Connected Home
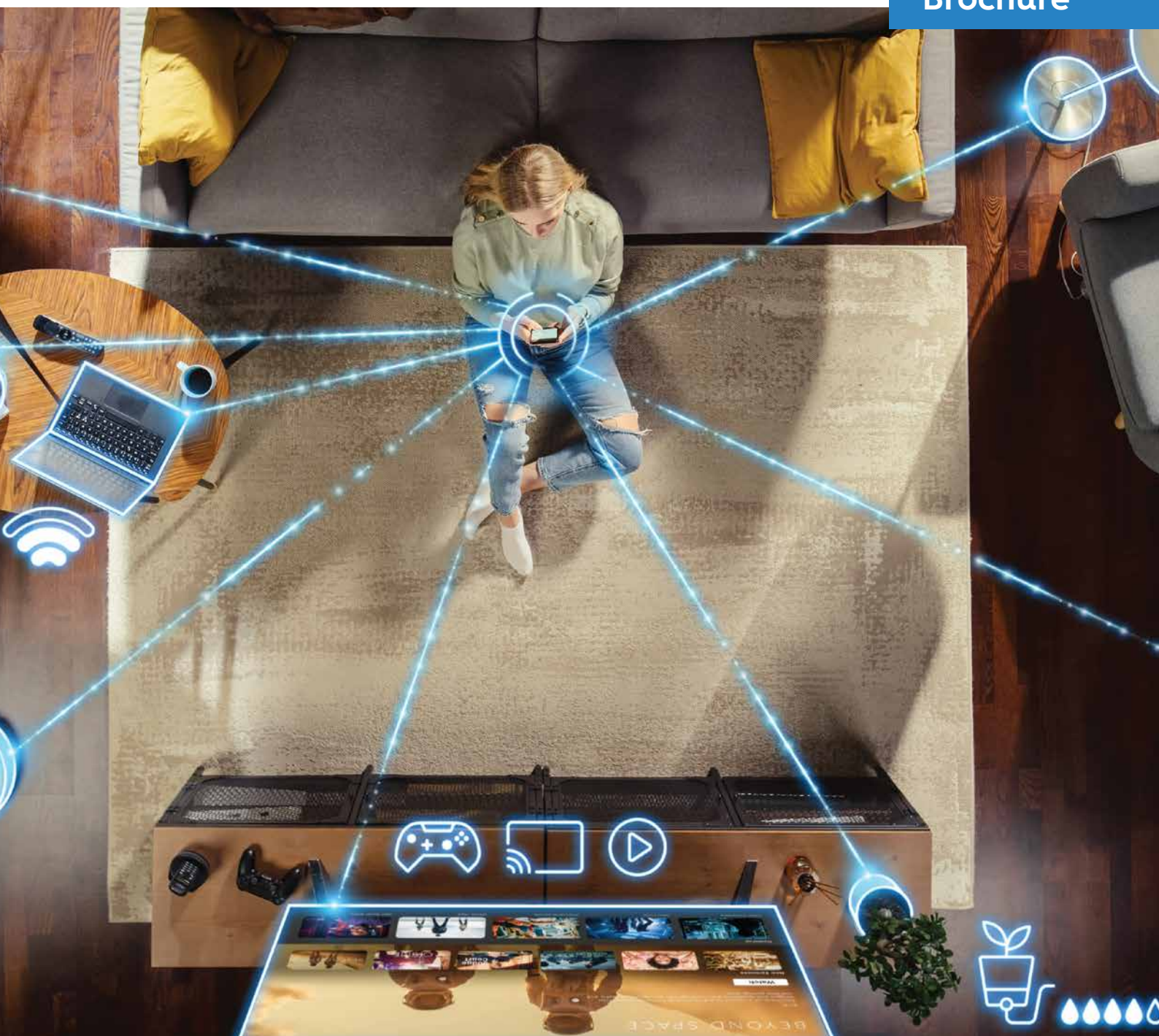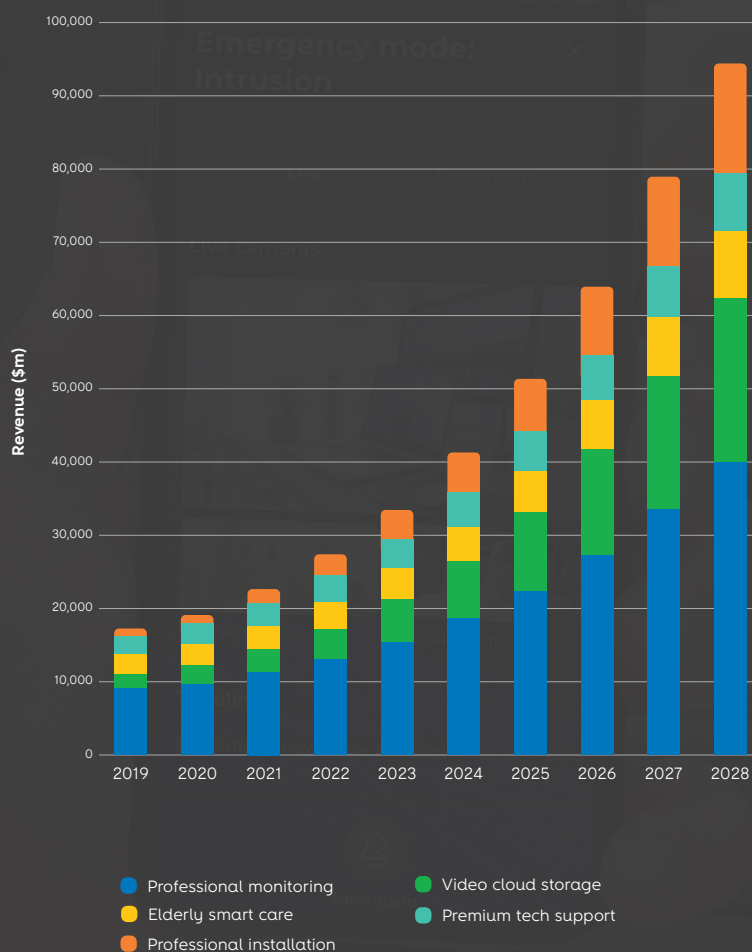
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The path to smarter spaces

