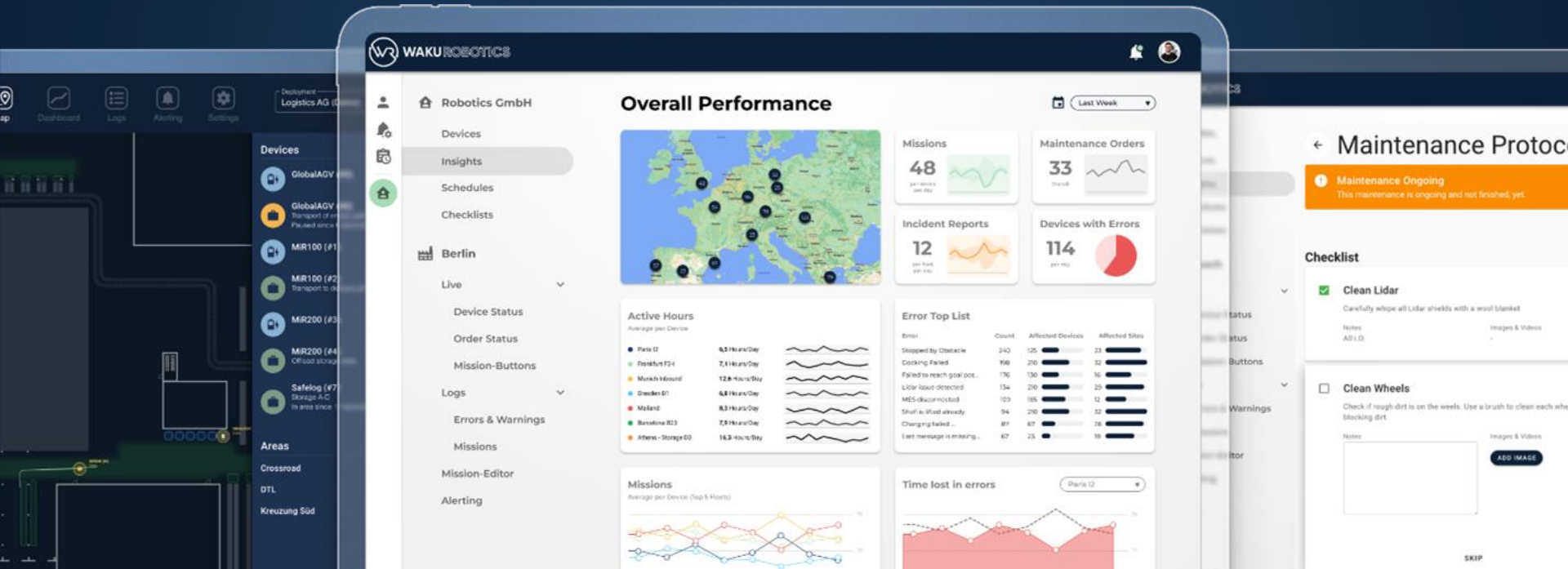
