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# Qterics<sup>®</sup> Device Management Services

Qterics<sup>®</sup> - A UEI Company





# QuickSet™ - Device Discovery and Control

## OUR CUSTOMERS

**Smart TV:** Samsung, LG, Sony

**MSOs:** Comcast, Cox, AT&T, Dish, Charter, Sky, etc.

**AV:** Sony, Denon, Bose

**Others:** Sling, Microsoft, Xbox, etc.



**SONY**



**DENON**



OUR  
CUSTOMERS

**Smart TV:** Vizio, Sony, Sharp, Hisense, TCL, LG, Vestel

**SoCs:** MediaTek, Mstar, Realtek, NovaTek

**ODMs:** Changhong, THTF, Konka, Compal, Amtran



**SONY**

**SHARP**

**Hisense**

**VESTEL**

**CHANGHONG**

**KONKA**



**june**



# Customer Support - The Challenge

## Customer Care costs are staggering and growing

- Over **\$2B** per/year support costs
- Estimated **30-35%** expense reduction possible
- Up to **40%** of truck rolls are unnecessary

## Customer Experience Growing in Complexity

- Multiple content sources – Linear, Smart TV, OTT, On-demand
- Advanced interactive features, Apps, Web Apps
- Countless Internet applications

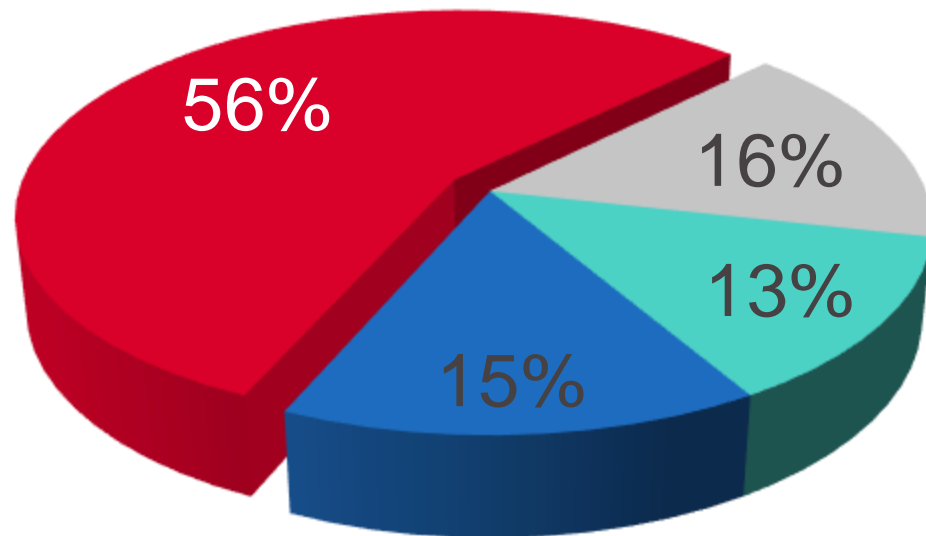


SupportView®

SupportView addresses these challenges

# Customer Support - The Challenge

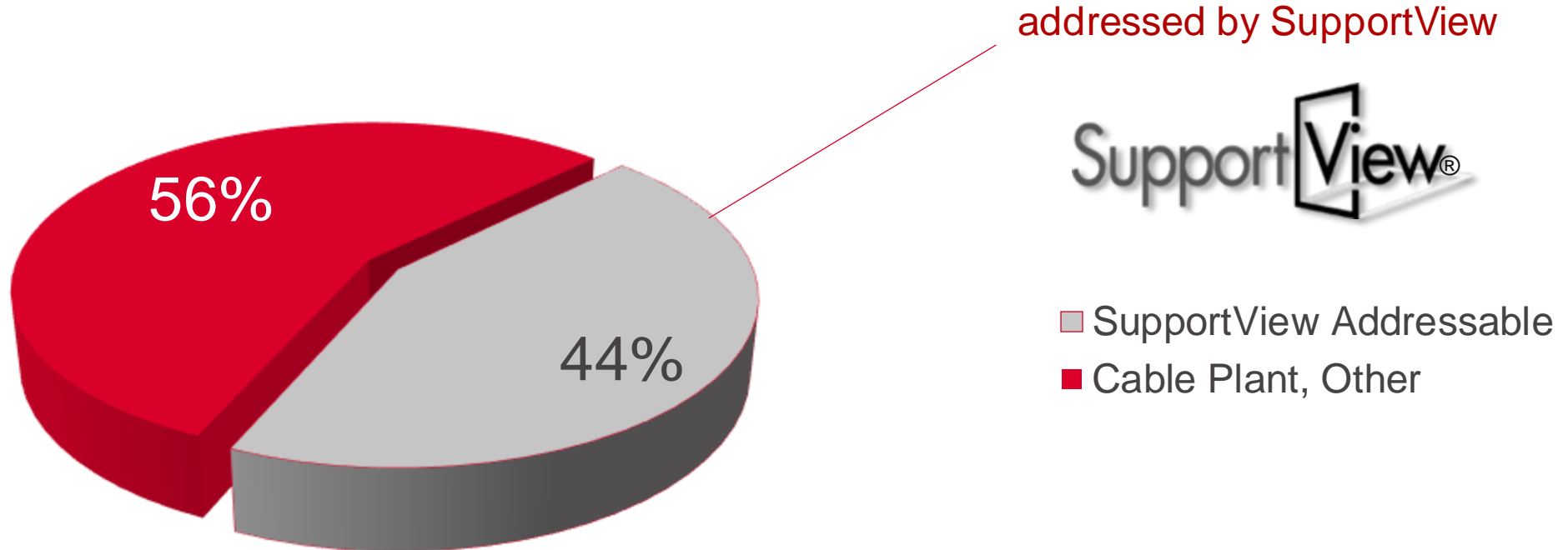