Shifting towards connected environments

Connected Home is the solution to create new sources of revenue for TELCOS by providing not only the traditional Smart Home services but also all services potentially delivered by Telcos to residential customers, including smart connectivity and smart energy management. Although the solution targets residential households, it is also suitable for Smart Office and Smart Buildings markets. Projections consistently show a strong upward trajectory in smart home revenues, fueled by a growing consumer appetite for home automation, energy efficiency, and improved security solutions. In the end, Connected Home is the focal point of service delivery to Residential and SOHO/SME segment markets.

Designed to be agile and quickly evolve according to market demands, new business opportunities, and breakthrough technologies, Connected Home is human-centric. This solution offers a seamless and intuitive experience, as anyone can benefit and make the most out of it, from the less expert to the most tech-savvy person.

Smart home service revenue by type, 2019-28

Legend:
- Professional monitoring
- Elderly smart care
- Professional installation
- Video cloud storage
- Premium tech support

Source: Omdia

A smart choice for smarter places

Customizable Smart Home solution

Each Telco can customize the Connected Home product in different aspects, including Application's look & feel, OSS/BSS integrations, and premium features to add in TELCO commercial offers.

Market oriented

With carrier-grade SLAs and a Connected Home as a Service delivery model, TELCOs can streamline operations and focus on optimizing business and marketing strategies.

Smart Home Hubs free

With TELCO's advanced Fiber Gateway featuring built-in Connected Home Intelligence and Matter Controller support, there's no need to purchase or install separate smart home hubs.

Off-the-shelf devices

A rich catalogue of white branding devices is available out of the box, to ensure the required amount of devices are available in TELCO's warehouse in time.

One Mobile Application rules it all

The best possible service is provided by a single Mobile App, including connectivity, security, comfort, energy, and entertainment. A richer set of automations by having a centralized access to all kind of events and capabilities.

benefits

The game-changing advantages

Connected Home is self-sustainable, interoperating with all major smart home ecosystems including Google Home, Alexa, and Apple HomeKit. It leverages some critical TELCOS assets to differentiate itself from other Smart Home service solutions, such as...

Matter Controller

Hosted by TELCOS Fiber Gateway, customers do not have to purchase and install dedicated Smart Home hubs to support and control Matter-compliant home devices.

