



# A new way to connect with our experts

Introducing our new technology



I'm not sure I'm using the right grease for our robots?

Let's have a closer look at your units.

We're also seeing very high temperatures.

I'll email you the technical details of an approved grease.





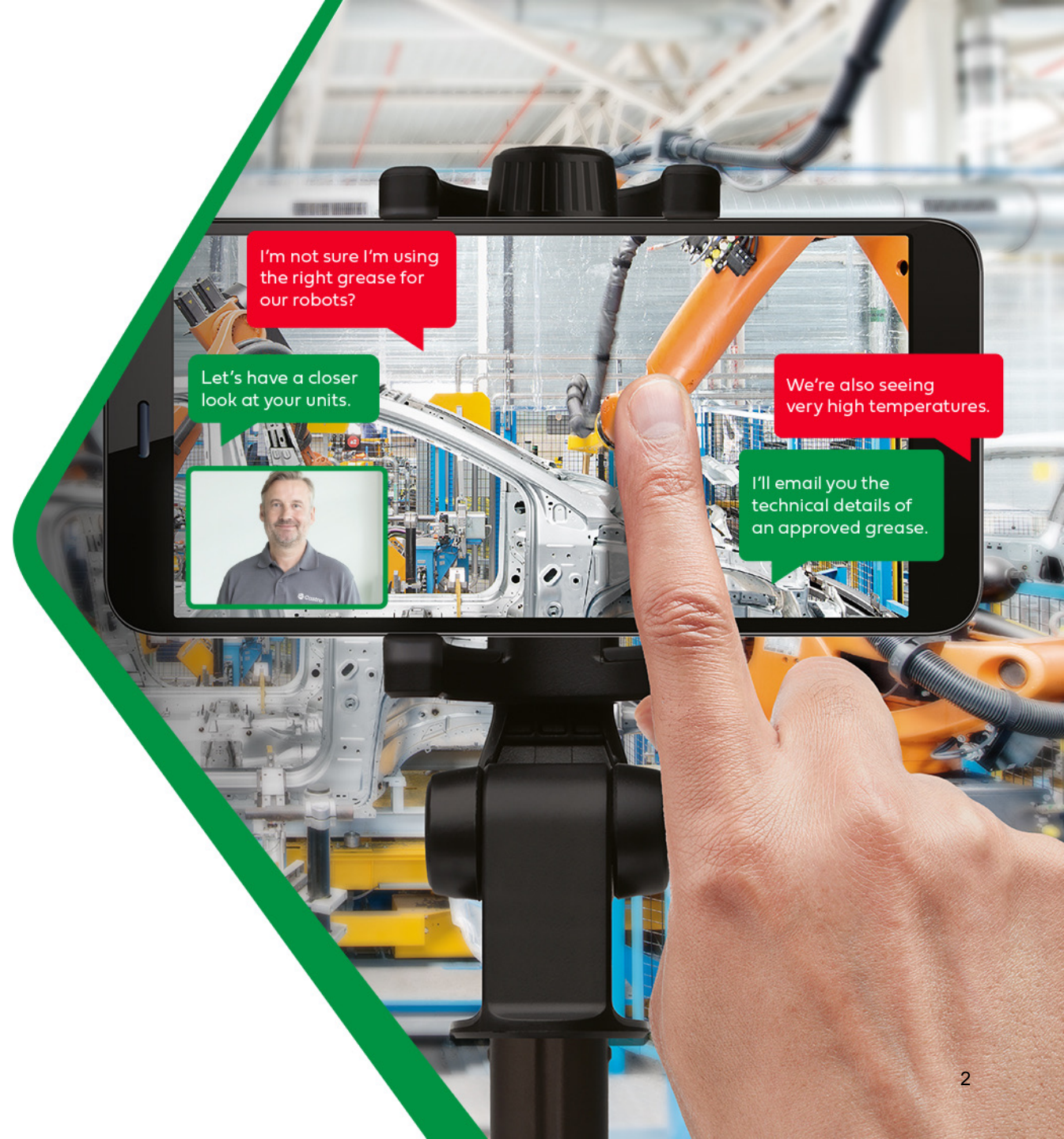


# Introducing New Castrol® Virtual Engineer

The next best thing to a Castrol expert on site

Wherever you're based in the world, whatever your industry\*, when you have a challenge or simply need some technical advice, our Castrol experts want to help.

