

SELF-TEST

Can You Provide the **Robotics Support** Your Customers Want?

Examining the Comprehensive Expertise, Scalability & Flexibility You Need

When your robots leave your facility and start working in the real world, the real work of robot service begins. Supporting customers **isn't just about fixing things when they break**; it's about seeing and solving all the small problems that can erode trust and hold back growth.

Use this self-assessment to see if your team is ready to deliver enterprise-level support at scale:

Do your customers know how to spot issues—or even whom to call?

Most end customers see the robot as a black box. If it's not working as intended, they avoid the issue, often without reporting it.

Why it matters: If you rely on customers to call out issues, you're already in reactive mode. You're missing the chance to be proactive and build trust.

Can you deliver on-brand support without scaling your headcount?

Supporting robots across sites and states can overwhelm internal teams (as well as budgets).

Why it matters: If you want to grow profitably, you need an efficient service infrastructure that can scale fast.

Can your team manage environmental changes across customer sites?

Warehouse floors get reorganized. Lighting gets repositioned. New motion sensors get installed. And suddenly, your AMR won't round a corner without stopping.

Why it matters: Even small environmental shifts can disrupt localization or LiDAR logic. It's not the robot's fault, but it's a reality your service strategy must plan for.

Can you handle all the hardware issues that arise?

LiDAR interference. Vision system obstructions. Servo bearing failures. All these subtle problems can grind your robot fleet to a halt.

Why it matters: Field techs must know how to recognize, troubleshoot, and resolve issues fast. They also need quick access to replacement parts. Otherwise, you risk mounting customer frustration.

Can your team diagnose and resolve configuration and firmware issues?

From overlooked updates to inaccurate parameters, configuration issues can put a robot "on strike," to quote a sign we found on a robot in one end customer's facility.

Why it matters: These are often silent problems. Customers might not even report them ... until uptime takes a hit.

Can you train end customers to become power users?

From initial deployment to training new staff and introducing new features, there's always a lot to learn to make the most of your robots.

Why it matters: Customer satisfaction drops when customers don't know how to use your robots effectively. Do you have a scalable, repeatable way to train them without draining your internal staff?

Let's talk about how Roboworx can help you **deliver trusted support** without adding headcount.



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