



PRESS RELEASE

New Getac Assist Solution Enables Real-Time Support for Remote Field Workers in Challenging Environments

News in brief:

- Getac Assist enables remote workers to collaborate with subject matter experts around the world in real-time via a secure, browser-based platform.
- The solution utilises the new fully rugged Getac Assist Camera for video streaming via Wi-Fi or 4G LTE connectivity, with up to 10 hours of battery life per charge, all in a lightweight and versatile design.
- Getac Assist can be integrated into existing support systems for fast, hassle-free rollout.
- The solution has been designed to empower remote workers across a wide range of industries including utilities, natural resources, defence, manufacturing, transport & logistics, and automotive.

TELFORD, 10 September 2024: Getac today announced the launch of Getac Assist, a fully rugged remote expert solution designed to support field-based workers and teams across the rugged industries with advanced capabilities in knowledge transfer, remote guidance, inspection, training, safety, and compliance.

With Getac Assist, remote workers can use the powerful new Getac Assist Camera to stream live video from the worksite, viewable securely via Getac's purpose-built browser-based software platform. Subject Matter Experts (SMEs) around the world can then log into the platform to annotate videos and screenshots from the live stream in real-time, share documents, collaborate with other SMEs, and guide on-site workers through tricky procedures. Not only does this result in improved first-time fix rates, but it also helps reduce downtime, lower support costs, and increase overall operational efficiency across remote workforces.

The new Getac Assist Camera is lightweight and versatile. Unlike traditional remote assistance solutions that require headsets, it is designed to be body worn or mounted independently using a wide range of secure mounting options. Doing so provides a more stable video stream and also ensures the worker's vision remains unobstructed for enhanced situational awareness and safety.



The Getac Assist Camera features both Wi-Fi and 4G LTE capabilities for seamlessly connectivity and boasts up to 10 hours of battery power per charge for long periods of uninterrupted operation. Like all Getac fully rugged devices, the Assist Camera is also designed to thrive in challenging work conditions. Featuring a temperature operating range of -20°C to +50°C/-4°F to +122°F, (with storage temperatures of -40°C to +71°C/-40°F to +156°F), it also meets IP67 and MIL-STD-810H standards and boasts six-foot drop resistance. Charging options include a single dock, multi-dock, or magnetic quick release breakaway cable.

When connected to Getac's purpose-built Assist software, remote workers can collaborate with SMEs as if they were standing next to them in the field. The secure browser-based platform makes communication quick and easy, with SMEs able to view live video, share documents and annotated screenshots, live chat with colleagues, record sessions and more. The platform also features object recognition and AI redaction, which can be used to automatically anonymise sensitive and/or personally identifiable information (PII), such as faces and vehicle license plates in videos and screenshots.

“Getac Assist sets a new benchmark for remote assistance solutions in rugged industries,” says Amanda Ward, EMEA Senior Director, Technology & Services at Getac. “Even in challenging work environments and adverse weather conditions, it enables field workers to seamlessly connect with SMEs around the world and get the assistance they need to achieve those all-important first-time fix rates. Doing so transforms both service call performance and customer satisfaction, providing a reliable advanced platform that adapts to the unique demands of rugged field operations.”

About Getac

Getac Technology Corporation is a global leader in rugged mobile technology and intelligent video solutions, including laptops, tablets, software, body-worn cameras, in-car video systems, digital evidence management and enterprise video analytics solutions. Getac's solutions and services are designed to enable extraordinary experiences for frontline workers in challenging environments. Today, Getac serves customers in over 100 countries spanning defence, public safety, ambulance, fire & rescue, utilities, automotive, natural resources, manufacturing, transport, and logistics. For more information, visit: <http://www.getac.com>. Participate in the [Getac Industry blog](#) or follow the company on [LinkedIn](#) and [YouTube](#).

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