

A panorama of the e-health services to illustrate the telecoms innovation

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Abstract. The conception and the supply of more and more innovative systems has become a priority for telecoms operators. For that purpose, their innovators, designers and engineers make some prototypes, then conceive and develop new services of communication, advertising on mobile, messaging systems, contents, intelligent and communicating equipments etc. Moreover they use the existing platforms and mechanisms of interaction, interrogation, reporting, analysis of data and distribution that have become key elements. However the conception of interactive, multi-device and browser-based services, with rich interface, requires adapting them to the customers context. It thus requires to be more interested in the customers journeys or usage scenarios.

The broadcasting, personal and community contents, audience domains but also the virtual worlds domain are so new territories of growth for telecommunications operators. Another domain which is rich in opportunities for them is the e-health domain. The link between telecoms products/services and the web allows them to address heterogeneous and complex communities (patients, caregivers, health care establishments, and other stakeholders). Thank to a panorama of the telecoms innovations in the e-health field, this presentation will be the occasion to talk about these objectives, methods and technologies used by the telecommunications operators to address several and constantly evolving communities by supporting their needs in terms of inter-communication, information research or knowledge sharing.

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