

## Frequently Asked Questions (FAQs)

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### **1. Qihan is launching the Sanbot, a new robotics platform for businesses. What is its value proposition?**

At IFA 2016, Qihan is launching the Sanbot, an intelligent humanoid service robot built on an innovative robust cloud platform, designed to serve businesses operating in service industries including retail, healthcare, hospitality and education.

The new Sanbot platform will unleash the power of cloud-enabled robotics and artificial intelligence for retailers, hoteliers, schools, health clinics and operators in many other customer-oriented industries to deliver smarter and more personalized services.

As a catalyst of service innovations and business productivity, Sanbot is taking robotics technology mainstream. With an open API that enables developers to build Android applications that harness Sanbot's powerful AI and machine-learning capabilities, businesses will deliver more interactive and richer services that increase customer satisfaction and loyalty.

With an attractive and user-friendly design, the Sanbot offers Qihan's innovative cloud-based robotics platform, as well as class-leading hardware specifications including rechargeable batteries from Panasonic and image sensors from Sony.

The international debut of Sanbot at IFA 2016 will generate new opportunities for collaboration with partners in Europe and North America, as Qihan strengthens efforts to make the platform available outside China.

### **2. Is robotics a new business for Qihan? Why is Qihan expanding into robotics?**

Sanbot is an innovative user-friendly robot that combined Qihan's capabilities and expertise in robotics, IoT and artificial intelligence.

Founded in 2006, Qihan is a technology company focused on innovations in robotics, artificial intelligence and video analysis. Robots like Sanbot have the potential to reshape how service industries operate and Qihan is excited to be at the forefront of this artificial intelligence revolution.

Qihan has an proven track record in industry-leading innovations in video analysis and robotics, with excellent video cameras for the security industry, while our Donkey series of cleaning robots is now sold in more than 20 market around the world.

### **3. Sanbot has a tri-polar architecture. What are its advantages?**

Sanbot's powerful artificial intelligence capabilities are empowered by Qihan's proprietary tri-polar system architecture comprising the robot, private cloud and the Q-Link mobile application.

The computing power of Sanbot is distributed on both private cloud servers and the robot's advanced onboard processors and sensors. In addition, Sanbot is designed to integrate seamlessly with Q-Link, a proprietary mobile application that enables real-time communications, and also serves as a powerful console that enable users to control and access Sanbot's data and functionalities. Q-Link offers an open development platform through which users can control Sanbot and add functionality. Additionally, users can take direct control of Sanbot, guiding the robot using manual controls or using Sanbot's built-in audio-visual features and HD cameras. From customizing

user preferences to storing media files to adding retailer-specific data, the Q-Link Cloud System allows users to customize and personalize their interactions with Sanbot. Q-Link is available for download via the Apple App Store and Google Play.

The unique tri-ploar system architecture of the Sanbot is key to its powerful AI and machine-learning capabilities, supporting seamless and natural interactions with users through semantic comprehension, voice recognition, 3D face and image sensing. In addition, the Sanbot supports open API to enable customers create customized Android applications, further enhancing its power and usability.

#### **4. Who are Sanbot's target customers?**

Qihan is offering Sanbot in a managed service and subscription-based model in Europe and North America, to enable customers to deploy the new robotics platform based on their business needs. Designed for different customer-oriented industries including shopping malls, retail stores, restaurants, hotels, nursing homes and schools, Sanbot can be deployed in a flexible and cost-efficient way to generate value and returns on investment, with excellent business and technical support provided by Qihan in collaboration with local partners.

Qihan is focusing on developing Sanbot solutions in 5 key industry verticals:

- a) Retail and dining
- b) Hospitality
- c) Healthcare
- d) Education
- e) Security and surveillance

Sanbot is designed to provide interactive applications in retail stores, restaurants, nursing homes, schools and any organizations and businesses that need to deliver high-quality services to customers and users.

