GXO and Agility Robotics Digit humanoid

IMPLEMENTED 2024–2026 · TRANSPORT AND LOGISTICS · US · BAND E · CLAIMED ONLY
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GXO, a contract logistics provider, has used Agility Robotics' Digit humanoid at a Georgia site since 2024 under a robots-as-a-service deal. In October 2026 it said it would add two more sites from early 2027. Its chief executive said in August 2026 that humanoids were still in pilot and had not yet paid back.

ABOUT THIS SYNOPSIS

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

No measurable effect: no results reported.

Frontier case: AI used for a scientific, medical or engineering breakthrough. The transformation is potential and unproven; MarLuc grades what has changed in practice so far.

AI and automation used: AI-controlled humanoid robot (Agility Robotics Digit) with a cloud fleet platform, moving totes between autonomous mobile robots and conveyors.

Implemented: 2024–2026. Grade: band E, No measurable effect, Claimed only.

Headline result, as reported: Digit humanoid has moved more than 100,000 totes at a GXO site, but GXO's chief executive said in August 2026 it has no return on investment yet and no humanoids are in production

1 · The case

The facts, as reported by the 6 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

GXO Logistics. World's largest pure-play contract logistics provider by its own description, spun out of XPO in 2021, with more than 150,000 employees across over 1,000 facilities, per The Robot Report. Agility Robotics is a US humanoid maker, founded 2015. Canvas block: 4. Operations and process. Also 6. Data and technology.

Business challenge

The challenge. By the companies' account, repetitive tote handling in e-commerce fulfilment. In the Assembly article's framing, logistics operators face rising throughput demands and persistent labour shortages.

How it was addressed. In June 2024 GXO signed a multi-year agreement to deploy Digit commercially, paying Agility under a robots-as-a-service model. Digit has moved more than 100,000 totes at Flowery Branch, Georgia, working alongside existing automation. In October 2026 the companies announced Digit 4 deployments at two more GXO e-commerce sites from early 2027, with a move to Digit 5 when available. [1] [2] [3] [4] [5] [6]

Who implemented it

Agility Robotics (Equipment or robot maker): Supplies the Digit humanoid and the Arc cloud platform under a robots-as-a-service agreement.
In-house (In-house): GXO Logistics: Operates Digit in its own warehouses and chose the sites and tasks.
Robots-as-a-service: GXO pays Agility for the robots, by the companies' account; terms and price are not reported.

Technology (SEAM pillar E)

SEAM types: T9 AI in physical systems. Deployment: Vendor SaaS. Vendors and products: Agility Robotics, Digit, Agility Arc.

Where it was built in: Digit moves totes between autonomous mobile robots and conveyors alongside existing automation at a GXO facility; Agility Arc is its cloud automation and integration platform.

What changed

Before: totes moved between autonomous mobile robots and conveyors without a humanoid.
After: Digit does this task at one site. GXO says no humanoids will be in production use in 2026. [1] [2] [3] [4] [5] [6]

What it cost

Not reported. GXO did not say how much it is investing in the expansion, per The Robot Report.

What it saved

Not reported. GXO's chief executive said on 11 August 2026: "We have not achieved ROI on humanoids yet." [1] [2] [3] [4] [5] [6]

Governance and control

Agility says Digit works to industry safety standards. In 2024 Digit was not working near people at the Georgia site, per The Robot Report. GXO's internal ownership and review are not reported.

S2 · Accountable owner · Claimed
GXO's chief executive speaks publicly on the programme and its lack of ROI on the Q2 2026 earnings call; a named internal owner is not reported. [2]

A1 · Safe use · Claimed
In June 2024 The Robot Report said Digit was not working with or near humans at the Spanx facility;

A2 · Human in the loop · Not reported
Not reported.

A3 · Monitoring and assurance · Claimed
GXO tracks pilots and ROI by its chief executive's account (45 pilots, no ROI yet); operational monitoring data is not reported. [2]

A4 · Vendor AI · Claimed
Agility supplies the robots and the Arc cloud platform under a robots-as-a-service agreement; GXO's assurance of the vendor is not reported. [1] [3]

A5 · Agent controls · Not reported
No agent controls described.

