

Motive HomeView Template



KEY BENEFITS

- Accelerates time to market for home networking and value added services
- Simplifies the setup and management of home networks
- Lowers the barrier to new service adoption
- Reduces call volume related to in-home networking issues
- Increases brand awareness and customer satisfaction

A recent consumer survey reveals that broadband households are increasingly interested in home networking applications such as wireless networking or file and printer sharing. Meanwhile, service providers have begun offering new value added services, which utilize hardware devices, software and network-based services to help increase value for customers and revenues for themselves. However, few mainstream consumers have the technical savvy to install, configure or maintain their home networks and these new value-added services.

Simplify Home Networking

Motive's HomeView Template makes it easy for service providers to help subscribers to quickly and correctly set up home networks, including popular capabilities such as wireless connectivity and file or printer sharing. Motive's HomeView Template includes an intuitive graphical user interface and the intelligence to automatically discover all connected devices on the home

network, including PCs, game consoles and media adapters. Additionally Motive's HomeView Template provides simple self-service oriented tools for sharing resources and configuring value-added services such as gaming, video, music and web cams. Motive's HomeView Template provides a new dimension to home networking services turning home networking into a real differentiated offering.

Empower Users with Intuitive Self-Help Tools

Motive's HomeView Template provides a set of intuitive self-management tools for residential and SOHO users. These self-help tools can be easily integrated into existing web portal and supports Single Sign On (SSO) integration. In addition these self-help tools automatically discover and inventory common home networking devices and display these on an intuitive visual map. Users have the ability to personalize their map and give friendly names to devices on their home network. Motive HomeView Template enables broadband subscribers to activate and manage home networking services such as wireless network, media-streaming, and online gaming.

Automate Problem Diagnosis and Repair

Motive's HomeView Template contains intelligent workflows which continuously monitor LAN and WAN links and proactively alerts the subscriber of potential issues.

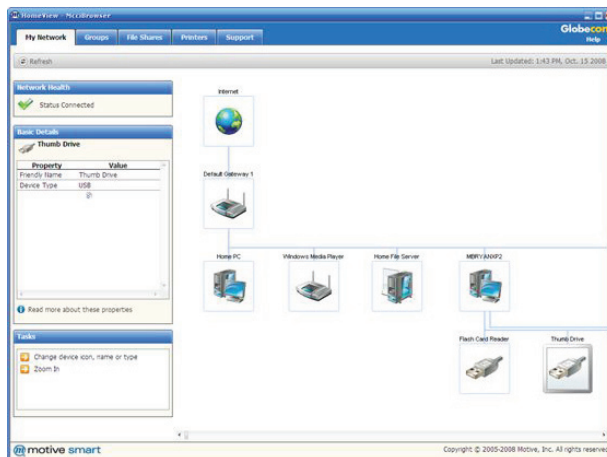


Figure 1: Motive HomeView "My Network" Map

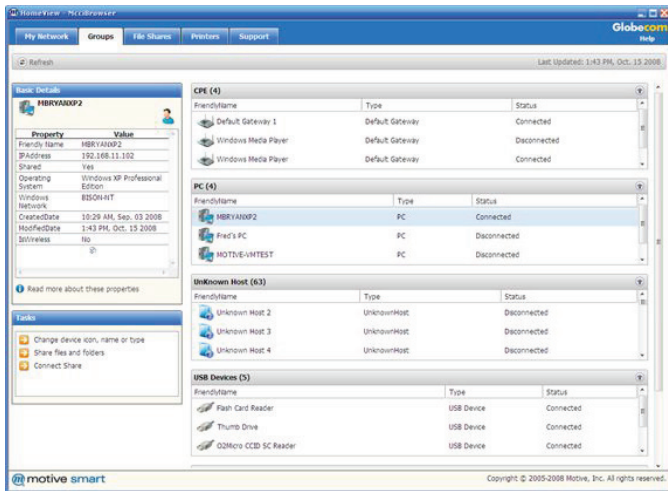


Figure 2: Motive HomeView Device Group List

The proactive notification capability includes guided workflows for automated diagnosis and repair of the issue. In the event a subscriber needs help desk support, call center agents will have instant access to the most recent subscriber home network information or the last known working state in case of connectivity loss.

Manage Value-Added Services

Service providers are able to simplify the complex interactions between devices and services, using Motive HomeView Template's intuitive network map. The HomeView user interface and intelligent workflows can be easily extended to help service providers address the challenges associated with activation, support and management of value added services like home security, network storage, media sharing, and VoIP.

Motive's HomeView Template has built-in support for different languages and flexibility for a customized look and feel.