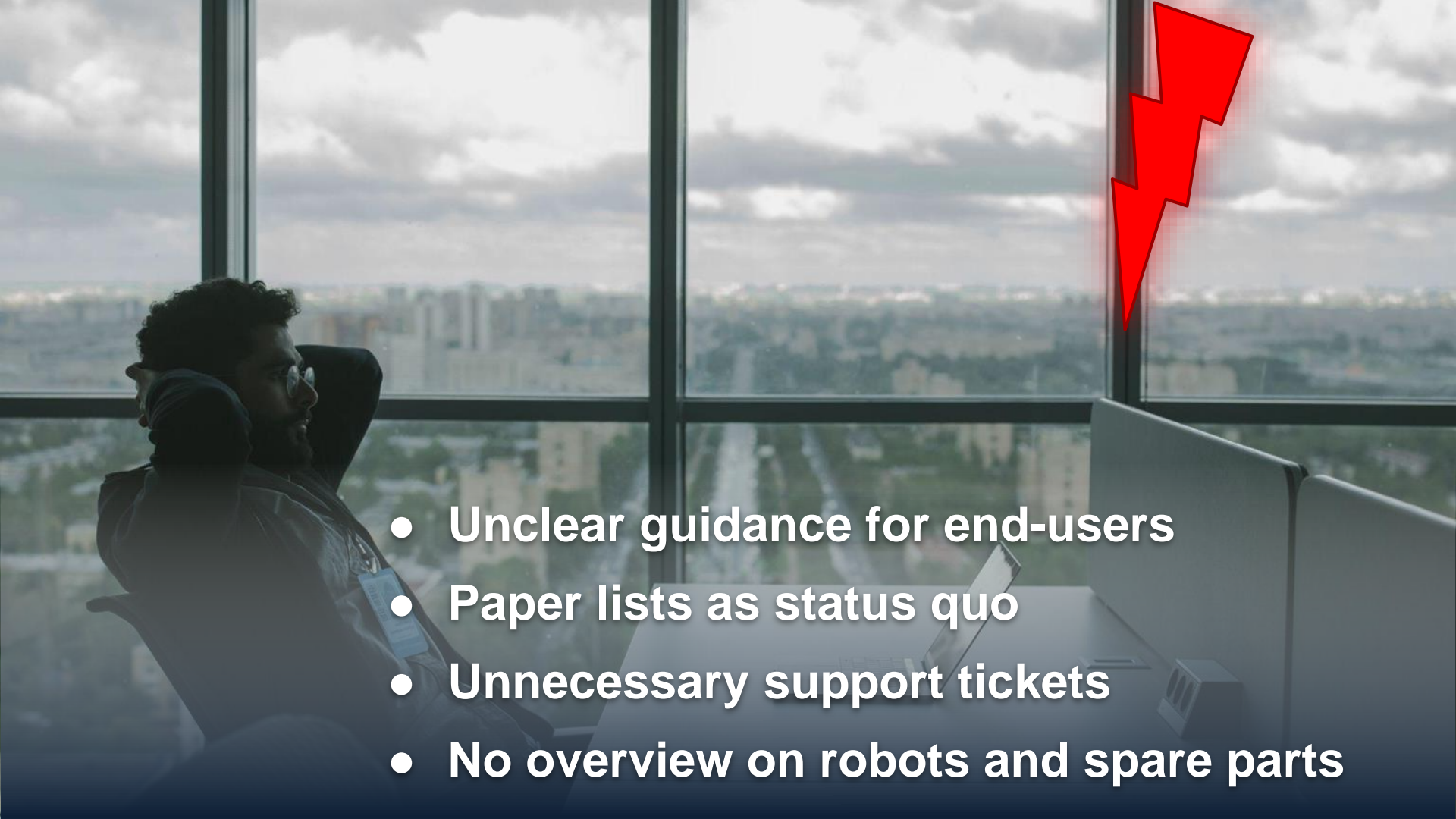


