

GRIPENWIPE

AI-POWERED COMPLAINTS FOR A CLEANER TOMORROW.

Web app that streamlines the feedback process by allowing users to easily report issues with cleanliness, infrastructure, and equipment in public restrooms. Leveraging the power of Gemini AI, GripeNWipe ensures your complaints are directed to the responsible person, guaranteeing a swift resolution.

Presented by Team OwO

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AND SANITATION



PROBLEM STATEMENT

WHAT INSPIRED ME CREATE THE GRIPENWIPE?

BERSIH MENAWAN WANGI



Standard Public Toilet Malaysia introduced by
Local Government Development Minister Nga Kor Ming
-New Straits Time, October 2023-

STATISTICS



Only 61% of 10,257 public toilets
met satisfaction standards in 2013.
-Malaysia Kini, November 2016-



Worst toilets (63% hawker centers)
had bad odor & wet floors.
-Channel New Asia, April 2023-



Public toilets dirtier in 2020 (vs.
2016), raising hygiene concerns.
-Channel New Asia, April 2023-

PROJECT DESIGNS

KEY FEATURES FOR GRIPENWIPE



SCAN & COMPLAINS

Toilets may have QR code stickers on the door or inside. You can scan these codes without needing to download any app or enable location services on your phone.

PICTURE SPEAKS

Upload a picture of the broken toilet. Then, Gemini AI Vision Pro will analyze the photo and describe the issue. The description is used to create your complaint easily.



AUTO JOB ASSIGNMENT

Analyze an image descriptions generated and any feedback you provide to create a complete story. Based on this analysis, Gemini AI can then assign tasks to different people.

GENERATE ACTION PLAN

When Gemini receives information about a situation, it analyzes it and suggests solutions for the person in charge. These suggestions are tailored to the person's role.



PROJECT DESIGNS

KEY FEATURES FOR GRIPENWIPE



SEND MESSAGE VIA TELEGRAM

When you submit a complaint, the GripeNWipe app uses a Telegram bot to automatically send the message to the right person in charge without any extra steps.



SHOW COMPLAINT WORKFLOW

After submitting a complaint through the GripeNWipe app, you can track the progress within the app itself. It will display the status of the actions taken, ensuring the issue is addressed.

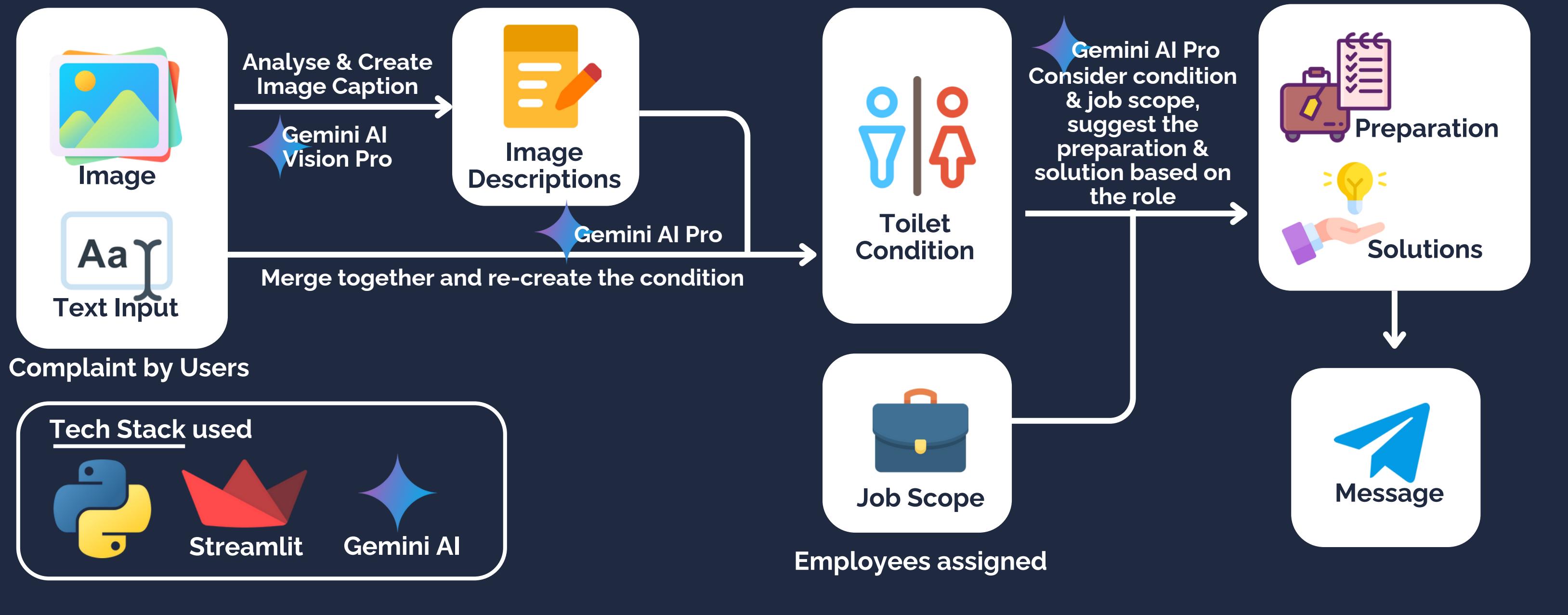


TISSUES COMES TO RESCUE

Out of toilet paper? No problem! Just scan GripeNWipe and click once to alert the restroom attendant. They'll be notified and get you restocked in no time.

