

# Meet Relay

Increase Productivity.  
Improve Quality.  
Boost Revenue.



Relay is the first fully-autonomous delivery robot for busy places people work, live, and play. Able to operate elevators and navigate around obstacles, Relay works alongside people in diverse and dynamic environments such as logistics, hotels, hospitals, and high rise apartments and offices, delivering items quickly, safely, and reliably.

## Hospitality

### **DELIGHTING GUESTS, HELPING STAFF.**

Count on Relay to handle the time-consuming task of room deliveries quickly, safely, and reliably. Relay delivers everything from food and beverages to linens and toothpaste, directly to the guest room. More than convenience, Relay delivers the highest level of reliability and security while boosting revenue and productivity. And no tip required!



### **RELAY AT YOUR SERVICE**

- *Safe, dynamic navigation*
- *Autonomous elevator operation*
- *Fast, reliable, secure*
- *Trackable chain of custody*
- *Rich, real-time metrics*
- *24/7 service and support*



## High-Rise

### **FAST, CONVENIENT DELIVERY 24 HOURS A DAY.**

Relay is the solution to the ever-increasing demand for faster delivery. From dinner for four to documents and packages, Relay provides immediate, secure, and reliable apartment and office delivery, even on weekends and holidays. Remarkably safe and always friendly, Relay can improve delivery time and offer delivery when the option wasn't available before.

*"...[Relay is] the first robot FedEx began using in its TechConnect repair center in Memphis. Right now these robots deliver parts in less than a minute to our technicians fixing phones, computers, and other electronics."*

**Frederick W. Smith, Chairman and CEO,  
FedEx Corporation**

## Logistics

### **IMPROVING QUALITY WITH JUST-IN-TIME DELIVERY.**

Relay is the safest, most secure autonomous indoor delivery robot for the busy, dynamic environments of logistics and manufacturing. A single-piece-flow solution, Relay autonomously navigates through busy work areas and down narrow aisles, even those too tight for mobile racks, to deliver higher employee satisfaction and more efficient and uniform workflow.



**relay**  
by savioketm

# Frequently Asked Questions

## WHAT IS RELAY?

Designed and built by Savioke, 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.

## 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 his way, navigating tight hallways and obstacles. He even operates the elevator autonomously. Once at the destination, Relay alerts the recipient and opens the bin for the item to be removed. When his 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 his 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 him 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. Relay has always had enough recharging time between deliveries to be at service 24 hours every day.

## HOW MUCH DOES RELAY COST?

Relay is available for lease, not purchase. Terms vary with the length of the contract, which includes installation, 24/7 service, training, and upgrades.

## 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. He 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 our design team went to great lengths to incorporate human psychological principles like empathy and emotional connection in Relay's DNA.

**Savioke is a pioneer in developing autonomous indoor service robots that work safely, securely, and reliably in human environments to improve people's lives.**