Operational Support Costs (MSO)



- Avoidable Truck Rolls
- Repeat Truck Rolls & Calls
- Installation Related Issues
- Cable Plant, Other

# Customer Support - The Challenge

## Operational Support Costs



# Qterics Services

- SupportView Remote Support
- SupportCam Remote Photo Sharing
- OTA Software Update
- DRM In-field Provisioning



# OTA Software Update

- Secure
  - Device/Server authentication
  - Payload encryption
- Advanced Management Capabilities
  - Targeted device distribution (Device groups, Geography)
  - Extensive device reporting
- Content Provider approved service
  - Netflix and Amazon VOD certified
  - Meets Google Robustness Rules
- Global Service Coverage



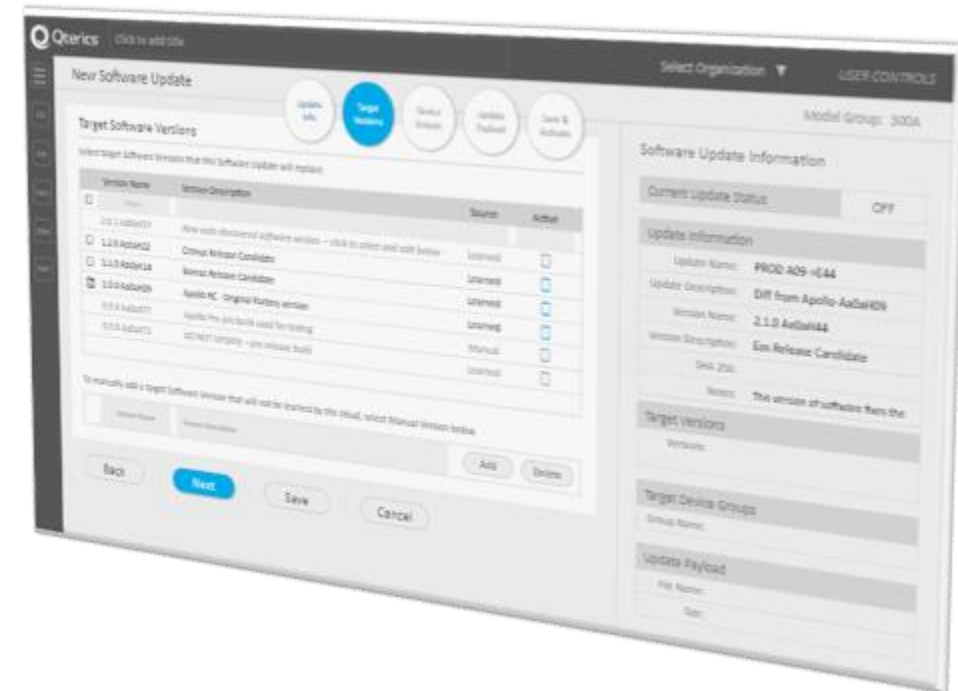
**NETFLIX**





# OTA Software Update

- **Advanced Device Targeting Capabilities**
  - Update a single device, a group, or a specific quantity
  - Update devices by geography, version number
- **Differential and sequential updates**
- **Phased rollouts**
  - Set maximum distribution quantity to limit risk
  - Increase over time as confidence grows
- **Easy-to-use, web-based administrative interface**
  - Extensive Device Reporting
- **Global Service Coverage**
  - Global Content Delivery Network