WAKU Platform

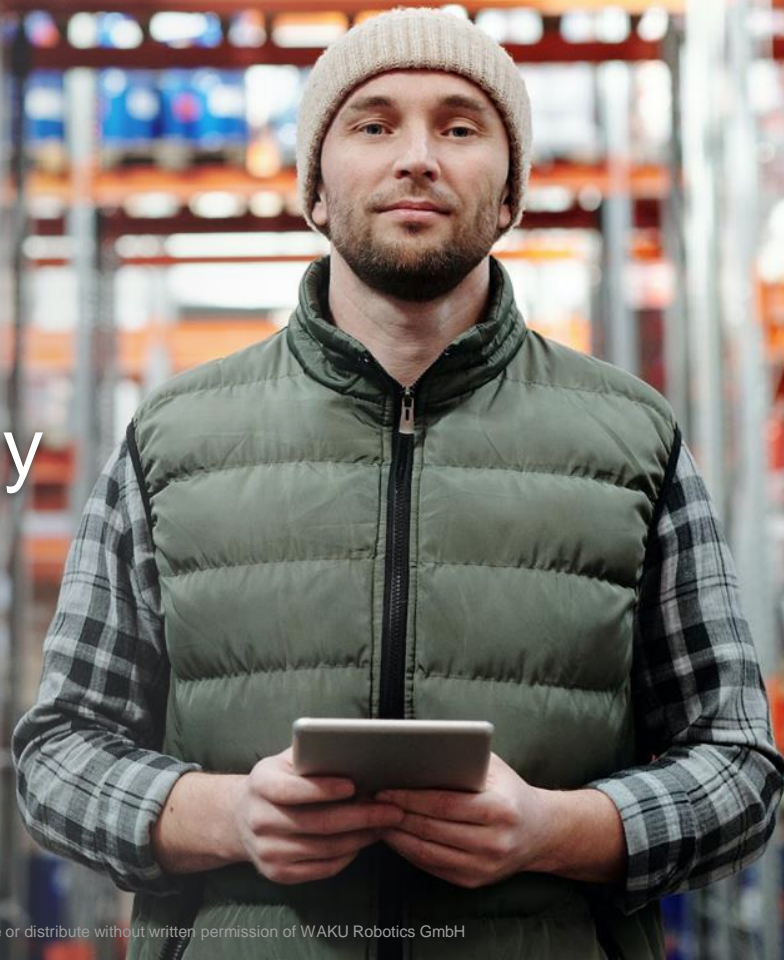
all device data in a single workspace



- 
- A man with a beard and glasses is sitting in a call center office, looking out a large window at a cityscape. He is wearing a headset and has his hand on his head, suggesting stress or frustration. A red lightning bolt graphic is positioned on the right side of the window. In the foreground, there is a desk with a laptop and a computer monitor.
- **Unclear guidance for end-users**
 - **Paper lists as status quo**
 - **Unnecessary support tickets**
 - **No overview on robots and spare parts**

WAKU Care

Start successful, stay
successful



WAKUROBOTICS



WAKU Care

Collaborative
Service and
Maintenance Tool

The screenshot displays the WAKU Care mobile application interface. At the top, the header shows 'WAKU Care' on the left, 'WAKU Robotics' with a dropdown arrow in the center, and 'LEO KÄSSNER' with a profile icon on the right. A dark blue sidebar on the left contains icons for home, tasks, calendar, and settings. The main content area is titled 'Your Robotic Day' and includes a '+ ADD MAINTENANCE' button. Below this, there are two sections: 'Your ToDos' and 'All Other ToDos'. The 'Your ToDos' section contains a table with three rows of tasks, each with a checkbox, a type label, a title, and a list of devices. The 'All Other ToDos' section shows 'Maintenance' with a large '3' and 'Repairs' with a large '0'. At the bottom, there are two charts: 'Device Utilization' (a grouped bar chart) and 'Errors & Warnings' (a horizontal bar chart).

Your Robotic Day

[+ ADD MAINTENANCE](#)

Your ToDos

Type	Title	Devices
<input type="checkbox"/>	Maintenance Weekly cleaning & check - MiR	Robo #1 Robo #2 Robo #3 Robo #4
<input type="checkbox"/>	Maintenance Weekly cleaning & check - GlobalAGV	Robo #12 Robo #13
<input type="checkbox"/>	Repair Exchange left wheel	Robo #12

All Other ToDos

Maintenance **3**

Repairs **0**

Operational Data Insights

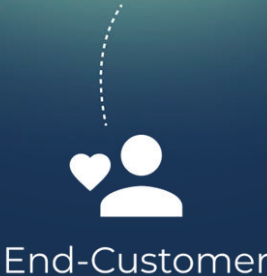
Device Utilization

Device	Utilization (min)
Robo #1	~1h 40min
Robo #2	~1h 40min
Robo #3	~1h 40min
Robo #4	~1h 40min
Robo #12	~1h 40min
Robo #13	~1h 40min

