AutoDoctor Investor Briefing

Prepared for: Prospective investors

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1. Product Snapshot

- Multi-sided marketplace connecting vehicle owners, independent mechanics, and workshop teams, presented through a conversion-oriented landing page that highlights a limited-time free trial alongside three paid tiers (`free` , `Quick Chat` , `Video Diagnostic` , `Complete Guidance`) src/app/page.tsx:7, src/lib/pricing.ts:3.
- Differentiated value stack covering timer-controlled HD video bays, secure asset sharing, and support tooling that is consistent across marketing and pricing surfaces src/lib/pricing.ts:34, src/components/session/SessionTimer.tsx:10, src/components/chat/FloatingChatPopup.tsx:18.
- Unified platform: Next.js 14 front end, Supabase for authentication/RLS-protected data, LiveKit for real-time sessions, Stripe for payments/payouts, and CRM automations for lifecycle tracking package.json:20, src/lib/auth/guards.ts:76, src/app/diagnostic/[id]/VideoSessionClient.tsx:1, src/app/api/sessions/resolve-by-stripe/route.ts:1, src/lib/crm.ts:28.

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2. Market Fit & Value Proposition

- Tackles the high-friction process of diagnosing vehicle issues by offering instant expert access without trips to a shop; the homepage banner promises immediate free trials and transparent tiered pricing, lowering adoption risk for first-time users src/app/page.tsx:17.
- Customers can escalate from text triage to immersive diagnostics and obtain actionable summaries, aligning with the need for remote-first yet trustworthy automotive guidance src/app/diagnostic/[id]/VideoSessionClient.tsx:1067, src/app/api/sessions/[id]/summary/route.ts:55.
- Mechanics gain flexible work, on-shift controls, and a queue of curated requests, addressing skilled labour underutilisation src/app/mechanic/dashboard/page.tsx:495, while workshops receive a dashboard for staffing, coverage planning, and invite management src/app/workshop/dashboard/page.tsx:18.

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3. Customer Journey (Current Build)

1. **Discovery & Activation** � Visitors move from the landing page into pricing with consistent plan messaging and value proofs src/app/services-pricing/page.tsx:5, src/lib/pricing.ts:3. A floating support bubble with scheduled availability signals human backup src/components/chat/ChatBubble.tsx:18, src/components/chat/FloatingChatPopup.tsx:156.
2. **Intake** � Authenticated customers complete a guided form that validates VINs, captures urgency, supports saved vehicles, and uploads media while enforcing location/contact requirements src/app/intake/page.tsx:35, src/app/intake/page.tsx:114. Preferred mechanic routing and urgent overrides are already wired for phased rollouts src/app/intake/page.tsx:61, src/app/api/intake/start/route.ts:175.
3. **Session Creation** � The intake API records CRM events, enforces one-active-session logic, supports credit redemptions, and seeds Supabase-stored session rows src/app/api/intake/start/route.ts:97, src/app/api/intake/start/route.ts:114, src/app/api/intake/start/route.ts:145.
4. **Payment & Fulfilment** � Paid flows rely on Stripe Checkout with webhook-equivalent fallback via `/api/sessions/resolve-by-stripe` , before handing off to a fulfilment pipeline that broadcasts requests in real time and respects preferred mechanic priority windows src/app/api/sessions/resolve-by-stripe/route.ts:1, src/lib/fulfillment.ts:410.

5. **Live Session Delivery** � LiveKit rooms render connection diagnostics, device preflight, branded controls, secure chat, timer overlays, and paid time-extension offers src/app/diagnostic/[id]/VideoSessionClient.tsx:21, src/app/diagnostic/[id]/VideoSessionClient.tsx:53, src/app/diagnostic/[id]/VideoSessionClient.tsx:31.
6. **Post-Session Follow-up** � Mechanics submit structured findings with media uploads, triggering branded email delivery and signed storage URLs for customers src/app/api/sessions/[id]/summary/route.ts:33, src/app/api/sessions/[id]/summary/route.ts:101.
7. **Retention** � CRM utilities log behaviour, manufacture upsell recommendations (maintenance plans, follow-up diagnostics), and expose funnel metrics for experimentation src/lib/crm.ts:74, src/lib/crm.ts:295, src/lib/crm.ts:331.

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4. Mechanic & Workshop Ecosystem

- **Mechanic Onboarding** � Six-step application with credential capture, file uploads, and insurance checks positions the network as premium-only src/app/mechanic/signup/page.tsx:1.
- **Operations Dashboard** � Auth-guarded dashboard surfaces on-shift toggles, live request queues, stats, and real-time session monitoring, all backed by Supabase subscriptions src/app/mechanic/dashboard/page.tsx:66, src/app/mechanic/dashboard/page.tsx:495, src/components/mechanic/MechanicActiveSessionsManager.tsx:27.
- **Workshop Enablement** � Dedicated portal summarises coverage geography, mechanic capacity, Stripe account readiness, and invite pipelines, with modal-driven invite flows producing shareable codes src/app/workshop/dashboard/page.tsx:18, src/components/workshop/InviteMechanicModal.tsx:31.

