

## Allied Universal Product Partner FAQ

### 1. Who/what is Cobalt Robotics?

Cobalt Robotics was founded by roboticists to solve security-related problems outlined by security practitioners. The California-based corporation now manufactures and deploys non-humanoid robotics solutions for indoor facilities.

Allied Universal partners with Cobalt to provide modern robotic security that bridges the gap between artificial intelligence and human response.

### 2. What does Cobalt do? What does Cobalt Robotics offer?

Cobalt as a Service offers self-driving robots supported by specialists when needed, ensuring excellent after-hours, weekend, and holiday indoor security for customers. The service combines the superhuman intelligence and reliability of robots with the friendliness and problem-solving capabilities of humans, patrolling customer facilities to identify and address security risks in real time.

- Cobalt has over 60 extremely capable sensors including an assortment of day and night cameras (360-degree, thermal, depth), LIDAR (Light Detection and Ranging), and badge readers.
- Using cutting-edge algorithms such as machine learning, semantic mapping, and novelty detection, the robot can independently identify and flag security-relevant anomalies like people, sounds, motion, doors and windows, missing assets, and other risks.
- The combination of its sensors and algorithms makes it such that a single robot is comparable to an extremely competent security professional with super-human capabilities and omnipresent situational awareness across an entire organization.
- The robot helps to keep offices secure by patrolling, discovering intruders, and identifying safety concerns or anything out of the ordinary.

### 3. What is the value proposition of the Cobalt as a Service solution?

To fill the void between relatively inexpensive camera and access solutions (forensic—after the fact) and expensive manned guard solutions (immediate). Cobalt as a Service uses an incredibly capable robot for constant situational awareness and when an anomaly is detected, the human specialist manages the event, just as an onsite person would, but at a reduced cost.

#### 4. What differentiates Cobalt from other products in the market?

- Consistent security: Cobalt's robot is built with over 60 sensors to detect potential security issues and facility hazards, navigate buildings, recognize people and read badges, and recharge while remaining alert.
- Human-in-the-loop: Cobalt's robot allows onsite personnel and specialists to communicate via two-way video chat. This allows for real-time response and incident resolution.
- Built with people in mind: The Cobalt robot is designed to work with people on a daily basis. The robot's non-humanoid shape blends in with an office environment, and it stands at 5'1" tall, a standard cubicle height so that it can perform in a range of environments. The design intentionally deviates from standard Hollywood depictions, which have deeply influenced how the public perceives robots.
- Additional functionality: Cobalt's robot is built with room for features and functionality to be added incrementally so it can grow with customer needs.
- Month-to-month service: Customers do not pay up front and do not have to be held to an annual contract. They pay as they go.

#### 5. Who are ideal customers for this service?

Cobalt's customers occupy an ADA-compliant space that is at least 10k square feet. The robot is designed for indoor environments. Some ideal customer markets include:

- Corporate offices
- Museums
- Hospitals
- Manufacturing facilities
- Warehouses
- Airports

#### 6. What do customers receive/gain by using Cobalt as a Service?

- The Cobalt robot
  - A highly complex system of features and a practical, working solution for ongoing enterprise security pain-points.
- Human specialists
  - When the robot detects an anomaly, a remote specialist is alerted. The specialist determines if something is amiss and the appropriate action to take

or, if nothing is wrong, uses the scenario to teach the robot. The specialist is a security professional, a robot pilot, office concierge, and systems analyst all in one.

- White glove onboarding experience

Cobalt engages with the customer's security team to determine pain-points, critical areas, and patrol route. Then, the onboarding process includes a visit with the robot to the customer site to build a model of what is "normal" within the space. Before deploying service, the team will host a staff meet-and-greet with the robot and specialists, devise an internal communication plan, and assist with other activities to ensure cultural acceptance and comfort among employees.

- Automated report

After each shift, specialists send the security team a daily summary that includes a list of building occupants, full incident statements, and any other flags. Every week, customers receive a report including noteworthy events, patrol statistics, specific tasks completed (i.e. door checks, sensitive asset location verification, etc.), and much more. Quarterly updates contain valuable analysis with insights into trends and potential vulnerabilities.

## **7. Where can Cobalt be installed?**

Anywhere in the United States.

## **8. Does Cobalt integrate with other products, services or technologies?**

Cobalt can integrate with an existing access control system to help confirm employee identity. Cobalt also offers a security operations center interface for complete situational awareness.

## **9. How does Cobalt work in combination with other GSOC products/services?**

Cobalt's user interface (UI) enables customers to integrate with specialists, have complete awareness of incidents and avoid false alarms and monotonous screen monitoring.

## **10. How secure are the robotic solutions?**

All network communication is conducted over a virtual private network (VPN), which minimizes the attack surface. Robots only write data and cannot read data that they write on their hard drives. The robots also have tamper protection built in. Data is protected by multiple layers of encryption.

