



Cobalt Specialist Command Center (SCC)

The Cobalt Specialist Command Center (SCC) is our secure, distributed base of customer operations. Facility and SOC management operations are based out of the SCC, where our team conducts oversight of the Cobalt Robot fleet and handles customer site protocol.

In the SCC, Cobalt Specialists monitor and investigate anomalies, manage and escalate incidents, and provide other services related to security, facilities, and the employee experience. Employees and program stakeholders communicate with the SCC team by phone, email, Slack integration, or with a quick tap on the Cobalt Robot touchscreen.

SCC workstations have full disk encryption, and two-factor authentication is enabled for all logins. Cobalt's SCC is distributed across multiple offices to mitigate risks protect business continuity.

Operations

Located in San Mateo, Calif. and Provo, Utah for business continuity

Dedicated screens for comprehensive monitoring

Available year-round, 24 hours a day, 7 days a week

Security

Strict access control

Around-the-clock monitoring by cameras and with the Cobalt Robot

Regular audits of security camera video footage

SOC 2 compliant

Accountability

Accessible by Cobalt Robot, phone, email, and Slack

Follows existing and approved post-orders, customized per customer

Daily, weekly, and quarterly reporting

Real-time and scheduled data shared with customers through Cobalt Dashboard