PROJECT DESIGNS

HOW GRIPENWIPE USES GEMINI AI?



DEMO VIDEO



WHAT HAPPENING INSIDE?

- 1 User upload the photo & may fill up all the information.
- 2 Gemini Vision Pro analyses and describes the photo.
- 3 Gemini Pro merges descriptions & inputs before generate the toilet condition (image caption).
- 4 Gemini Pro assign the work to PIC based on the toilet condition.
- 5 Gemini Pro generate message based on the role and condition.
- 6 Personalized message is sent via Telegram into the group.
- 7 Action taken will be stated in the feedback page.

The image shows a composite view. On the left, a mobile phone screen displays a large orange title "DEMO VIDEO" at the top, followed by a list of icons. Below this is a section titled "WHAT HAPPENING INSIDE?" with a numbered list from 1 to 7. On the right, a screenshot of a mobile application titled "GripNWire" is shown. The app has a dark theme with a purple header. It features a "Snap a photo" button, a "Drag and drop file here" field with a 200MB limit, and a "Browse files" button. A question "Does the toilet has unpleasant smell?" is displayed with a checkbox. At the bottom, there are buttons for "Submit Your Complain" and "Send me the tissue". A purple callout box on the phone screen provides additional details about group creation.

You created a group.
Groups can have:

- ✓ Up to 200,000 members
- ✓ Persistent chat history
- ✓ Public links such as t.me/title
- ✓ Admins with different rights

DEMO VIDEO

 DON'T FRET, THRONE WARRIOR!
TISSUE IS OTW

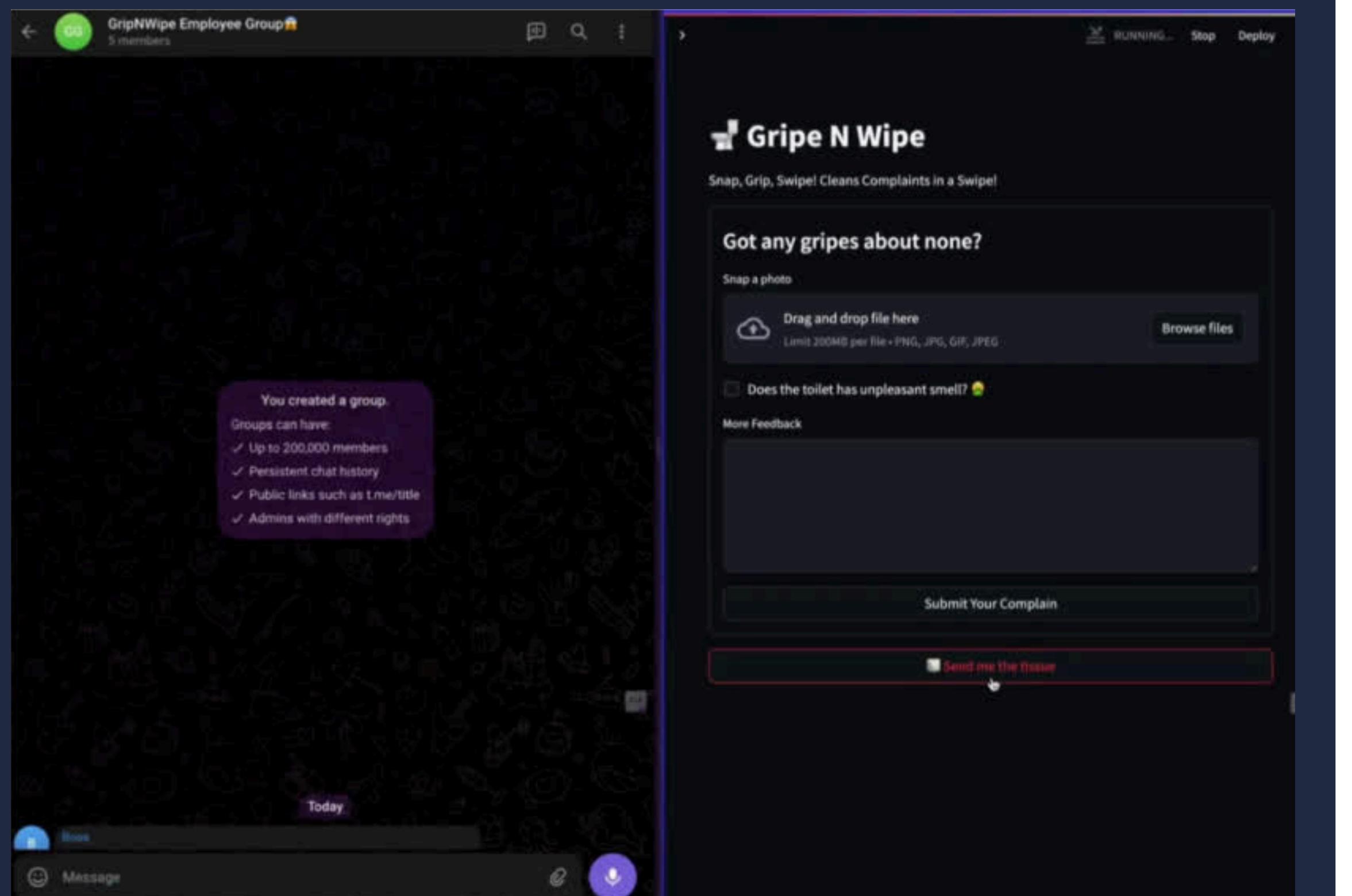
WHAT HAPPENING INSIDE?