### **11. How are the solutions maintained?**

All robot hardware and software maintenance and updates are included in the subscription rate. Software updates are deployed over the air. All mechanical robot upgrades and maintenance are completed by our field technicians and customer success teams.

### **12. How does the Cobalt robot charge? How long can it hold a charge?**

The robot keeps track of battery capacity and knows to return back to its charging dock whenever it gets low. It has eight hours of battery life, but typically alternates charging with patrols by patrolling continuously for 45 minutes then recharging for 15 minutes before patrolling again. This approach is more optimal for most customers than patrolling for six hours and recharging for two hours.

### **13. How far reaching is the Cobalt robot's vision range?**

With its 360-degree view, the robot can detect people up to 60' away. It can spot motion up to 200 feet away.

### **14. How does Cobalt integrate into a customer's VMS?**

Cobalt is currently working on VMS integrations.

### **15. Can the Cobalt robot talk?**

The robot itself does not speak, but specialists can video chat with anyone in its vicinity through the tablet interface on the robot. We can also add a pre-recorded PA announcement.

### **16. Can the Cobalt robot communicate to an onsite security officer?**

The robot notifies a specialist, who then communicates to the security officer onsite.

### **17. Does Cobalt support multiple languages?**

Yes, Cobalt supports text in multiple languages and has multi-lingual specialists that work with specific customers, as requested.

### **18. How tall is the unit?**

It stands 5' 1" at pedestal height to promote user friendly human interaction.

**19. How much does the Cobalt robot weigh and can a customer move it to another facility?**

The robot weighs 98 lbs. Field technicians will transport it at customers' requests, as we prefer the device to be professionally moved.

**20. Can customers customize the colors and design of the Cobalt robot?**

While the exterior material cannot be customized at this time, customers can customize the badge reader plate with their logo. The screensaver can also be customized.

**21. Can Cobalt be customized with additional equipment or capabilities?**

This is possible, depending on the request.

**22. Does Cobalt provide data analysis?**

Yes – daily, weekly, and quarterly.

**23. Does Cobalt provide reporting?**

Yes – daily, weekly, and quarterly.

**24. What are some examples of Cobalt use cases?**

- **Intruders detected after hours.** The specialist quickly determined they were trespassing and escorted them out of the building. The specialist determined that entrance was gained due to nonfunctioning access control.
- **Unusual situations:** The robot spotted two individuals leaving the building with a large metal object. A specialist was alerted and piloted the robot to greet them with a friendly hello. After asking a few questions, the specialist learned they were employees who had accidentally burned food in a microwave and were taking it outside to air.
- **Fire alarms:** robots detected a triggered fire alarm on two floors of a customer's office building and alerted the specialist. Following protocol, the specialist called the fire department. As she piloted the robot around the affected floors to verify that no people were in the building, she also called the security hotline to report the situation. The robots completed facility patrols. The PA system announced that the alarm was addressed.
- **Employee Safety:** During a routine patrol, a robot recognized an employee slip and fall and alerted the specialist. After checking in with the employee, the specialist

filed a ticket to inform the company that a fall had occurred at the office. Luckily, the employee was not injured, but if he/she had been, the specialist could have alerted emergency personnel.

- Restricted access areas: At one site, the doors to a restricted area are often found left open. The robot is programmed to check the doors during patrol. If a door is found open, the robot guards the entryway until the specialist resolves the issue.

## **25. How do clients purchase the Cobalt service?**

The Cobalt as a Service is purchased by subscription, which includes the robot, all service and maintenance, and the specialists. The subscription agreement is for a one-year term with a monthly payment schedule. Customers can contact the Allied Universal Monitoring and Response Center (MaRC) to subscribe. Contact [MaRCSales@aus.com](mailto:MaRCSales@aus.com).

## **26. How much does Cobalt cost, or what is the pricing structure?**

Cost varies depending on the number of coverage hours/week. For only after-hours operations, it is approximately \$6,500/month. Contact the MaRC for more pricing information. Contact [MaRCSales@aus.com](mailto:MaRCSales@aus.com).

## **27. Why subscribe to Cobalt through Allied Universal?**

Allied Universal customers receive several benefits by subscribing through the company:

- Billing and scheduling the robot service can be executed under the Allied Universal master service agreement.
- Allied Universal MaRC personnel are trained and certified as Cobalt robot specialists, ensuring a service tailored to customer environment and protocols, and a thorough understanding of enterprise security.
- Allied Universal account management will manage communications for reporting and service requirements.
- All post orders and site-related information will be managed and updated between Allied Universal and Cobalt, directly.

## **28. What happens if the Cobalt robot is stolen or damaged?**

Customers receive a free replacement.

## **29. How can I arrange a demo or get more info about Cobalt Robotics?**

Please contact [jeff.benjamin@aus.com](mailto:jeff.benjamin@aus.com).