Nia
Concierge AI

OVERVIEW

drvn has earned a reputation for high-touch service and operational excellence. With **Smart Manifest – Powered by ViVi**, you now have the opportunity to lead the industry in intelligent transportation logistics—redefining how data is captured, processed, and transformed into actionable experiences while laying the conversational and voice-enabled foundation for ViVi's future as an intelligent concierge across the drvn ecosystem.

NiaXP will design, build, and deploy an AI-powered manifest tool embedded within MTC's FUSE and VIP Portal. The Smart Manifest module interprets, validates, and enriches raw passenger data in real time and enabling automated service proposal generation and reducing operational friction across teams.

This solution is built to scale, learn from client-specific preferences, and reduce the burden of manual coordination.

PROJECT GOALS

- Accept manifests in any format (Excel, PDF, scanned image, etc.)
- Use AI to validate and enrich data in real time
- Deliver multilingual chat and voice-enabled interactions that allow users to clarify, confirm, and refine manifests in real time—establishing the conversational layer for ViVi's long-term roadmap
- Auto-generate accurate service proposals aligned with drvn's operational logic
- Shorten the quote-to-confirmation cycle and reduce manual coordination

DELIVERABLES

1. Product Roadmap & Milestones

- 3-month project timeline
- Detailed phase breakdown with weekly check-ins and monthly live demos

2. Technical Architecture

- File ingestion + parsing engine
- API integration with Google Maps, FlightStats, and drvn internal systems
- OCR for scanned documents
- Regex + data type validation engine with field-level rules
- Column-level scoring for Completeness and Content Quality
- Outlier detection and anomaly flagging (e.g., mismatched locations)
- Real-time malware detection and secure Google Cloud file handling

3. UX/UI Flows

- Wireframes and annotated interaction flows
- Upload, feedback, editing, and preview interfaces
- Conversational chat-first interface with voice-enabled correction
- In-place corrections without re-uploading files
- Visual data feedback via tables, charts, and scoring widgets
- Interfaces built to match MTC's brand and digital system

4. Prototype

- Clickable UX prototype showing key flows
- Used for stakeholder feedback before MVP deployment

5. MVP Deployment

- Fully functional Smart Manifest module
- Embedded in MTC's VIP Portal with:
  - Multi-format upload support
  - Advanced validation + enrichment logic
  - Real-time chat feedback (with optional voice)
  - Custom grouping logic (e.g., VIP separation, ride time thresholds)
  - Smart memory of templates and prompts per client account
  - Editable, dynamic proposal previews ready for client verification
- Conversational interface with voice commands to streamline corrections, confirmations, and live proposal previews
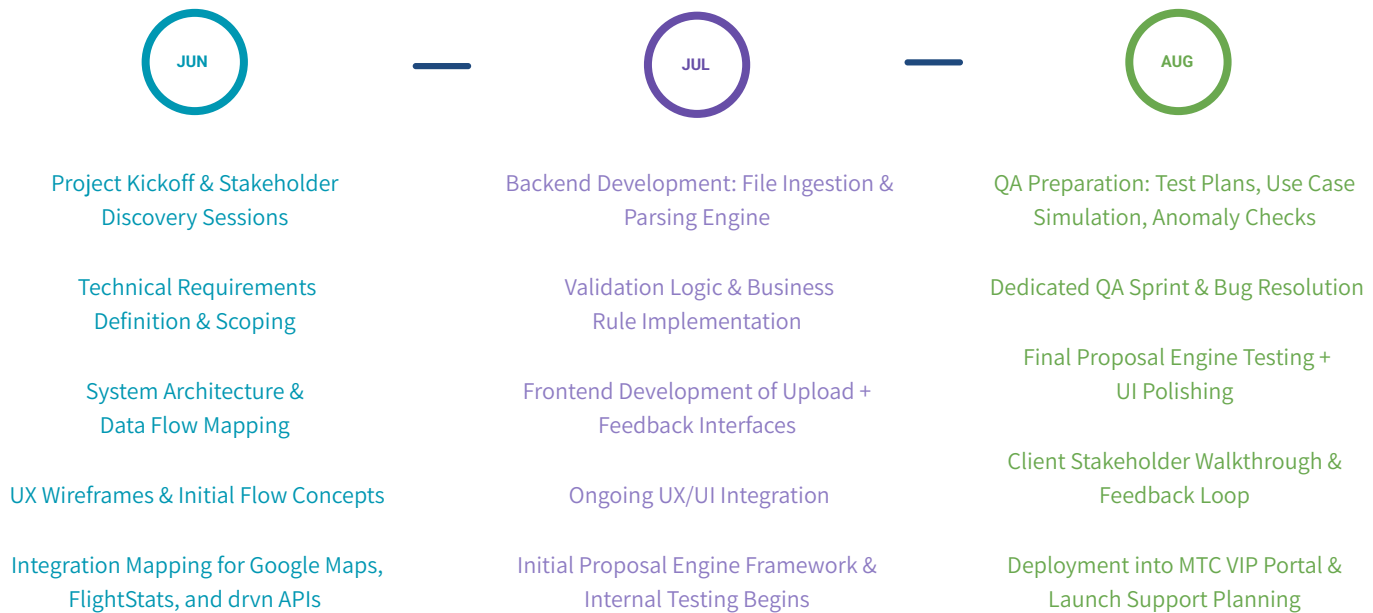
6. Progress Updates

- Bi-weekly written updates
- Live product demo
- Documentation

TIMING & PRICING

Phase	Description	Timing	Integration & Setup Fees
Phase 1	Project kickoff, stakeholder discovery, technical planning, requirements gathering, and integration mapping	Weeks 1–2	$28,000
Phase 2	UX scoping, conversational interface design, prototype development, and approval loop	Weeks 3–4	$36,000
Phase 3	Full system build: backend/frontend logic, validation engine, enrichment, proposal framework, API integration	Weeks 5–10	$134,000
Phase 4	Final QA testing, conversational UX validation, final tuning, embedded deployment, and MVP launch support	Weeks 11–12	$63,000

ROADMAP

JUN — **JUL** — **AUG**

JUN	JUL	AUG
Project Kickoff & Stakeholder Discovery Sessions	Backend Development: File Ingestion & Parsing Engine	QA Preparation: Test Plans, Use Case Simulation, Anomaly Checks
Technical Requirements Definition & Scoping	Validation Logic & Business Rule Implementation	Dedicated QA Sprint & Bug Resolution
System Architecture & Data Flow Mapping	Frontend Development of Upload + Feedback Interfaces	Final Proposal Engine Testing + UI Polishing
UX Wireframes & Initial Flow Concepts	Ongoing UX/UI Integration	Client Stakeholder Walkthrough & Feedback Loop
Integration Mapping for Google Maps, FlightStats, and drvn APIs	Initial Proposal Engine Framework & Internal Testing Begins	Deployment into MTC VIP Portal & Launch Support Planning

THANK YOU!

Thank you for considering NiaXP as a transformative solution for drvn. We look forward to helping drvn unlock new levels of operational intelligence and guest experience with Smart Manifest.

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