

A NEW WAY TO CONNECT WITH OUR EXPERTS



Through our secure digital technology, you have remote access to our expert know-how everywhere and without any delay. Using your smart device, we can see what you see, discuss problems, and make recommendations about how to resolve the issue – without the travel time. This enables fast and secure troubleshooting, system diagnosis as well as comprehensive technical support in every phase of your machine or factory lifecycle.

We still want to visit you in person when we can, but Castrol Virtual Engineer is the next best thing.

HOW IT WORKS:

EXTERNAL EXPERTS/SUPPLIERS

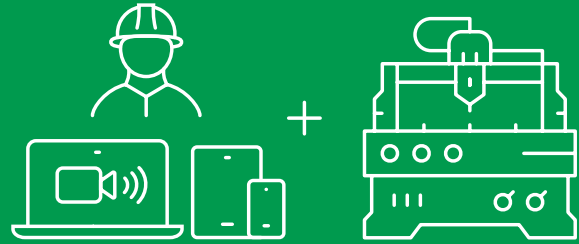


**INVITE EXTERNAL EXPERTS
OR SUPPLIERS TO A TICKET**



WIFI / MOBILE
NETWORK

CUSTOMER SITE



AUDIO AND VIDEO COLLABORATION

ADVANTAGES OF CASTROL VIRTUAL ENGINEER SERVICE: INCREASING THE EFFECTIVENESS / PRODUCTIVITY OF CUSTOMER SITE VISITS



FAST EXPERT KNOW-HOW

ALLOW FOR QUICKER & EASIER COLLABORATION
AND KNOWLEDGE SHARING



COST REDUCTION

LESS TRAVEL AND REDUCED DOWNTIMES LEAD TO COST
REDUCTION AND CONTRIBUTE TO CARBON NEUTRALITY.

KEY FEATURES AND CAPABILITIES:

- Invite an expert(s) to a support ticket
- Experts provide support from Web and mobile
- Live Video and Audio on low bandwidth networks
- Online creation of Augmented Reality (AR) content
- AR step-by-step annotations
- Multi expert conference call
- Sending of high-resolution pictures and videos
- Remote video recording
- Reassign and escalate support tickets
- Create PDF reports from support tickets

TALK TO YOUR LOCAL CASTROL REPRESENTATIVE OR CALL 888-CASTROL TO SET UP A DEMO TODAY.