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5. Monetisation Engine

- Tiered pricing anchored to Stripe price IDs and mapped to fulfilment types (`chat` , `video` , `diagnostic`) for consistent downstream handling src/config/pricing.ts:41.
- Complimentary & credit-based sessions share the same waiver-first experience and single-active-session guardrails, supporting upsell funnels without compromising supply src/app/api/intake/start/route.ts:205.
- Time-extension offers and upgrade pathways are surfaced in-session, creating incremental revenue moments without requiring new checkout flows src/app/diagnostic/[id]/VideoSessionClient.tsx:31, src/app/api/sessions/[id]/upgrade/route.ts:6.
- CRM-driven upsells recommend follow-up sessions and maintenance plans based on session traits, positioning recurring revenue src/lib/crm.ts:275.

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6. Platform Infrastructure

- **Authentication & Access Control** � Central guard utilities enforce role checks, redirect logic, and workshop membership validation, backed by Supabase row-level security policies src/lib/auth/guards.ts:76, tests/e2e/rls-policies.spec.ts:1.
- **Realtime Orchestration** � Persistent Supabase broadcast channels fan out session requests, with fallback timers to avoid stranded customers src/lib/realtimeChannels.ts:1, src/lib/fulfillment.ts:548.
- **Tooling & Observability** � Playwright suites cover database integrity/RLS regressions, while analytics utilities log workshop milestones tests/e2e/database-integrity.spec.ts:1, src/lib/analytics/workshopEvents.ts:1.

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7. Safety, Compliance & Trust

- Mandatory waiver modal with scroll-to-accept gating and liability disclaimers reduces legal exposure before any session begins src/components/customer/WaiverModal.tsx:29.

- Session timer warns at five minutes and sixty seconds, with visual states to keep mechanics on schedule src/components/session/SessionTimer.tsx:43.
- Single-active-session enforcement protects supply and customer experience during intake and fulfilment src/app/api/intake/start/route.ts:145, src/lib/fulfillment.ts:154.
- Support chat reflects live availability windows and offline messaging workflows, reinforcing responsiveness src/components/chat/FloatingChatPopup.tsx:156.

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8. Delivery Status & Backlog Highlights

Area	Status	Evidence	Ne
Customer acquisition & intake	Live	Landing/pricing, auth-guarded intake, CRM logging src/app/page.tsx:7, src/app/intake/page.tsx:66, src/app/api/intake/start/route.ts:97	Add automated reminde analytics dictate
Live service delivery	Live	LiveKit room with device checks, timer, extensions src/app/diagnostic/[id]/VideoSessionClient.tsx:21	Finalise upgrade paymen src/app/api/sessions/[id].
Mechanic onboarding	Live (manual approval)	Multi-step form, document capture src/app/mechanic/signup/page.tsx:1	Implement notification e integration src/app/api/r
Workshop portal	Beta	Dashboard + invite modal src/app/workshop/dashboard/page.tsx:18	Build real revenue metric src/app/api/workshop/da
CRM & analytics	Live (foundational)	Interaction logging + upsell generator src/lib/crm.ts:74	Surface metrics in custon
Notifications & comms	Partial	Support bubble, waiver email hook src/components/chat/FloatingChatPopup.tsx:156, src/app/api/sessions/[id]/summary/route.ts:123	Wire transactional emails flows src/lib/rfq/notificat
Compliance automation	In progress	RLS tests, waiver enforcement tests/e2e/rls-policies.spec.ts:1	Automate admin approva src/app/api/admin/mech

Additional backlog accelerators include:

- Session upgrade payment capture and quote automation src/app/api/quotes/[quoteId]/respond/route.ts:57.
- Workshop revenue metrics and alerts src/app/api/workshop/dashboard/route.ts:116, src/lib/analytics/workshopAlerts.ts:19.
- Email/SMS delivery for compliance and onboarding events src/lib/notifications/compliance-notifications.ts:9.

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9. Investment Considerations

- **Strategic fit:** Remote diagnostics is growing as dealerships downsize front-of-house service. AutoDoctor marries certified expertise with software-first workflows, lowering CAC via free trials while expanding LTV through upgrades and follow-ups.
- **Defensibility:** Verified mechanic onboarding, workshop partnerships, and realtime infrastructure create high switching costs. Compliance tooling and RLS-tested data paths underpin enterprise-readiness.
- **Scale levers:** Credits, upsells, workshop revenue-share, and planned corporate programs provide multiple monetisation tracks once demand scales. Existing architecture (persistent channels, CRM RPCs, modular

guards) supports rapid expansion into fleets and insurance partners.

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10. Appendices (Key Artefacts Reviewed)

- Customer-facing experiences: `src/app/page.tsx` , `src/app/services-pricing/page.tsx` , `src/app/intake/page.tsx`
- Mechanic & workshop ops: `src/app/mechanic/dashboard/page.tsx` , `src/app/workshop/dashboard/page.tsx`
- Realtime and fulfilment core: `src/lib/fulfillment.ts` , `src/lib/realtimeChannels.ts`
- Safety & compliance: `src/components/customer/WaiverModal.tsx` , `tests/e2e/rls-policies.spec.ts`
- Monetisation & CRM: `src/config/pricing.ts` , `src/lib/crm.ts`

End of briefing