#### **5. Sanbot is already available in China. What has been the customer feedback so far?**

Since its introduction in China, Sanbot has excelled in a range of applications after being deployed by major retailers and service providers including:

- Airports – Sanbot now provides real-time interactive services and information at major airports including Shenzhen International Airport and Guangzhou Baiyun International Airport
- Retailers – Sanbot is deployed by major Chinese retailers including Tibet Glacial Water and Rainbow Department Store Co. Ltd., a retailer listed on the Shenzhen Stock Exchange.
- E-commerce – Sanbot is used by E-commerce operators including Huashuan51.com, a premium online retailer in China, to increase consumer engagement and website traffic.
- Healthcare – Sanbot is deployed by health clinics including Intellicell to provide personalized healthcare services to patients including long-distance medical consultations, access of health records and medical prescriptions.
- Education – Sanbot is used by pre-school and child education service providers including Wiswellbooks as teaching assistants, engaging children with educational games, music and course materials to make learning more interactive.

#### **6. What is Qihan's strategy to drive adoption of the Sanbot outside China?**

In Europe and North America, Qihan will expand its operations and work closely with local partners to support the

growth of Sanbot. There are many different channels for partnerships with Qihan:

- Distributors: Distributors and suppliers of technology solutions for retail, F&B, hospitality, healthcare, education and security industries
- Application developers: Developers of value-added software and applications that can be deployed on Sanbot via the Android-based API
- Cloud solution providers: Data center and cloud services providers that offer cloud hosting for Sanbot-based services and applications. At present, Qihan is partnering with cloud service vendors including AliCloud.
- System integrators and operators: Providers of information technology services for retail, F&B, hospitality, education and security industries

To support the growth of Sanbot, Qihan will increase its investments in research and development, sales, training and marketing support in key target markets including the U.K., Germany and France.

### **7. The international market landscape for robotics is very different from China. Does Qihan expect to generate large demand for Sanbot in international markets?**

Qihan expects to see strong demand for Sanbot in Europe and North America. Robots like Sanbot have the potential to reshape how service industries operate and Qihan is excited to be at the forefront of this artificial intelligence revolution.

Sanbot is designed to provide interactive applications in retail stores, restaurants, nursing homes, schools and any organizations and businesses that need to deliver high-quality services to customers and users.

Innovations in artificial intelligence and the Internet of Things have the potential to transform businesses and entire industries, generating enormous gains in productivity and efficiencies, and enhanced services and user experience for consumers.

### **8. Sanbot faces strong competition from other robotics companies such as SoftBank Pepper. How does Sanbot compare with its competitors?**

The robotics market is at a nascent stage of development internationally, and many different companies are offering their own technology visions.

Sanbot is designed to fulfill Qihan's "Robotics-as-a-Service" model, and offers a unique proprietary tri-polar system architecture comprising the robot, private cloud and the Q-Link mobile application. We believe this is a compelling technology that will help drive the mainstream adoption of robotics technology by empowering a wide range of business services and creating new Smart Home possibilities for households.

### **9. In international markets, Sanbot is focusing on the B2B market. Does Qihan plan to offer Sanbot direct to consumers?**

Internationally, the B2B market is our initial focus for the Sanbot. But over time, the Smart Home is also a large opportunity for the Sanbot. With excellent connectivity and an API that encourages openness and extensibility, Sanbot can become the hub of a household's connected life. Sanbot is equipped to help track personal finance data and scheduling, manage personal files and more. As an app-driven platform, Sanbot can deliver the versatile experiences we've come to expect from smart technology.

Sanbot can be the ultimate entertainment device with its built-in projector and suite of high-end audio-visual capabilities. For kids, Sanbot is a wonderful companion that can play games and dance and even help with the homework. And beyond that, children and the elderly can rely on Sanbot to help them access the connected world. With easy- to-use voice commands, they can use Sanbot to place video calls, access information and interact with popular online services.

Sanbot will also enhance security, enabling users to monitor event and potential breaches in their homes, protecting against intruders.

**10. In western markets, some companies and consumers have concerns about the information security and protection of Chinese technology products. Will Sanbot be safe for customers in Europe and North America?**

For Sanbot, information safety and security is a key priority and the Sanbot's proprietary tri-polar system architecture comprising the robot, private cloud and the Q-Link mobile application is designed to offer robust information protection for customers.

Sanbot's tri-polar system is fully encrypted and supports advanced access control, guaranteeing the highest standards of information safety and security.