

Remote Robot Readiness Review

HUMANOID INTEGRATION LTD — independent robotics integrator, Birmingham

Company No 17452365 · 41 Cherwell Drive, Birmingham B36 0SS · +44 7868362276 ·
pawel@humanoid-integration.co.uk

SAMPLE REPORT. The site, the figures and the recommendations below are illustrative. They are prepared to show the structure and depth of a delivered review, not to describe a named client. Every commercial figure is indicative and subject to written confirmation from the supplier. No figure in this document is an offer.

1. Executive summary

Site assessed (illustrative): 120-room hotel, city centre, five floors, restaurant and conference space, 24/7 operation, one service lift.

Three recommendations

1. Start with one task class, on the floors the service lift serves. Night amenity and room-service runs plus tray collection is the strongest first scope. Avoid designing the pilot around all five floors before the lift integration is confirmed in writing — the lift, not the robot, is the limiting factor.
2. Set the pilot at 30 days, one unit, with a written performance threshold of 70% of the agreed shift workload, measured on runs completed without staff assistance. Anything less is a demonstration, not a pilot.
3. Do not buy a unit for a single site. At this volume the case is rental-only; purchase becomes rational at group level, where one team can support several sites.

Time released (illustrative)

- Two task classes together account for about 6.0 hours per day, approximately 2,190 hours per year.
- Captured at the 70% threshold: about 4.2 hours per day, approximately 1,533 hours per year.
- At an illustrative fully loaded £12.50 per hour, that is approximately £19,200 per year of released labour.
- Indicative delivery-class rental of £650 per month (£7,800 per year) leaves a net benefit of roughly £11,400 per year, with no capital outlay and payback inside the first month.

What must be in place before the pilot: confirmed lift integration, continuous Wi-Fi on the routes, a charging socket in a service area, an agreed route plan, and a written risk assessment and method statement.

2. Use-case map

Task 1 — Night amenity and room-service runs (22:00–02:00)

Today: two team members, about 90 minutes each per night, carrying trays and linen on foot.

With a delivery-class unit: trays and baskets are loaded at the service station and routed to rooms; staff complete the handover at the door. The robot does the walking and the waiting; the person keeps the guest contact.

Time released: about 3.0 hours per night, approximately 1,095 hours per year.

Task 2 — Tray and bussing collection from corridors (peak 20:00–22:00)

Today: about 3.0 hours per day during peak service, walked in both directions.

With a delivery-class unit: a continuous collection loop between the floor pantry and the wash-up, using closed compartments.

Time released: about 3.0 hours per day, approximately 1,095 hours per year.

Task 3 — Lobby guidance and wayfinding for conference delegates

Today: reception spends about 1.5 hours per day directing delegates across a large ground floor.

With a guidance-class unit: fixed routes, a static map and multilingual prompts at the entrance.

Time released: about 1.5 hours per day, approximately 548 hours per year.

Total addressable across the three tasks is approximately 2,738 hours per year (about £34,200 at the illustrative rate). Tasks 1 and 2 are the recommended pilot scope; Task 3 is a second-phase decision, and it competes with signage and better wayfinding rather than clearly winning.

3. Robot shortlist (manufacturer-neutral)

Class 1 — Delivery of food, trays and supplies. Multi-tray units with closed compartments, 4–6 hours of runtime, automatic docking and lift integration options. This is the class that fits Tasks 1 and 2. Indicative rental: £500–£750 per unit per month, supplier-dependent.

Class 2 — Guidance and reception. Compact guidance units with fixed routes, static maps and multilingual prompts. Fits Task 3. Indicative rental is in the same order of magnitude as Class 1.

Class 3 — Cleaning. Not recommended for the first phase at this site: the cleaning cycle is longer, the savings are harder to attribute, and it competes with an existing contract rather than with overtime.

Fit for this site: one delivery-class unit covering Tasks 1 and 2. A guidance unit only if the conference business justifies it on its own numbers. One unit per floor is not required — the constraint is the lift, not the robot.

4. Site requirements and preparation checklist

- Lifts. Must be cloud-enabled with an API or a supported integration — robots cannot press buttons. Without a written confirmation, the scope is limited to the floors served without the lift. This is the long lead item.
- Doors. Automatic or access-controlled doors on the route. Fire doors are a hard stop unless held by a compliant device.
- Corridors. Minimum roughly 80 cm clear width along the whole route, with turns wider than the unit footprint.
- Floors and thresholds. Thresholds up to about 2 cm; carpet is acceptable, deep pile and loose rugs are not.
- Wi-Fi. Continuous 2.4 GHz and 5 GHz coverage along the entire route. A floor with patchy coverage fails the pilot, not the robot.
- Charging. A 13 A socket in a service area on the robot's floor, not in a guest corridor.
- Routing. An agreed route plan, lift priority, and no guest-lift use during peak times.
- People. One named on-site contact, and 30–60 minutes of staff training at handover.

Estimated preparation time for a site of this type: 3–5 working days, mostly administrative.

5. Compliance and insurance — quick notes

- Certification. The supplier must provide the UK declaration (UKCA) or a documented route to it. CE marking alone is not sufficient for UK supply. Ask for the manual in English and the safety data sheet.

- Insurance. Hire equipment must be covered for loss and damage on site. Confirm in writing who insures — owner or hirer — and add the unit to the site's equipment cover where the hirer is liable.
- Risk assessment. A written risk assessment and method statement for the routes and operating hours, agreed with the site's health and safety lead.
- Data. Units with cameras need signage and a privacy notice, and should avoid clinical or guest-restricted areas.
- Staff. The robot is an aid, not a substitute for a duty of care. Handover moments stay with staff.

6. 90-day implementation plan

Days 1–10 — scope and confirmation. Complete the site data: floor plans, lift integration, routes, task volumes. Confirm availability, pricing and support terms with the supplier in writing.

Days 11–20 — preparation. Lift and Wi-Fi checks, route marking, risk assessment and method statement, charging point, staff briefing.

Days 21–50 — pilot. One unit, one defined scope (Tasks 1 and 2), 30 days, performance threshold of 70% of the agreed shift workload, measured on runs completed without staff assistance.

Days 51–70 — review. KPI report against the threshold, staff feedback, cost per run against today's cost, and a written recommendation.

Days 71–90 — scale or stop. Add the second task class or the second site, or stop with a written reason. Volume is the point at which rates are renegotiated.

7. Appendix — indicative commercial frame

- Delivery-class rental, indicative: £500–£750 per unit per month, supplier-dependent and subject to a site survey.
- Guidance-class rental, indicative: same order of magnitude.
- Purchase: available; normally the wrong first step for a single site.
- Support: UK-based response. Confirm the response window in writing before the pilot starts, not after.
- All figures are indicative and subject to supplier confirmation.

Prepared by HUMANOID INTEGRATION LTD. Manufacturer-neutral: no supplier is favoured, and the recommendation follows the task and the numbers. This review is a desktop assessment and is not a building survey, nor legal, insurance or accounting advice.