Errors & Warnings

Device	Errors & Warnings
WE Robot #8 (MR 250)	~25
WE Robot #9 (MR 250)	~18
WE Robot #10 (MR 250)	~15
ST Robot #12 (MR 250)	~12
WE-AGV 1	~8
WE-AGV 3	~8
WE-AGV 2	~8
ST Robot #4 (MR 100)	~5

WAKUROBOTICS





Lowering servicing costs

- Slash maintenance and support hours
- Outsource servicing to lower skilled workers
- Reduce spare parts related costs

The image displays three overlapping tablet screens showing the WAKUROBOTICS software interface. The leftmost screen shows the 'Details about "Adam #2"' page, which includes general device details (Device Name: Adam #2, Model: D256A1N6, Manufacturer: Miralix Industrial Robots, Model: MR 250) and operational data charts for device utilization and errors/warnings. The middle screen shows a 'Maintenance Progress' checklist with items like 'Clean Lidar' and 'Clean Wheels'. The rightmost screen shows an 'Overall Performance' dashboard with a map of Europe, various performance metrics (Missions: 48, Maintenance Orders: 33, Incident Reports: 12, Devices with Errors: 114), and error reports.



Care

Keep your robots running.

- Asset management
- Maintenance planning
- Standardized checklists
- Preventive / predictive maintenance
- Documentation
- Collaboration tool

The interface is divided into several sections:

- Navigation:** A sidebar menu on the left contains: Dashboard, Devices, Device Groups, Deployments, Maintenance, Repairs & Services, Accounting, and Settings.
- Overall Performance (Rightmost Screen):**
 - Map:** A map of Europe with location markers.
 - Missions:** 48 (Last Week)
 - Maintenance Orders:** 33 (Open)
 - Incident Reports:** 12 (Last Week)
 - Devices with Errors:** 114 (Last Week)
 - Active Hours:** Average per Device. Includes a table with columns for device name, hours per day, and a waveform indicator.
 - Error Top List:** A table with columns: Error, Count, Affected Devices, Affected Sites.
 - Time lost in errors:** A line chart showing time lost over 12 days.
- Maintenance Progress (Middle Screen):**
 - Maintenance Ongoing:** This maintenance is ongoing and not finished, yet.
 - Checklist:**
 - Clean Lidar**
Carefully wipe all Lidar sensors with a wool blanket.
 - Clean Wheels**
Check if rough dirt is on the wheels. Use a brush to clean the blocking-roller.
- Details about "Adam #2" (Leftmost Screen):**
 - General Device Details:** WAKU Device ID: D256A8N6, Model: Miralix Industrial Robots, MB 250.
 - Operational Data:** Device Utilization (Bar chart) and Errors & Warnings (List).

Your Service Co-Pilot

WAKUROBOTICS



Data Insights



Planning



Execution

1. **Control Tower:** Gives budget control over TCO and enables benchmarking of robot installations.
2. **Service-Costs:** Empowers you to delegate service tasks to lower-skilled personnel or service providers.
3. **OPEX improvement:** Usage based maintenance allows to change spare parts right when needed
4. **Data-Insights:** Improve OEE by tracking utilisation, SLAs and more



