

P. Dumoux. *INNOS server: teleassistance communication and service platform. Gerontechnology 2009;8(2):110; doi: 10.4017/gt.2009.08.02.017.00* INNOS (INNOvated Service) is directed to older adults, lonely persons and people with restrictions, especially in thinly populated rural areas where restrictions in mobility may quickly lead to desolation and lack of care. Aim is to give these subjects an easy access to local suppliers of services and products in the leisure, social, domestic, governmental, medical and care domains, as well as to support communication with family and friends. A second aim is the stimulation of the local economy by better connecting demand and supply. Charles Foix Longer-Life Competence network¹ supports the development of this service. **Technical description** The INNOS-system² consists of the central INNOS server and INNOS modems. No internet connectivity is required, only a telephone landline. The service platform supports email, telemedicine, telealarm, tele-shopping and telebanking applications through telephone lines. The modem works as a pc/printer combination with only two buttons: 'send' and 'print messages received'. Sender places a document (text messages, photographs and other pictures, documents) in the modem which is sent to the central INNOS server automatically or after pressing the sent button. Here telephone number and/or name of the meant receiver are recognized or calculated. Subsequently the message is connected to the relevant email address, and delivered. Demanded products and services are automatically directed to the most suitable supplier. For the local suppliers of products the most efficient distribution routes for combined deliveries are calculated and made available. **User studies** A field study has been performed in the thinly populated region of d'Issy L'Eveque, a predominantly rural area, to investigate the needs for a service such as INNOS. Of the 2421 inhabitants, 544 fell in the age category of 65+ years (23%) and were all questioned; 70% of these older adults were retired farmers. In total 369 (68%) returned the completed questionnaires sent by the community administration and by INNOS. Of the elderly and less mobile persons 92% wanted assistance of different sorts, 56% needed regular hot-meal delivery or other delivery services, while 43% wished access to leisure activities. It is concluded that in this thinly populated region an INNOS-like service would (i) stimulate the local economy by creating new jobs, (ii) support full social participation of older adults, (iii) improve their medical care, and (iv) constitute an enlargement of public service. The high interest and the support of the local economy, seems to make private financing of an INNOS-like possible. In October 2009 a field trial will start to test the service platform with special attention to the configuration of user interfaces of both end users and service suppliers.

References

1. Zimmer B, Deschesne L, Yannou B, Stal-le-Cardinal J, De Touchet A, Piette F. A design and evaluation program for longer-life products. *Gerontechnology 2009;8(2):123; doi: 10.4017/gt.2009.08.02.011.00*

2. Dumoux P. Système et dispositif de communication simplifié, notamment adapté pour les personnes en situation de perte d'autonomie; patent 09 02670 pending; registered June 3, 2009

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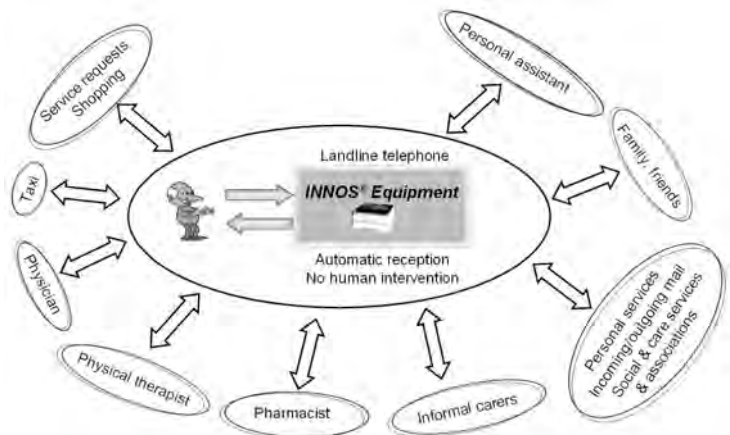


Figure 1. Architecture of the INNOS communication system, aiming at a better control of daily activities and to break isolation, at low cost to make it available to the largest number of persons at home²