

Magic Leap Assist

How to buy

Magic Leap Assist is available as a complimentary download for every Magic Leap device owner through the Featured Apps menu on **Magic Leap OS 1.1.0 or later**.

Note: "Featured Apps" opens a webpage in the device's browser. You may need to enable the "Install unknown apps" permission for the browser to install Assist after downloading it.

Visit magicleap.com/how-to-buy for additional information.

Target Industries

Organizations seeking advanced technology to improve workflow of their operations, including:

- Diagnostic services
- Maintenance and repairs
- Manufacturing

Target Buyers

Key decision makers within business and IT teams who are solving operational challenges and reducing operational costs. The headset is often purchased by IT and business stakeholders, including the following roles:

- CDOs, CIOs, COOs, VPs of Operations
- Plant Managers, Operation Managers
- Directors of IT, Directors of Innovation
- Field Service Managers

Users and key influencers

Mechanics, technicians, engineers, doctors, and scientists working in day-to-day operations for target industries.

Contacts

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MagicLeap.com



Solution Overview

Ask an expert on the spot, no matter how far away help may be. Magic Leap Assist connects field techs to remote experts for live guidance that enhances training and customer service. Employees at all levels can provide better maintenance, diagnostic services, and repairs across multiple professions. Designed to give Magic Leap 2 users immediate access to extended reality (XR) software, Magic Leap Assist facilitates accelerated on-the-job training and employee retention at a time when upskilling your workforce matters most.

Value Proposition

Available via download, the Magic Leap Assist app enables organizations to seamlessly adopt AR technology to onboard their workforce, improve first-time fix rates, and perform complex operations while saving on high-cost travel expenses. Magic Leap's Assist app delivers advanced technology that can be used to improve any remote support application, from diagnostic services to training and everything in between.

Pain points addressed

- Conduct remote inspections and repair assistance with see-what-I-see capabilities to deliver better service and solutions
- Accelerate workforce development by connecting in-house experts or consultants with field techs for guidance from anywhere in the world; bridge the skills gap between on-site techs and senior engineers
- Reduce travel and training costs; keep overhead low and bids competitive

Features

Hands-free video and audio enables experts to see what you're seeing and provide live assistance

Live digital twin of the Magic Leap 2 user's environment delivered in real time assists remote team members

Spatial mark-up tools help users pin, label, and interact with the field environment the Magic Leap 2 user is assessing

Document and resource sharing including 3D models, schematics, instructions, and other files can be sent to a Magic Leap 2 user, allowing them to scale, rotate, and interact within the AR workspace

An adaptable environment enables Magic Leap 2 users to anchor workspace elements like toolbars and files to ease navigation in the field