

TAHI's new commercialisation programme, unveiled at the conference, aims to turbo-charge the connected home market by working with the prime market sectors.

The objective is to develop commercially viable integrated open market solutions - and put TAHI members in pole position as the market revs up.

As the programme begins, Commercialisation Group leader Neil Spence-Jones is calling for all members to sign up to one or more of the working groups.

"The time is ripe to seize a competitive advantage from the work TAHI has already done," he said.

"We want members to get involved in the working groups to create practical money-making solutions. We will be bringing together groups of companies to create world beating market solutions based around the TAHI Open Architecture principles."

Working groups will cover the target sectors of

- Entertainment - led by Steve Hall - BT
- Conservation and Green issues - led by TAHI chairman Ashley Pocock of EDF
- Social, Wellbeing and Community - led by Kim Spence-Jones of OpenHub.
- Health, and Telecare
- Building

Political acceptance, commercial champions and an open technical architecture need to be in place before commercial success can be achieved, said Neil Spence-Jones.

TAHI is building on established links with Government organisations such as the DTI, the Office of the Deputy Prime Minister and OFCOM and forging new collaborations with suppliers and the house building industry.



The Application

Home Initiative

TAHI NEWS

TAHI DECEMBER 2005 NEWSLETTER

An event focusing on solutions for the building industry is already being planned for the first quarter of 2006.

Full details of the Commercialisation strategy can be seen in full in the conference presentation on the TAHI website or by requesting a CD from leeann@telemetry.com or calling 01379 890442

You can sign up to the working groups on the TAHI website or by emailing Stephen Pattenden: telemetry@telemetry.com or Neil Spence-Jones: nsj@openhub.co.uk



TAHI DECEMBER 2005 NEWSLETTER

**eServices-on-demand for connected homes
Seminar Report - Professor Philip Moore
Mechatronics Group, DeMontfort University
&TAHI Board Member**



De Montfort University (DMU) and **OpenHub** (OH) believe they are on the brink of some very exciting developments that could revolutionise the way we think about service provision and supply to connected homes. With funding from East Midlands Development Agency (EMDA) and European Regional Development Fund (ERDF), the partnership has been able to produce working examples of adapted “off-the-shelf” home/personal security and healthcare devices that do not require a bespoke system to communicate between the customer and service suppliers. Whilst such devices are early prototypes, the seminar sought to inform attendees of the service enhancements that such applications may be able to achieve in the areas such as Healthcare, Social Care, and Housing maintenance including building security and crime prevention. The application of such preventative technologies will help all public authorities meet their performance targets with the consequent overall saving in revenue budgets.

The purpose of the seminar was to:

- Give an overview on the proposed features and benefits of the eServices-on-demand paradigm
- Provide an overview of the current software and hardware developments
- Explain the Service Provider and Household environment
- Demonstrate a set of illustrative scenarios, and
- Encourage dialogue in exploring ways forward

eServices-On-Demand is a business model, which was devised to bring various types of services (e.g. social-care, healthcare and home security) to the “mass” audience via advanced ICT technologies in a cost effective manner. Based on this concept, a pilot project entitled “eServices-On-Demand for Connected Homes” was undertaken. The scope of the project was to firstly review the available technology, standards and platforms.

The potential social impact, including levels of appeal and acceptance from the consumer perspective was also considered. The project has devised a new direction of research and



TAHI DECEMBER 2005 NEWSLETTER

applications for communications and Internet based technologies adopting an eService-On-Demand paradigm.

We have aimed to formulate an innovative way to deliver healthcare, social-care and security services to users whenever they are needed in a flexible, effective and cost-efficient manner leveraging both ICT and ambient/pervasive computing technologies. Implementation of these concepts is likely to be influenced by human factors (e.g. psychological responses to such schemes) as well as supply factors (e.g. appropriateness for the various groups, economics of delivery, suitability of the technology, etc). The project has realised a demonstrator prototype, which we believe is sufficient to represent possible implementation routes and concepts for such services. A representative scenario related to domestic home security has been used to evaluate and demonstrate the concepts behind the proposed system.

The delivery platform formulated potentially offers:

- Freedom to householders. Householders can choose services whenever and whatever they feel appropriate for them.
- Open competition. Without the need for a proprietary infrastructure, service providers can fairly compete with each other based on the capabilities and quality of their service.
- Rich service content. The open infrastructure enables more services to be readily delivered to users.
- Reduced average service cost. Several services can use the same infrastructure in their delivery, thus the overall cost of each service can be reduced.

In the future, the concept and its realisation via the platform formulated could readily be applied to other services and domains (e.g. equipment maintenance, energy management, etc). The important innovation is to develop a generic and open infrastructure to cope with various service domain requirements and allow services to be readily delivered to connected homes.

The seminar, hosted at the excellent 600 Centre in Shephed, was attended by a diverse range of organisations, which all have an interest in the potential of delivery of remote services into broadband connected homes. Representatives at the event included local authorities, housing associations, construction / property development companies, telecare services companies, telecare equipment and technology providers, corporate service providers, SME technology providers, academic institutions, NHS primary care trusts, security systems manufacturers. Sessions at the seminar addressed the 'e-services-on-demand' paradigm and the associated business models; the role of services providers; potential social impacts of such technology and the consumer response;



TAHI DECEMBER 2005 NEWSLETTER

potential opportunities and threats; and looking forward the vision for eServices and the connected home.