- 1 User click on the "Send me the tissue"
- 2 GripeNWipe sends a message to inform the active employee
- 3 Employee receives the message and send the tissue to the users

WHY IT IS IMPORTANT?

Reports have surfaced of empty toilet paper dispensers in shopping malls, government buildings, and other public facilities, leaving users without the basic necessity.

-Star Online, Jan 2024-



COMPETITOR ANALYSIS

GRIPNWIPE IS BETTER THAN CAKNAKPKT



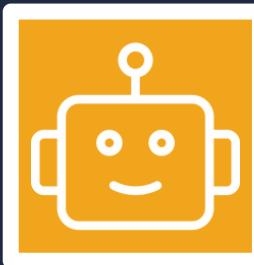
DIRECT COMMUNICATION

Eliminates human intervention by directly sending messages to the relevant authorities.



TARGETED APPROACH

Focuses on specific locations, allowing for potentially better problem identification & solution development.



AI-POWERED ANALYSIS

Image recognition & AI analysis can provide more detailed information about the toilet condition



REDUCED WORKLOAD

Automating complaint routing, work order assignment, and suggesting solutions can free up human resources



- Citizen complaint submission
- Automated complaint routing
- Real-time complaint monitoring & assignment
- Service quality tracking across agencies

BUSINESS MODEL

SIMPLE OVERVIEW ON BUSINESS MODEL CANVAS

- Convenient and automated complaint submission process.
- Anonymity when submitting complaints.
- Access to emergency toilet paper assistance.

Individual Users

- Improved public toilet hygiene and cleanliness.
- Faster identification and resolution of toilet maintenance issues.
- Data-driven insights into toilet condition and usage patterns.
- Potentially reduced maintenance costs through preventative measures.

Building Owners & Facility Managers

CUSTOMER & VALUE PROPOSITIONS CHANNELS

Web App

Primary channel for both users and facility managers to access GripeNWipe's services.

Partnerships

Integration with building management systems or smart toilet solutions.

Marketing

Promote the app to users and encourage building owners to adopt it.



Provide a communication channel to report issues within the app

In-App Support

CUSTOMER RELATIONSHIPS KEY ACTIVITIES

Maintain and analyze data to ensure accurate toilet condition

Data Management

Continuously improve the app's functionalities, performance & UX

App Development

Provide timely and helpful assistance to target customers

Customer Support

BUSINESS MODEL

SIMPLE OVERVIEW ON BUSINESS MODEL CANVAS

Web App	Core technology platform that facilitates complaint submission
Partnerships	Infrastructure to store and analyze user data, toilet condition data & usage patterns
Data Storage	Promote the app to users and encourage building owners to adopt it.

KEY RESOURCES

KEY PARTNERSHIP

Building Management System Providers

Integrate GripeNWipe with existing building management systems for seamless data exchange and automated work order creation.

Smart Toilet Solution Companies

Integrate with smart toilet technology to receive real-time sensor data on toilet functionality and automate specific actions



Costs associated with ongoing development, bug fixing & updates	App Development
Costs for cloud storage infrastructure and data processing power for AI	Data Storage
Costs for marketing campaigns, user acquisition strategies, and sales efforts.	Marketing

COST STRUCTURE

REVENUE STREAMS

Display targeted ads within the app to relevant businesses

In-App Support

Offer anonymized and aggregated data insights to facility management

Data Insights

Building customers pay a subscription fee for access

Subscription Model

GRIPENWIPE

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