

ROBOTICS as a SERVICE (RaaS) EXPLAINED

Robotic automation solutions can transform enterprise businesses with intelligent systems that increase throughput and streamline processing, while lessening the organization's overall dependence on labor. With the advent of Robotics as a Service (RaaS), more businesses can access robotics to address labor, productivity, and throughput improvements across their distribution centers.

Berkshire Grey's approach to RaaS is different than the rest of the robotics industry. Our RaaS offering is a full service that applies to our complete catalog of robotic automation solutions (not just individual robots), comes with no extra usage or maintenance fees, and is fully transparent based on each individual customer situation. Berkshire Grey continually improves the underlying AI and machine learning algorithms that optimize performance, a benefit that is automatically passed on to customers. Our approach to RaaS also mitigates the risk for customers by including response time service-level agreements.

Berkshire Grey's RaaS enables organizations to invest in end-to-end robotic automation using their OpEx budget, as an ongoing monthly or quarterly expense, rather than their CapEx budget, as an initial upfront investment. Our RaaS offering is an alternative to a capital purchase model, which lowers upfront costs, drives predictable pricing, improves performance over time, and simplifies scalability.

ADVANTAGES



NO CAPEX REQUIRED

Achieve fast ROI without capital outlay.



PREDICTABLE COSTS

Single flat quarterly fee regardless of usage.



MAINTENANCE INCLUDED

Fee includes support, maintenance, and spares.



FLEXIBLE ENVIRONMENT

Scale robotics resources to keep pace with demand.



Berkshire Grey offers RaaS packages for all our systems from single robotic pick cells to integrated pick, pack, and sort systems and transformative mobile fulfillment systems.



ABI Research: There will be 1.3 million installations of RaaS by 2026.

CHOOSING RaaS WITH BERKSHIRE GREY

Berkshire Grey works with each customer to determine if the BG RaaS approach best suits their environment, offering both a CapEx and a RaaS pricing model to enable more organizations to adopt robotic automation and start seeing real-world results. All Berkshire Grey robotic automation solutions from picking to sorting to mobile are available via RaaS. RaaS allows customers to accelerate adoption of transformative technologies. In addition to RaaS, Berkshire Grey offers traditional CapEx pricing and hybrid pricing – a mix of capital plus RaaS – approaches to accommodate all customer purchasing preferences and situations.

	1. CapEx Pricing Model	2. RaaS Pricing Model
Price Structure	Upfront capital expenditure	Set quarterly fee
Ownership	Your company owns equipment	BG owns and manages equipment
SW enhancements, upgrades, and patches	Annual fee for support	Included
Hardware audits and maintenance	Annual fee for support	Included
Onsite support and maintenance	Self maintained; Additional fee for BG support	Included
Spares and non-consumables	Additional cost	Included

Solution Maintenance Included with BG RaaS

- ✔ Hardware and software bug fixes and patches
- ✔ Hardware and software phone support
- ✔ On-site support available
- ✔ Response time SLAs
- ✔ Spares and non-consumables
- ✔ Hardware and software support portal access
- ✔ Software enhancements and updates
- ✔ Customized monthly reports
- ✔ Weekly call log review
- ✔ Version tracking and release planning
- ✔ Annual hardware maintenance audit
- ✔ Annual training and audit follow-up

WHY BERKSHIRE GREY AND RaaS

Berkshire Grey is the trusted partner businesses turn to for intelligent robotic automation systems. Our solution experts work with each customer to determine how robotic automation will perform best in their environment and for their business. By adopting BG's RaaS model, businesses can start gaining the benefits of robotic automation sooner and with ongoing, on-site expert support from Berkshire Grey. BG's team of experts deploy solutions that are completely integrated to optimize automation where customers need it most. As a proven partner, we deliver complete, integrated solutions that hit key metrics and achieve rapid ROI. Berkshire Grey and RaaS could be the solution your business needs.

ABOUT BERKSHIRE GREY

Berkshire Grey helps customers radically change the essential way they do business by delivering game-changing technology that combines AI and robotics to automate fulfillment, supply chain, and logistics operations. Berkshire Grey solutions are a fundamental engine of change that transform pick, pack, move, store, organize, and sort operations to deliver competitive advantage for enterprises serving today's connected consumers. Berkshire Grey customers include Global 100 retailers and logistics service providers.