CAT® REMOTE SERVICES

MAXIMIZING ENGINE AVAILABILITY HAS NEVER BEEN EASIER FOR OIL & GAS CUSTOMERS.

Minimal downtime, increased safety & enhanced operational flexibility wherever your engines operate.

REMOTE TROUBLESHOOT

Remote Troubleshoot enables Cat® dealers to run diagnostic testing on connected equipment, quickly pinpointing potential issues while the equipment is in operation.

» If a repair is required, Remote Troubleshoot ensures the technician arrives with the correct parts, service tools, and instructions, completing the repair correctly in a single visit.

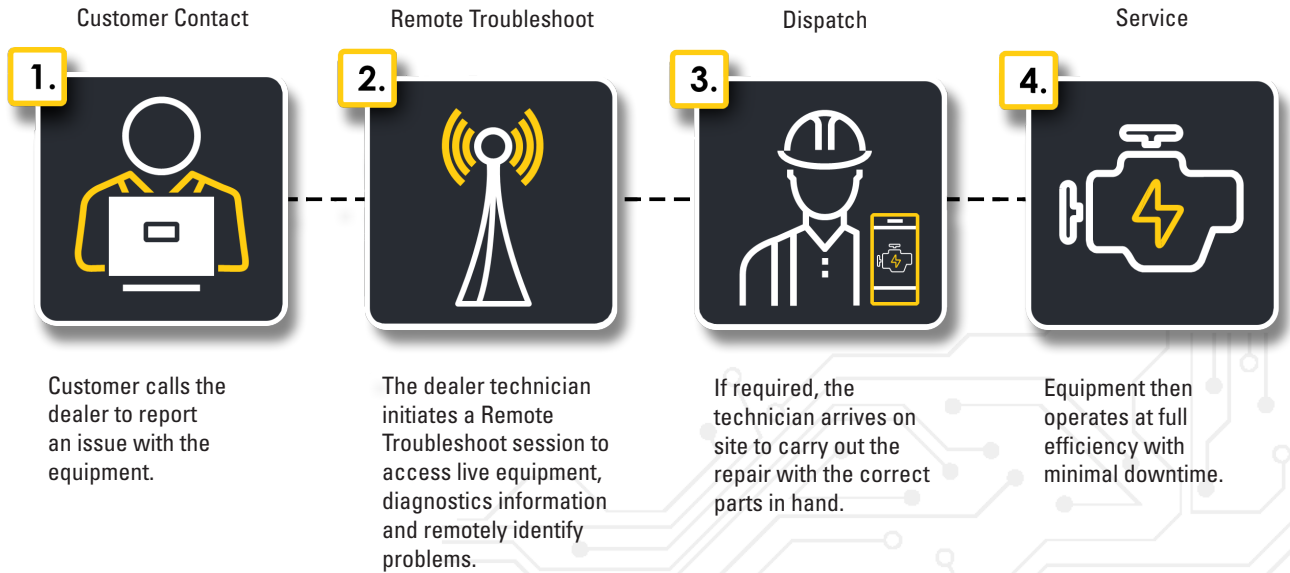» Equipment is up and running as soon as possible, saving you time and money.

REMOTE FLASH

Remote Flash enables convenient, offsite updates to the on-board software of connected equipment without a technician present.
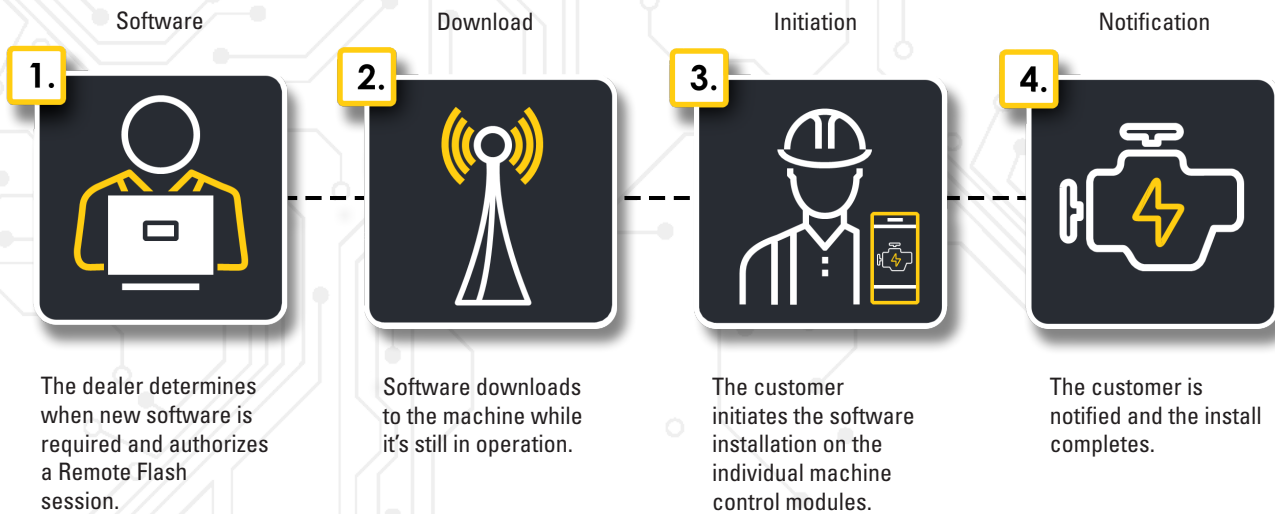
» A notification from your Cat dealer will notify you when a new software update is available.

» Updates are deployed while equipment is running – ensuring you gain the benefits of software updates with minimum downtime.

» Remote Flash ensures equipment is always operating at optimum performance levels, resulting in maximum efficiency.

REMOTE TROUBLESHOOT PROCESS

Customer Contact

1.

Customer calls the dealer to report an issue with the equipment.

Remote Troubleshoot

2.

The dealer technician initiates a Remote Troubleshoot session to access live equipment, diagnostics information and remotely identify problems.

Dispatch

3.

If required, the technician arrives on site to carry out the repair with the correct parts in hand.

Service

4.

Equipment then operates at full efficiency with minimal downtime.

REMOTE FLASH PROCESS

Software

1.

The dealer determines when new software is required and authorizes a Remote Flash session.

Download

2.

Software downloads to the machine while it's still in operation.

Initiation

3.

The customer initiates the software installation on the individual machine control modules.

Notification

4.

The customer is notified and the install completes.

LET'S DO THE WORK.™

CAT®