Management of all solutions in only one APP

The best service possible in a single place, including control and status of all types of connected and entertainment devices (like TVs, for instance) altogether with a richer set of automation, enabling centralized access to all kinds of events and capabilities. The end-user is free to mix in single automation capabilities from all types of devices, including security, connectivity, comfort, energy, and entertainment.

Tailored Commercial Offers

Monetize the Connected Home solution with tailored commercial offers featuring premium services like cloud video recordings for security cameras. Customize solutions to meet your TELCO's unique business and technical needs, including app design, device and feature support, and OSS/BSS integrations.

Top tier customer support

Better customer support since TELCOS is best positioned to troubleshoot customers' connectivity issues and to provide local services such as on-site assistance and installation.

key
differentiators

Your TELCO's and customers' privacy assured

The Connected Home solution does not need to manage end-users' identity databases. Instead, it interfaces with TELCO's Identity Management systems, ensuring privacy and personal data management.

Streamlined Operations with Connected Home as a Service

Telcos can focus on optimizing their business and marketing strategies, thanks to the carrier-grade SLAs provided by the Connected Home as a Service delivery model. Additionally, Connected Home supports white-labeled devices out of the box, managing all associated administrative processes (including pre-sales, shipment, and post-sales) to ensure the required amount of devices are available in the TELCO's warehouse on time.