Through our new digital solution, Castrol Virtual Engineer, we can now virtually visit your site, vessel or factory at any time, from anywhere in the world, without the travel.



\* Where service is offered by Castrol and subject to connectivity and compatibility of your device.

# How Castrol Virtual Engineer works



## 1. Schedule

Your trusted Castrol expert will schedule a call with you, sharing a connection link via text or email.



## 2. Join

You join the Virtual Engineering session on either a mobile phone or tablet, using the web browser or the Castrol mobile app.



## 3. Extend

If more people from your team want to join, they can connect via a PC or mobile device.



## 4. Show

Through your mobile device camera, we see what you want us to see.



## 5. Discuss

The application allows us to effortlessly interact with you, making notations on screen or pointing out things we may need to take a closer look at.





# Whatever your industry, it will enable us to provide the support you need

Whatever industry you work in\*, now you can get more access to a trusted expert – and we can help you solve problems, reduce downtime and keep operations running smoothly.

Of course, we still want to visit you in person but when required, but our new technology, Castrol Virtual Engineer, is the next best thing.



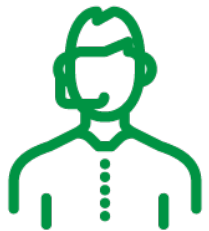
\* Where service is offered by Castrol and subject to connectivity and compatibility of your device.



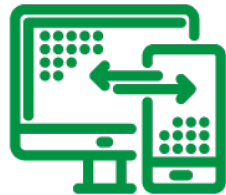


Play video

  
**Castrol**  
Virtual  
Engineer



Rapid access  
to our experts



Multi-device  
compatibility



Hands-free  
operation



Safe, secure  
and compliant



Flexible  
connectivity





## Rapid access to our experts

Advice when you need it, avoiding travel time. Castrol Virtual Engineer allows you to collaborate with a wider Castrol network, to find solutions faster and get the best technical advice.



## Multi-device compatibility

Castrol Virtual Engineer is flexible and can be accessed on mobiles, tablets, laptops or desktop PCs.





## Hands-free operation

Your safety is our priority, and we understand the industrial environments you work in.

Castrol can provide a rugged, hands-free harness to attach your phone.



## Safe, secure and compliant

Your confidential data is protected,  
and any information shared is stored  
on an encrypted, cloud-based server.





## Flexible connectivity

While fast broadband is in many places we work, we know that's not the case everywhere.

The smart technology recognises and adjusts to your data connection speed.

# We can virtually help you with

## Product selection

Example Industry: Robotics



I'm not sure I'm using the right grease for our robots?

Let's have a closer look at your units.

We're also seeing very high temperatures.

I'll email you the technical details of an approved grease.



# We can virtually help you with

**Troubleshoot operational challenges**

Example Industry: Wind Energy



# We can virtually help you with

**Sampling protocols**

Example Industry: Marine





# We can virtually help you with

**Troubleshoot operational challenges**


Example Industry: Manufacturing



# We can virtually help you with

**Support technical inspections**

Example Industry: Auto Manufacturing



We're experiencing some unusual wear on our conveyor rollers.

That pitting I can see is caused by a breakdown in boundary lubrication.

What is the solution?

For high load applications like this, you need a more solid lubrication.



# Virtual collaboration, rapid solution

## Situation

A major automotive manufacturer faced some challenges with new equipment they were trialling.

## Solution

The engineering teams joined a Castrol Virtual call within minutes of contacting Castrol, including the equipment manufacturer. The on-site engineer used Virtual Engineer to show those on the call the equipment and exactly what was happening.

## Outcome

Through being able to view the equipment and issues on screen, Castrol were able to guide the customer through a series of checks and recommendations. The equipment was operational within an hour.



## Benefits

- 1 Rapid solution with real time instruction, no travel delays
- 2 Operational disruption kept to an absolute minimum
- 3 Multi-team collaboration





Of course, we still want to visit you in person when it's required, but our new technology, Castrol Virtual Engineer is the next best thing.







# Talk to your Castrol expert and set up a demo

[castrol.com/virtualengineer-us](https://castrol.com/virtualengineer-us)



PUBLISHED April 2023.

Approved oils, fluids, lubricants, technology and services within the same class can show different levels of performance. Results can vary depending upon the type of equipment used, its maintenance, operating conditions, and any prior lubricant used. © 2022. The Castrol name and logo are registered trademarks of Castrol Limited.