

A NEW WAY TO CONNECT WITH OUR EXPERTS

Through our new technology solution, Castrol Virtual Engineer, we can now virtually visit your site, vessel or factory* at any time, from anywhere in the world.

Talk to your local Castrol expert and set up a demo today.
castrol.com/virtualengineer



**RAPID ACCESS
TO OUR EXPERTS**



**MULTI-DEVICE
COMPATIBILITY**



**HANDS-FREE
OPERATION**



**SAFE, SECURE
AND COMPLIANT**



**FLEXIBLE
CONNECTIVITY**

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

IT'S MORE THAN JUST OIL.
IT'S LIQUID ENGINEERING.

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.

It's quick and simple to arrange. Your trusted Castrol expert will schedule a call with you, sharing a connection link via text or email. You join the Virtual Engineering session on either a mobile phone or tablet, using the web browser or the Castrol mobile app. If more people from your team want to join, they can connect via a PC or mobile device.

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



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SAFE, SECURE AND COMPLIANT

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

- Complies with the EU General Data Protection Regulation (GDPR).
- Secure end-to-end encrypted of all transmitted data e.g. speech, video, photos.
- Virtual Engineering sessions are only recorded with your permission.
- For personnel privacy, all faces of 'background' personnel are obscured during video storage.



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.

- Your Castrol expert will allocate a unique case number for each virtual session.
- You'll receive an invite via email or text. Just follow the instructions and connect.
- During the virtual meeting we will share on-screen prompts and instructions.
- Documents, video and other data can be uploaded during the session.
- Each virtual session needs at least one 'lead' mobile device with a camera.
- There is a limit of 8 direct participants to each virtual session.



MULTI-DEVICE COMPATIBILITY

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

- Our Castrol mobile app is developed for Apple and Android.
- A mobile phone or tablet needs to be used to provide the 'lead' device camera.
- Laptops or desktop users can join via a web browser.
- Virtual sessions can be recorded and shared with your team.



HANDS-FREE OPERATION

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

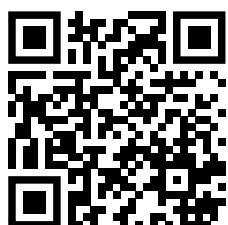
- Castrol can provide a rugged, hands-free harness to attach your phone.
- Of course, the device can be hand-held if safe to do so.
- Or use your own device harness if preferred/ required in your working environment.



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 (cellular, Wi-Fi or 5G etc).



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