



SWISSLOG HEALTHCARE

Relay® Autonomous Service Robot Frequently Asked Questions

What is Relay®?

Designed and built by Savioké®, a pioneer in service robots, Relay is the first fully-autonomous delivery robot that works alongside people in busy indoor environments such as logistics, hotels, office buildings, hospitals, and high rise apartments. Able to operate elevators, Relay uses advanced technology to navigate in dynamic environments around people and objects. Since initial commercial deployment in 2014, Relay delivers items quickly, safely, and reliably in the places people live, work, and play.

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How does Relay work?

Relay is easy to learn and use. Once a delivery is requested, items are loaded in Relay's locking bin, the destination is entered, and the "go" button is selected. Relay is then on its way, navigating tight hallways and obstacles. It even operates the elevator autonomously. Once at the destination, Relay alerts the recipient and opens the bin for the item to be removed. When the task is accomplished, Relay travels back to the docking station.

How does Relay navigate?

Relay uses mapping technology to dynamically plan the optimal path to the destination while using a suite of sensors to avoid people and obstacles along the way.

How does Relay operate the elevators?

Relay technology is integrated with the elevator controller, which allows it to wirelessly place car calls, request a specific floor, and collect status information from the elevator system.

How long is Relay battery life?

Relay's battery can operate continually for four hours and it recharges in half that time. This allows 24-hour operation in most circumstances.

How much does Relay cost?

Relay is available for lease, plus implementation costs which vary by scope. Swisslog is offering introductory monthly pricing, which includes maintenance and upgrades as required and 24/7 service and support. Please contact Swisslog for the latest pricing, terms and conditions.

What is the service contract?

Relay robots are monitored 24/7/365 and have both domestic and international service personnel available should repair be required.

Can Relay be customized to our company?

Yes, Relay's aesthetic can be modified to match brand and style of individual companies and organizations. Relay can even be given a custom nickname.

What are the design elements that make Relay so friendly?

As robots working around and interacting with humans becomes more common, it's critical people trust and feel comfortable around them. To gain acceptance, collaborative robots need to be approachable, easy to use, and non-threatening. That's why the Savioke design team went to great lengths to incorporate human psychological principles like empathy and emotional connection in Relay's DNA.

Swisslog conducts ongoing product improvements, therefore technology designs may change without notice or obligation.

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Swisslog Healthcare
healthcare.us@swisslog.com
800.764.0300
Canada: 877.294.2831 | 905.629.2400

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