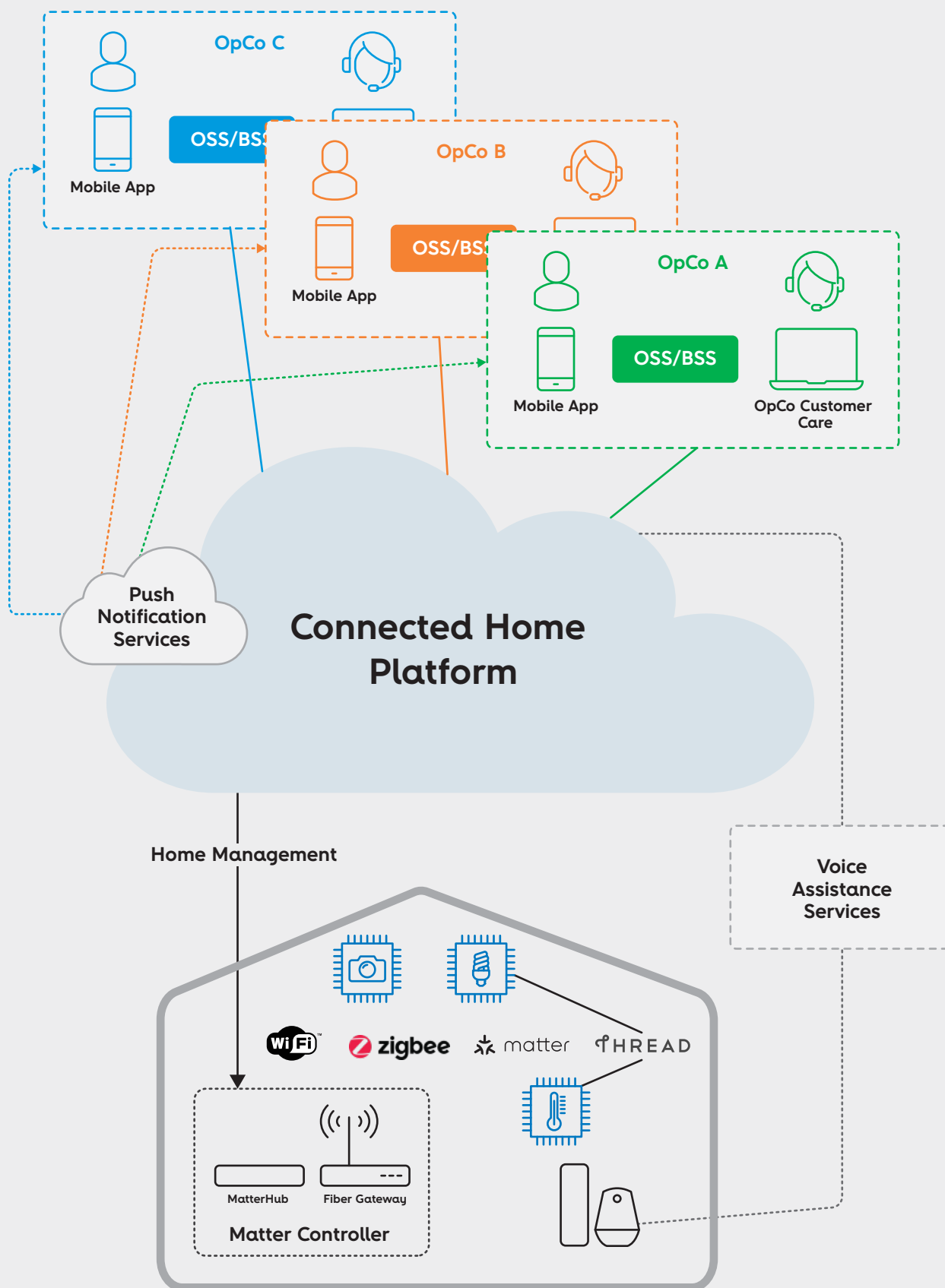**Households**

Offices

Buildings

who is it for

An in-depth look at Connected Home

The Connected Home system is built upon a micro-services-oriented architecture applied in a Connected Home as a Service delivery model that can be hosted on public or private Cloud infrastructures. Connected Home is a multi-tenant solution where the same instance can be used by more than one telco operator, and each tenant can be spread across different regions to improve service and data locality and regulatory issues. Moreover, the system is designed to have weak dependencies on TELCOS OSS and BSS systems, notably Identity Providers and Provisioning systems.

the architecture

OpCo C

OpCo B

OpCo A

Mobile App

OSS/BSS

Mobile App

OSS/BSS

Mobile App

OSS/BSS

OpCo Customer Care

Push Notification Services

Connected Home Platform

Home Management

Voice Assistance Services

WiFi   zigbee   matter   THREAD

MatterHub   Fiber Gateway

Matter Controller

Discover Connected Home

The Connected Home solution is a turnkey smart space solution where the ease of use and integration turn customers' houses and buildings into an extension of their way of life and work.

Automation is at the core of Connected Home solution and is based on the scenario concept. Scenarios allow users to set conditions (including voice commands, device-triggered events, and time of day events) and automatically execute one or more actions on the home. The Connected Home scenarios will be powered by generative AI to enable the automatic generation of scenario scripts.

Examples of Connected Home core features are:

Device management

Commissioning, setup, device status management, and device control.

Device monitoring

Real-time device monitoring and telemetry.

Multiple home management

Allows users to control devices with the same account from different houses.

Alerts and notifications

Keep users informed about the most relevant events, including occurrences that may require immediate attention, like intrusions or fire alerts.

main features

Discover Connected Home

On top of Altice Home core features, different types of user needs are supported by different kinds of devices, which are grouped into packs (addons):

Smart Connectivity

This pack is a crucial differentiator by leveraging the FiberGW companion features and associated complete control of the Wi-Fi 7 home network with a set of functionalities that includes an outstanding experience, including zero-touch devices setup, prevention of connectivity issues and a complete protected home network from cyberattacks.

Comfort

Includes a comprehensive set of low-cost devices that are easy to install and set up using the mobile App, including smart lights, smart plugs, and IP Cameras.

Smart Security

Provides key information about different types of physical threats and risks to the household, such as intrusion, fire, gas leak, CO detection, etc. When potential risks are detected, emergency alerts and warnings (e.g., smart sirens) are triggered, and the user is notified through different channels, including push notifications, SMS, and voice calls. The storage of the videos recorded by IP Cameras in the Cloud is a premium feature that enriches the Smart Security pack.

Smart Energy and Sustainability

Designed to enable energy consumption savings at home and reduce, in general, the household carbon foot sprint. It includes an energy dashboard that displays energy consumption and energy production information and a set of advanced features to optimize energy management, such as automating the start and stop of highly energy-consuming activities (e.g., laundry, dish washing, and EV chargers) according to the most convenient and cheaper time of the day.
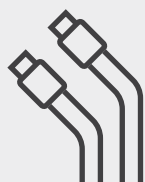
Entertainment

Allows the management entertainment services in the home, including STBs and associated remote control devices and makes them more fun by playing music or video in Scenarios.

