



Press release

DHL Supply Chain Accelerates Automation Deployments with SVT Robotics SOFTBOT® Platform

- Plug-and-play platform enables robotics integrations up to 12 times faster than traditional custom coding setups
- Tech-agnostic platform future-proofs automation deployments with pre-built connectors for new robotics technologies, accelerating automation at scale across its global network

WESTERVILLE, OH (March 16, 2026). DHL Supply Chain, one of the world's leading contract logistics providers, announced the deployment of SVT Robotics' SOFTBOT® platform across its global warehouse network. With more than 8,000 collaborative robots already active across its global operations, the new plug-and-play platform allows DHL to deploy robotics integrations up to 12 times faster than traditional custom coding setups, setting the stage for the logistics giant to fast-track future automation rollouts.

Prior to implementing the technology-neutral software, automation projects required separate custom coding for every new technology, taking up to six to eight weeks to initiate new solutions. This made enterprise-wide rollouts and upgrades slow and costly. Supported by the platform's prebuilt SOFTBOT connectors, DHL is redoubling its move away from monolithic, all-in-one systems to modular warehouse setups that accommodate multiple automated solutions and can be reconfigured as technology and customer needs evolve.

"The logistics industry is characterized by rapid change – whether its customer profile, volumes, or newly emerging technology – so our automation solutions need to adapt just as quickly," said Sally Miller, Global CIO, DHL Supply Chain. "The SOFTBOT Platform gives us an effective and efficient way to connect different types of robotics to our warehouse systems, monitor performance in real time and scale solutions across sites with confidence."

In addition to accelerating the speed of automation deployments and accommodating different robotic technologies in its tech-agnostic system, the SOFTBOT platform provides a single, multi-site dashboard for teams to efficiently monitor system-wide operations.



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“Our operations worldwide are already seeing clear benefits from deploying robotics and automation via SVT,” said Tim Tetzlaff, Global Head of Digital Transformation, DHL Supply Chain. “As a standard integration layer, the SOFTBOT platform provides the glue between our warehouse management system (WMS) and our digitalization agenda. It has enabled us to replicate Goods-to-Person solutions across Europe with integration work completed in just three hours. We’ve also added new operational technology to live operations in Asia Pacific with zero downtime. The platform’s global, real-time data access also unlocks significant opportunities to scale logistics AI.”

“It’s been exciting to collaborate with DHL on their accelerated digitalization efforts and to support their team in their use of our SOFTBOT Platform,” said AK Schultz, CEO and Co-Founder of SVT Robotics. “In fact, DHL now does the majority of implementations without hands-on support from SVT. This means they can scale even faster and further reduce costs, accelerate their deployments, and take advantage of the data visibility that our platform uniquely provides. These are benefits that positively impact their customers.”

“Not only is this a gamechanger for the speed at which we test and deploy new technology across our operations, the platform’s real-time visibility, data synchronicity, and system alerts further maximize resiliency and orchestration opportunities of both our sites and our networks,” Miller added.

SOFTBOT’s unified data layer also enables visibility into workforce activity and automation performance, helping DHL better coordinate hybrid fleets of associates and robots working side-by-side. This supports safer, more efficient workflows without introducing new layers of complexity. The SOFTBOT Platform is now live in 30 DHL Supply Chain sites worldwide, with plans to expand to more than 100 sites across all geographies over the next three years.

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DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With approximately 389,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of DHL Group. The Group generated revenues of approximately 82.9 billion euros in 2025. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.

About SVT Robotics

SVT Robotics empowers IT teams to integrate, orchestrate, monitor, and scale industrial software and robotics with the tech-agnostic SOFTBOT Platform. This reduces custom development and support needs by providing a standard way for technologies to communicate without requiring changes to their APIs. The SOFTBOT Platform also delivers enhanced system visibility, simplified troubleshooting, maximized uptime, and access to aggregated data, enabling companies to optimize operations across their businesses. Visit svtrobotics.com.