About SoftBank Robotics Europe

Leader in humanoid robotics, SoftBank Robotics Europe (SBRE) is headquartered in Paris and regroups 400 employees. Creator of the robots NAO, Pepper and Romeo, used today in more than 70 countries worldwide, in various fields, such as research, education, retail, healthcare, leisure, hospitality or entertainment, SoftBank Robotics Europe is a subsidiary of SoftBank Robotics Holdings Corp.

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AN ECOSYSTEM OF CERTIFIED PARTNERS

In order to assist you in the deployment of Pepper robot solutions, we have set up the first ecosystem of certified partners, enabling you to receive advice and development services from companies that best adapt to the nature of your business. These options include training, the configuration and installation of solutions with Pepper, as well as maintenance (repair or replacement of your robot).

A FLEET MANAGEMENT PLATFORM

The Pepper solutions include a remote management platform for your fleet of robots. The creation of groups of robots to which you can apply different application profiles enables you to remotely manage your fleet. Our monitoring tools provide you with invaluable data regarding the usage and condition of your fleet of robots. This remote management optimises the useful lifetime on the ground, reduces service costs and rationalises reporting, all of which contribute positively to maximising your return on investment.

FLEXIBLE SUPPORT SERVICES

Pepper and its partners have developed a Service and Guarantee package to support the critical nature of the missions entrusted to Pepper. The modular service options enable you to select the elements that best adapt to the nature of your business. These options include training, the configuration and installation of solutions with Pepper, as well as maintenance (repair or replacement of your robot).

Bring the future to your customers
• Proactive: Thanks to his numerous sensors, Pepper sees and detects people in his environment. He attracts their attention and invites them to approach and interact with him. When he sees that someone is looking at him, he engages in dialogue with the person, and provides him or her with the anticipated service.

• Attractive: Thanks to his design, size and humanoid behaviour, he is easily accepted by everyone. For all that, Pepper is not designed or intended to replace human beings, which helps to contribute to his integration.

• Interactive: Created to communicate in natural and intuitively, as possible, Pepper uses both his voice and his body language in order to interact with people. His touch screen increases his range of communication and enables him to provide more information, particularly in graphic form. Lastly, Pepper is able to understand and express himself in numerous languages.

• Emotional and empathetic: To reinforce the connection, Pepper analyses the emotional state of his interlocutors and adapts his behaviour accordingly. This helps to create an empathetic relationship between Pepper and the people with whom he communicates.

• Connected: Although Pepper is able to function without being connected to the internet, his performance is improved when he is connected to the Cloud via his Wi-Fi connection. This allows him to access his advanced voice recognition and emotional analysis services. It is also via the Cloud that Pepper provides you with the data he collects.

• Customisable: An entirely programmable platform, Pepper offers infinite usage possibilities to enrich the customer’s experience. Pepper’s community of partners provides all the skills and know-how necessary to create, develop and adapt new content and uses, enabling Pepper to effectively meet your business goals.

SNCF
“Placing Pepper robots in our stations has enabled us to implement a whole new system for delivering information to our customers. Furthermore, Pepper enables our customers to find their bearings as they leave the station, and we are increasing their satisfaction with the service they’re receiving, as well as a level of service that we would never have imagined.”

DAVID BOROT, Director, TER Pays de la Loire.

Designed to be used in professional environments, and integrate into them as naturally as possible, Pepper is an attractive and endearing humanoid robot. A genuine link between physical and online channels, Pepper offers a rich experience with real added value in a physical location.

Uses & Benefits

• Tactile sensors (Head, Hands and Bumpers)
• 4 directional microphones
• Cameras 3D and HD
• Touch screen
• 130 cm
• 28 kg
• 12° of freedom

SNCF
“Thanks to his playful side, Pepper is the perfect concept for helping our customers to enjoy themselves. Amusement is a great incitement to enter the store.”

Arnault GOURNAC, Director of Innovation

Nescafé Japon
“We are convinced that one of Pepper’s principal assets is his capacity to create a truly extraordinary customer experience in our store.”

M. Taoka, Marketing Assistant

Improving customer knowledge
Measuring customer satisfaction, studying customer journeys in the form of satisfaction indices or verbatim audio or text in response to open and closed questions.

Reducing the analysis of these opinions thanks to customer data such as gender, age or mood.

• Quality and reliability of data
• Deeper knowledge of the customers
• Storage and analysis of data in real time

Informing and recommending products
Informing, and offering recommendations about products and services. Participating in loyalty programmes. Recommending products and services in a personalised manner, adapted to the customers’ profiles and purchase history.

• Harmonising the cross-channel experience
• Managing and regulating peak periods

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