International Post Corporation

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

17-03-2026

The new plug-and-play platform allows DHL to deploy robotics integrations up to 12 times faster than traditional custom coding setups.

Westerville, Ohio - DHL Supply Chain 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.

"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.

Source: DHL Group

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