The presentations were followed by a detailed demonstration of the prototype open architecture system developed. The demonstration used domestic property security as the scenario on which illustrate the unique features and capabilities of the open services architecture that has been devised, based upon the underlying principles of the TAHI Open Architecture (TOA). The work undertaken and demonstrated at the event by De Montfort University, Mechatronics Research Centre (MRC) and OpenHub Ltd represents the first actual implementation of the TOA. Following the successful demonstration the seminar was opened up for general discussion. A wide ranging and robust debate then followed; the seminar had clearly enthused and excited many of the attendees from many different potential application domains.

Further information can be obtained from:

De Montfort University

Mechatronics Research Centre

Contact – Professor Phil Moore

Email: prmoore@dmu.ac.uk

<http://ehome.mrg.dmu.ac.uk/eService.htm>

OpenHub Ltd

Contact – Steve Western

Email: sw@openhub.co.uk



PROJECT PART
FINANCED BY THE
EUROPEAN UNION





TAHI DECEMBER 2005 NEWSLETTER

Future Events

2006 International CES

January 5-8

Las Vegas

<http://www.cesweb.org>

Integrated Systems Europe 2006

February 1-3

Brussels

<http://www.iseurope.org/>

Smart Home Show 2006

March 2-5

Birmingham NEC <http://www.smarthomeshow.co.uk/>

Integrated Systems China

April 12-14

Shanghai

<http://www.is-china.com/>

Install @ Palme

April 23-25

Dubai

<http://www.install-online.com/>

Cedia UK Expo

June 20-22

London

<http://www.cedia.co.uk>

e/home 2006

October 19-21.

Berlin

<http://www.ehome-berlin.de>



TAHI DECEMBER 2005 NEWSLETTER

Media Coverage

Lex: Microsoft - FinancialTimes, November 22 2005



Xbox has proved an expensive game for Microsoft. Heavy investment in the console has generated a stream of losses since 2001. But the sheer scale and profitability of the core Windows and Office franchises - representing almost 60 per cent of revenues - has minimised the impact. The flip side is that, even if the new Xbox 360 performs strongly, it will take time to have a significant effect on the software group.

Full article

<http://news.ft.com/cms/s/d28a9f84-5b79-11da-b221-0000779e2340.html>

Smart Homes - The Gadget Show, Channel 5, November 21, 2005

Today it is possible to have automated homes complete with appliances that help you cook, wash and clean. Presenter Jason Bradbury explains how to create your own automated smart home for just a few hundred pounds, a house that can be controlled remotely and will learn what you like.

But do people really want automated homes? The programme also visits the Project Life house in Derbyshire to see if living in a fully automated house makes much difference to people.

Microsoft's dream of a new television future – Times, November 11, 2005

JENNI MARSH is supposed to be a busy mother of two, with a spacious apartment down by Chelsea Harbour. At first glance, it could be a normal home. Except that it is too clean. Jenni Marsh is in fact played by an actress, and her "flat" is kitted out with the latest Microsoft technology that has not yet gone on sale.

The software giant has taken over a disused art school building in West London, converting it in ten days, and at some expense, into a demonstration environment for its latest technology. Microsoft, of course, rules the personal computer, but the purpose of Jenni's home is to show that its eyes are on the living room too.

Full article <http://business.timesonline.co.uk/article/0,,9071-1866700,00.html>

Xbox has proved an expensive game for Microsoft. Heavy investment in the console has



TAHI DECEMBER 2005 NEWSLETTER

generated a stream of losses since 2001. But the sheer scale and profitability of the core Windows and Office franchises - representing almost 60 per cent of revenues - has minimised the impact. The flip side is that, even if the new Xbox 360 performs strongly, it will take time to have a significant effect on the software group.

Full article

<http://news.ft.com/cms/s/d28a9f84-5b79-11da-b221-0000779e2340.html>

Smart Homes - The Gadget Show, Channel 5, November 21, 2005

Today it is possible to have automated homes complete with appliances that help you cook, wash and clean. Presenter Jason Bradbury explains how to create your own automated smart home for just a few hundred pounds, a house that can be controlled remotely and will learn what you like.

But do people really want automated homes? The programme also visits the Project Life house in Derbyshire to see if living in a fully automated house makes much difference to people.

Microsoft's dream of a new television future – Times, November 11, 2005

JENNI MARSH is supposed to be a busy mother of two, with a spacious apartment down by Chelsea Harbour. At first glance, it could be a normal home. Except that it is too clean. Jenni Marsh is in fact played by an actress, and her "flat" is kitted out with the latest Microsoft technology that has not yet gone on sale.

The software giant has taken over a disused art school building in West London, converting it in ten days, and at some expense, into a demonstration environment for its latest technology. Microsoft, of course, rules the personal computer, but the purpose of Jenni's home is to show that its eyes are on the living room too.

Full article <http://business.timesonline.co.uk/article/0,,9071-1866700,00.html>