# DRM In-field Provisioning Service

- Secure, Device-specific, Object Payload Delivery
  - Deliver DRM keys, security certificates, etc.
- Simplified DRM Key Management
  - Streamline factory certificate/key provisioning
  - Minimize factory provisioning errors
  - Manufacture/ship devices before certification complete
- In-field Device Management
  - Enable new streaming services
  - Resolve corrupt, duplicate, or missing certs and key issues
  - Revoke and re-provision compromised keys
- Netflix and Google approved Services
- Global service coverage



**NETFLIX**



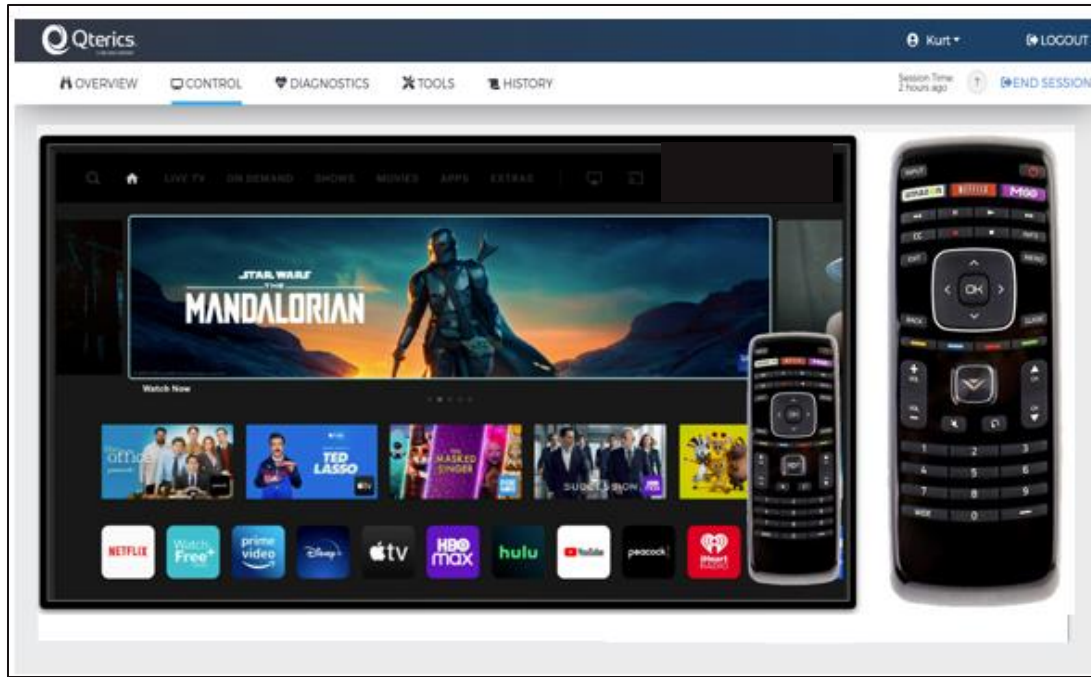
Over 500 million provisioned keys to date

