Questions to ask an AGV Navigation Supplier

PRINTABLE CHECKLIST

Question 1

How deeply is your navigation technology proven in real-world applications? ☐

- How mature is your technology?
- How many vehicles that use your navigation are currently in operation?
- How have these vehicle numbers grown over the years?
- What size customers do you typically serve? Can you give us some examples?
- How many navigation customers do you have today?

Question 2

How long has your company been in business? ☐

Question 3

What does your AGV navigation system do? ☐

- What functionality does it provide?
- What functionality does it *not* provide?
- How does it work?

Question 4

Can I integrate your navigation into any type of vehicle (lift truck, underride etc.)? ☐

- What different types of vehicles do your clients have in operation today?

Question 5

Can your navigation system interface with my customers' existing infrastructure and software? ☐

- How does this functionality work?
- Do you have an API?
- How is it programmed?

Question 6

At what speeds will your automation allow my AGVs to drive? ☐

Question 7

What environments can your technology handle? ☐

- Can vehicles work outdoors?
- What about in low-light conditions or in the dark?

Question 8

How do we integrate your navigation system into our vehicle? ☐

- What does a typical integration process look like?
- What specific skills does our team need?
- Can you offer additional support if we are missing expertise in-house (e.g. PLC progamming, AGV safety)?

Question 9

What changes will we need to make to our existing vehicle to integrate your technology? ☐

- Will my vehicle's traction or steering encoders need to be upgraded?
- Will an additional LiDAR scanner be required?

How will you support us through the integration process? ☐

- Is on-site support included? When?
- Is this included as standard or priced extra?

Question 11

How difficult is to commission vehicles using your navigation technology? ☐

- What is your recommended commissioning workflow?
- How long does each step typically take?
- What issues would we need to look out for?
- What commissioning training can you offer our staff?
- Is this training included in the price or extra?

Question 12

How long does it typically take to commission a single vehicle? ☐

Question 13

How long does it typically take to commission an entire AGV fleet? ☐

- Are there traffic rules and behaviors to configure or are these automatic?
- How do we add vehicles to the fleet in future?
- Does fleet commissioning include training the end customer on your fleet management software? Who will handle that, us or you?

Question 14

How can you guarantee my customer installations will work? ☐

- Do you have relevant case studies you can share?
- Can I speak with any of these customers?

Question 15

What support is included? ☐

- What is included by default?
- How is your support team organized?
- What are your typical response times (in my time zone)?
- What reference and learning materials are available to support my team?
- How and when will my staff be trained?
- Is this training included by default?
- What about refresher courses?

Question 16

How large is your support team? ☐

Question 17

Is commercial support available? ☐

- Can you forward us end-user leads?
- Can you support our marketing efforts?
- Will you join us at trade shows or for virtual events like webinars?

NOTES