SOFTBOT® Platform

IT Group FAQs

A resource for technical stakeholders supporting the integration and deployment of automation projects across the supply chain.

SVT ROBOTICS

SOFTBOT® Platform

The truly tech-agnostic, low-code platform to accelerate automation

How is the SOFTBOT Platform deployed?
The SOFTBOT Platform is a hosted application to enable the highest level of supportability and performance. In the case of an edge application requirement for extremely low latency interoperability, the platform is installed in the customer-chosen environment using a Docker container, or installed on approved operating systems.

Where is the SOFTBOT Platform deployed?
Our platform is cloud-hosted, but we have other options if required.

Where does the SOFTBOT Platform sit with the rest of my automation tech?
Our platform is run independently from any edge tech or WMS.

How secure is the SOFTBOT Platform? Can we do our own penetration testing?
SVT Robotics is SOC 2 compliant. We support you in conducting your own penetration testing by supplying an image of our software. If you uncover any critical vulnerabilities in your testing, we will work with you to address them.

Can I make choices around database management?
We require a Postgres database for our platform, but can support the utilization of other databases depending on customer needs.

What technical requirements do you have to support the SOFTBOT Platform?
If you choose to deploy on our cloud, we require broadband internet connectivity to your facility. If you choose to deploy on-prem, we can provide exact specs based on your solution, but a modern processor with at least 16gig of RAM is a minimum requirement.

Please note that based on your solution, specific ports or protocols must be enabled to support the deployment of the SOFTBOT Platform.

What is the SVT ability to support EMEA and APAC regions?
We currently have deployments in Europe, but the purchase of the license is made by a US based reseller and the license is resold to the end user. This also means the tier 1 support is then provided by the reseller to deal with the complexity of languages.

IMPACT ON IT RESOURCES

Do we need to hire more people?
No. Our platform is designed to reduce the demand typically placed on IT teams when deploying and maintaining automation. During the onboarding process, we will train one of your technical team members on our platform so they can monitor and troubleshoot the automation integrations in a self-serve manner. Once deployed, system monitoring typically takes less than four hours per week.

What support do you provide?
Our standard support timeframe is M-F, 8AM-8PM EST, however, 24/7 support is available.

How do I train/onboard new team members?
During integration, all designated team members will be trained to use the platform. Post-deployment training is also available—talk to your account representative.

What involvement is required from us for a successful deployment?
Please ensure that all teams (operations, IT, maintenance/support, project management, third-party edge tech) are actively engaged throughout the process. Once deployed, required engagement is limited.

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