# SupportView Remote Support

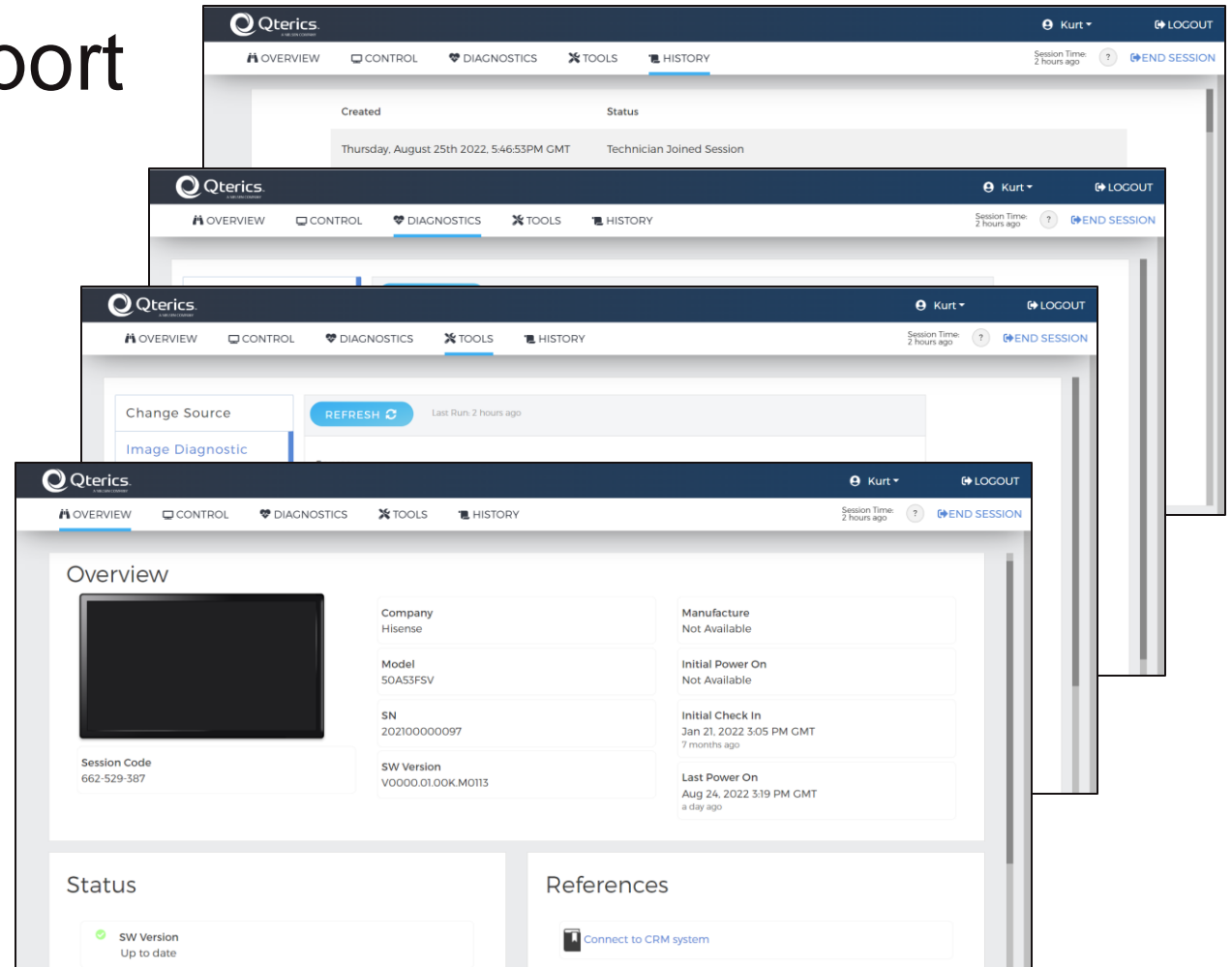
- Remote Device Management
  - Remote screen viewing
  - Remote device control
  - Remote diagnostics & troubleshooting
  - Remote manufacturing testing
- Enhanced Customer Experience
  - Improved Customer Satisfaction (higher Net Promoter Score)
  - Customer Support and Training
- Lower Support Costs
  - Reduce Product Returns and Truck Rolls