Potential of Intelligent Maintenance

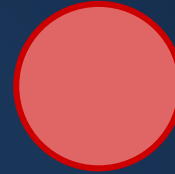
WAKUROBOTICS

No regular maintenance

Reacting on incidents



Costs & Efforts



Calendar based maintenance

Maintenance every 6 months



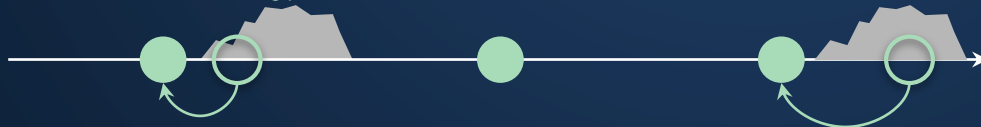
Usage based maintenance

Maintenance after 1000 Missions



Seasonality adapted maintenance

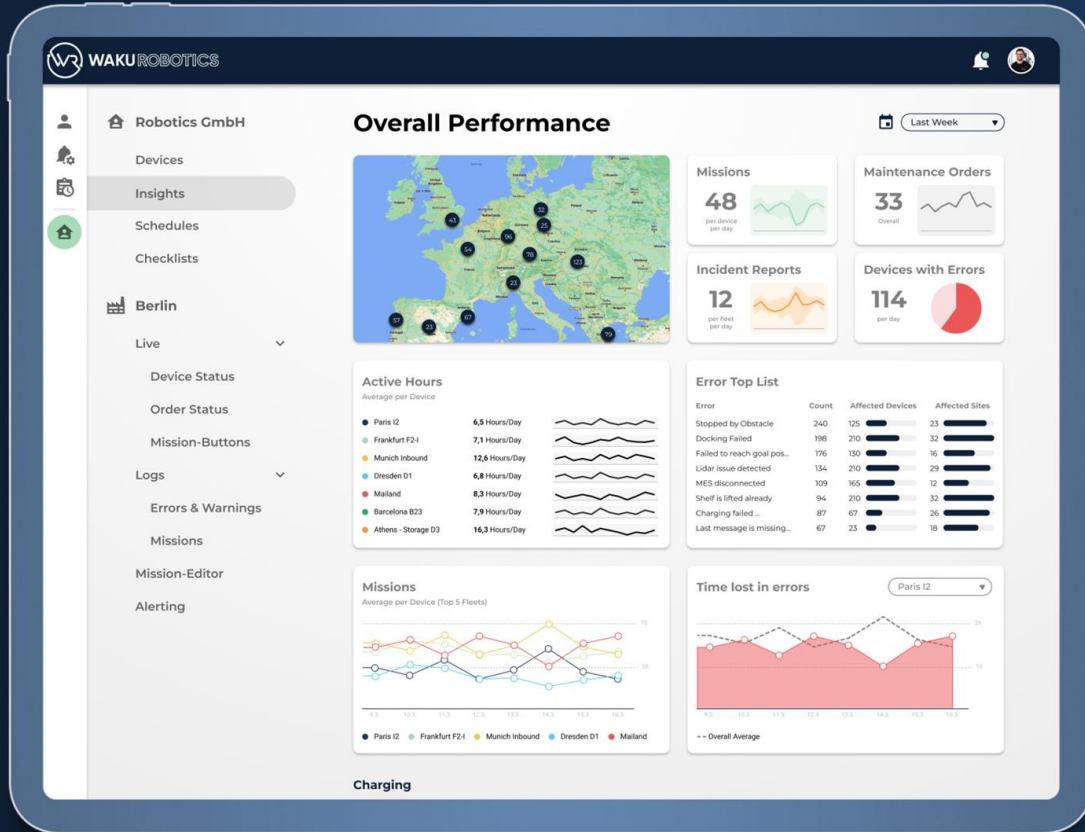
Avoid maintenance during peak seasons





Central Robot Control Tower

WAKUROBOTICS



Benchmark different deployments

Servicing and Maintenance KPIs

- Number of warranty claims
- Number of support tickets
- Robot system uptime metrics
- Response times, SLA adherence
- Total Cost of Ownership

Understanding performance KPIs

- Driving speed
- Number of orders executed
- Average order execution time
- Error rates

Customer Success Stories



"The experience of the WAKU team and its knowledge of the robotic market led ID Logistics to choose WAKU Robotics as a partner to support our program "Robotisation booster!"

Ludovic Lamaud (ID Logistics)



"With WAKU Robotics we have gained an innovative partner. We are enthusiastic about the uncomplicated and reliable advice and look forward to further cooperation!"

Luca Graf (MS Direct)

WAKU ROBOTICS



Founded 2019, based in Dresden, Germany
Robot / Software experts: 15 FTE

Let's start together!

WAKUROBOTICS

Victor Splittgerber
Co-Founder & CEO

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