A6 · Standards and regulation · Not reported
The Robot Report said in June 2024 that there were no safety standards for humanoids and that makers were using industrial robot standards; GXO's compliance approach is not reported. [3]

What worked, what did not, what is unproven

WORKED

– Digit has moved more than 100,000 totes in a live GXO operation, by the companies' account.

– The relationship continued from 2024 to 2026 and is being extended to two more sites, by the companies' account.

– GXO's chief executive gave a candid public account of progress and the lack of ROI.

DID NOT

– No return on investment: GXO's chief executive said it had not been achieved, and put production use about two years away.

– By GXO's account none of its humanoids will be in production in 2026; they are in pilot.

UNPROVEN

– Whether Digit lowers cost per tote against existing automation or labour: Not reported.

– Uptime, error rates and safety performance: Not reported.

– Whether humanoid robots will change how warehouses operate. The companies and the field describe this as a possibility; it is potential and unproven.

Timeline

Jun 2024 GXO and Agility announce a multi-year robots-as-a-service deal, with a small fleet of Digit at a Georgia site [3]

Aug 2026 GXO's chief executive says 45 humanoid pilots have been done, none will be in production this year, and no ROI yet [2]

Oct 2026 GXO and Agility announce Digit for two more e-commerce sites, to begin in early 2027 [1]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: A. Grade: E, No measurable effect. Proof: Claimed only. Level of change: Task support.

The SEAM view and lessons learnt

The deployment is real and commercial but small, and the client itself says it has not paid back. Automotive World noted that 100,000 totes over roughly two years is modest by warehouse standards. For a mid-sized or larger operator, the transferable point is to separate a working pilot from a production case, and to set the return measure before expanding.

1. Report volumes and returns separately.
2. Keep pilots labelled as pilots until a return is shown.
3. Agree the return measure and a stop point before adding sites.

Evidence

Score 1 of 4. Self-reported: the totes figure comes from the companies; the lack of ROI comes from GXO's chief executive on an earnings call. No independent measurement.

Evaluation method. Company announcements and an earnings call transcript, reported by trade press; no independent evaluation or regulator finding.

Sources disagree. The Robot Report's October 2026 article names the new sites as North Carolina and Tennessee in its opening and as Statesville, Tennessee and Lebanon, Indiana later in the text; Automotive World says Statesville, North Carolina and Lebanon, Tennessee. Reports of the 100,000 totes do not give a date or period.

Status. Ongoing: Georgia deployment continues; two further sites due from early 2027.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/gxo-agility-digit-humanoid

[1] The Robot Report: Agility and GXO Logistics plan expanded deployment of Digit humanoid
https://www.therobotreport.com/agility-gxo-logistics-plan-expanded-deployment-digit-humanoid/

[2] The Motley Fool: GXO Q2 2026 earnings call transcript
https://www.fool.com/earnings/call-transcripts/2026/08/11/gxo-gxo-q2-2026-earnings-call-transcript/

[3] The Robot Report: Agility Robotics' Digit humanoids land first official job
https://www.therobotreport.com/agility-robotics-digit-humanoid-lands-first-official-job/

[4] Automotive World: Humanoid robots scale up at GXO with Agility expansion
https://www.automotiveworld.com/news-releases/humanoid-robots-scale-up-at-gxo-with-agility-expansion/

[5] Assembly Magazine: Humanoid Robot Digit Moves 100,000 Totes at Distribution Center
https://www.assemblymag.com/articles/99671-humanoid-robot-digit-moves-100-000-totes-at-distribution-center

[6] Automation World: Agility Robotics' Digit shows promise in line-side operations with new ISO safety standard on the horizon (July 2025)
https://www.automationworld.com/factory/robotics/article/55303585/agility-robotics-agility-robotics-digit-shows-promise-in-line-side-operations-with-new-iso-safety-standard-on-the-horizon

GXO Logistics website: https://gxo.com

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VERSION HISTORY

v1.1 25 November 2026 Method update: technology type updated to T9 (AI in physical systems) and controls re-checked against sources; work zones and an emergency stop recorded as structural controls.
v1.0 15 November 2026 First published