# SupportView<sup>®</sup> - Remote Support



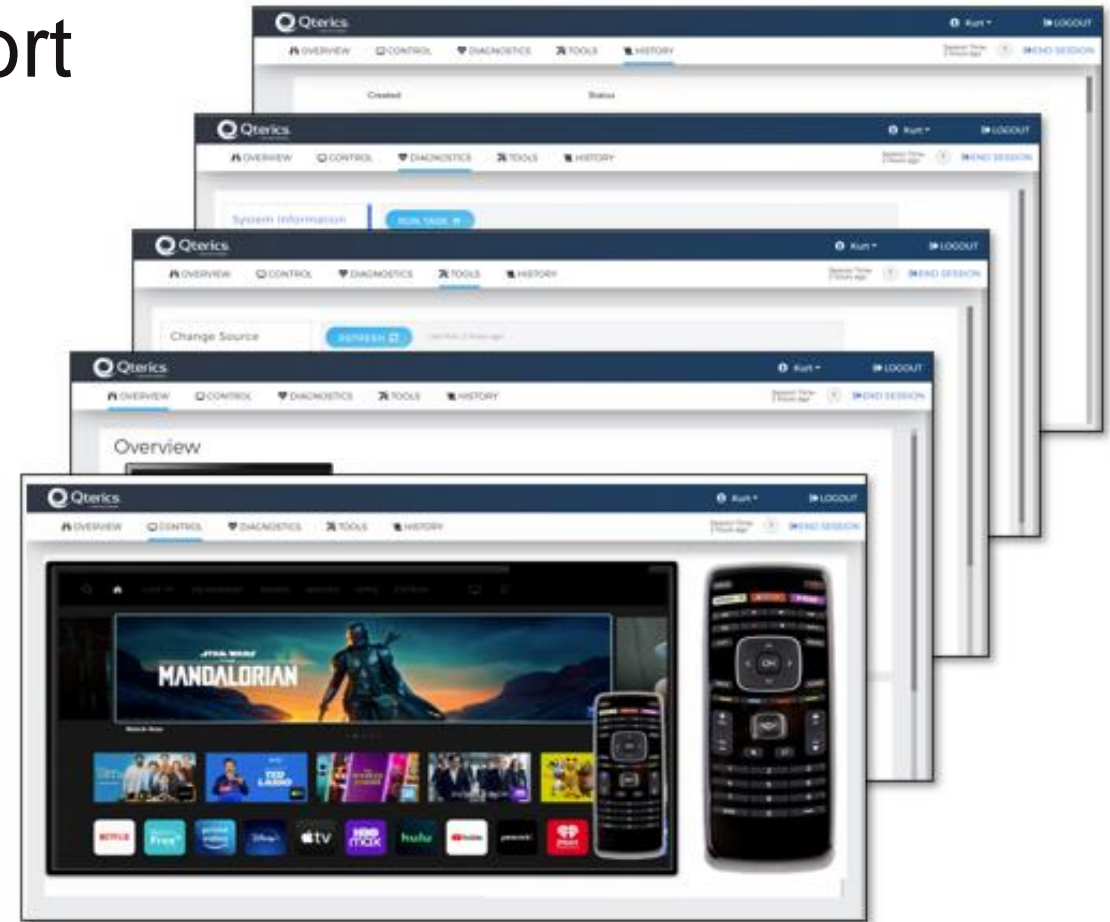
*Put your customer service agent  
“virtually in the house”*



# SupportView® - Remote Support

## SupportView™ Capabilities

- View the consumer's TV screen
- Navigate the TV menu
- Edit settings from the virtual remote
- Edit settings using shortcuts
- Run diagnostics
- Upload device logs and config files
- Perform software update
- Train user "how to"
- Pull the TV's ESN, Mac, etc
- Run network diagnostics
- View/adjust picture settings
- View/adjust the audio inputs/outputs
- Change the input/source
- Display the remote control on the TV screen
- Run sound diagnostics
- Do a factory reset
- Upload the TV config file
- View the device history



*“virtually in the consumer’s home”*

# SupportView Friends & Family

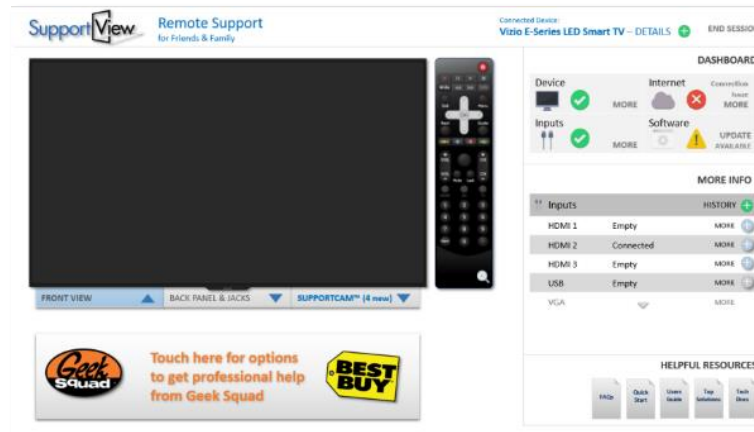
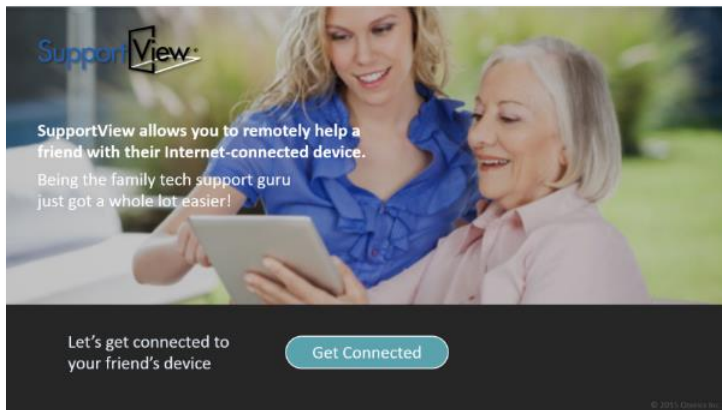