Family Care

Includes continuous, real-time care for all household members, with a particular focus on the elderly and children. It sends alerts to caregivers when an anomaly is detected in an elderly or sick person.

service packs

Connectivity

Security

Comfort
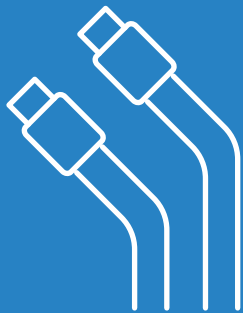
Entertainment

Energy

Family Care

The packs can be combined in numerous ways to meet the specific needs of customers and companies. Additionally, each one of them can be tailored to align with the user's objectives through the adoption of premium services. This way guaranteeing an experience that is perfectly suited to individual requirements, providing seamless integration and unmatched convenience.

Seamless connectivity

Offering a fiber connectivity setup that features frictionless account and service provisioning that allows a continuous monitoring and enhancement of Wi-Fi coverage, it also improves internet speed with detailed in-app diagnostics and recommendations for the optimal placement of extenders. This solution automatically detects the Fiber Gateway once powered on and provides a step-by-step guided setup with prompts for cable connections and activation, minimizing the need to provide new installations or replacements with local technical assistance.

Parental control

With internet scheduling for children, your user can not only set start and end times for internet access but also choose which areas are covered based on the time of day. Additionally, it is possible to select which devices are able to establish a connection. This way, parents can easily limit internet usage to specific hours or days, restricting access during bedtime, study hours, or family time, for example. In special occasions, some configurations can be created to switch patterns more efficiently.
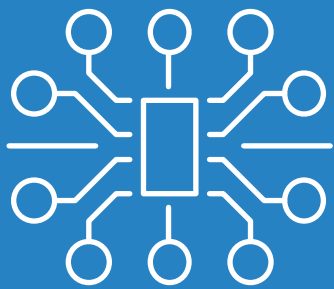
Reliable security system

Provide peace of mind to your customers with a security system that precisely detects any emergency occurrence, such as an intrusion, fire, gas or water leaks, activating real-time alarms through push notifications, sms or voice. With this solution, customers can watch what is happening at home when they are away and access the timeline of events that lead to an eventual emergency due to our video recordings, having the option to call for assistance directly from the app.

Intelligent energy management

Maximize savings by providing the best possible process automation solution based on energy analysis and personal energy efficiency goals. With Home Eco mode, monitor in real-time the consumption of any home appliance, electric circuits, and office equipment to better understand the household monthly energy consumption and the associated bill. Identify patterns and get notified when an appliance or system is consuming above a certain threshold, easily controlling the maintenance and management of your equipment.

Automation for convenience and comfort

This solution offers automated light and temperature adjustments based on occupancy and time of day, ensuring optimal comfort at all times. In this sphere, automated blackout blinds also emerge as a great way to easily control light and provide privacy. Additionally, you can seamlessly integrate multiple devices and applications for customized automation using IFTT.
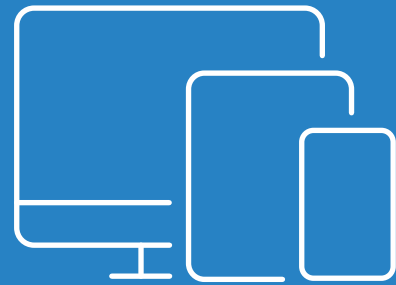
Virtual Concierge Assistant

By learning the users' habits, this virtual assistant can effectively anticipate needs and guarantee that the home adapts itself according to them, creating a more comfortable and convenient living environment. Just imagine a pre-heated oven or a thermostat perfectly adjusted to the weather – all without lifting a finger.

use cases

Living longer at home (aging in place)

This solution can actively monitor daily activities to ensure healthy routines are maintained, sending alerts when people forget to engage in certain activities or anomalies are detected, such as falls. This way, it's possible to assist elderly or disabled individuals through smart displays that offer two-way communications, emergency buttons, and hands-free controls.

Entertainment

Seamlessly integrating voice control, this solution allows users to control their music experience with ease in different rooms, according to numerous contexts. Thanks to the scenario automation option, it's possible to wake up to the sound of a certain song or set the perfect ambiance for a movie night with the Home Theater and TV routines aspect.

our clients

contact us

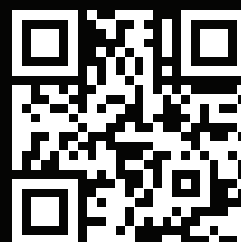## Ready to join the future?

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