## Cost Elimination

- SupportView F&F designed for consumer use
  - Friends and Family helping each other (leverage the “first call”)
  - Simple to use with NO fee to consumer
  - Eliminates the call to the manufacturer (100% cost reduction)

## Product differentiator

- Product feature for elderly consumer - support by friends and family



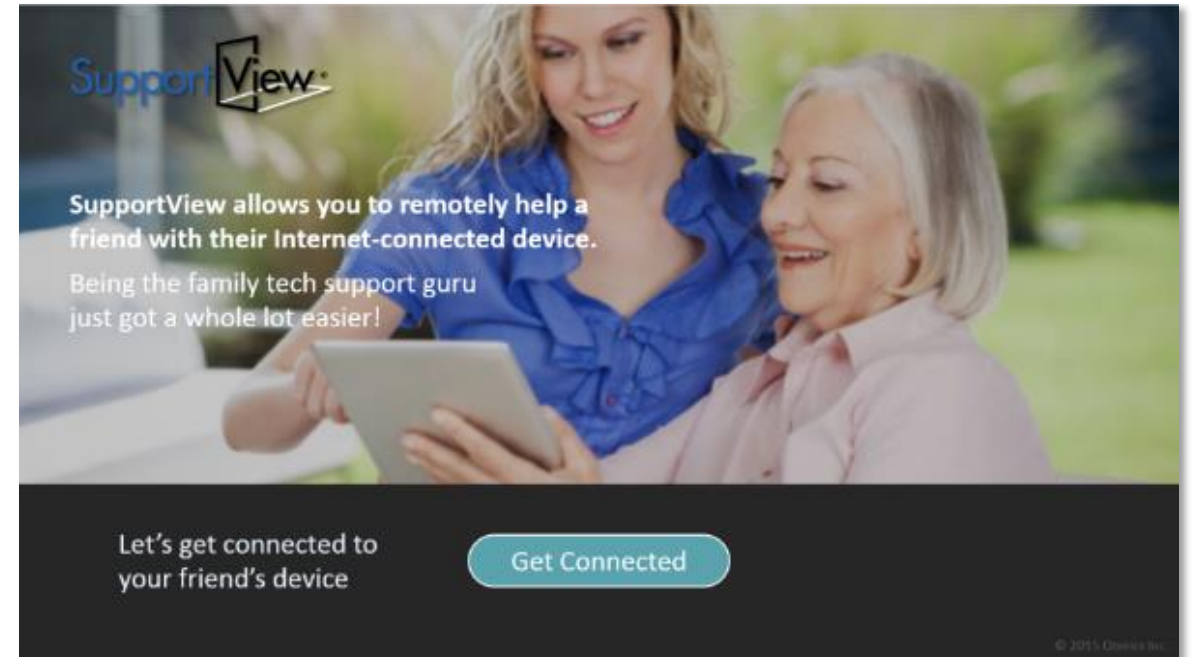
*Leverage the “first call” to friends & family*

# SupportView Friends & Family



- **Benefits**

- Improved Customer Satisfaction
  - More comfortable support experience
  - Simple to use with “no” fee to consumer
- Cost Reduction
  - Eliminates the cost of a tech support call to OEM
- Product Differentiator
  - Advanced technical support capability
  - Excellent for elderly consumers



# SupportCam Remote Photo Sharing

- Remote Photo Sharing
  - Consumer photo sharing with tech support
  - Customer can snap, mark up, and share photos
  - Tech can respond with edited photos
- Improved Customer Experience
  - More precise customer communication
  - Improved Customer Satisfaction (higher Net Promoter Scores)
- Lower Support Costs
  - Faster Problem Resolution
  - Reduce Product Returns and Truck Rolls

