

**CAPSTONE PROJECT REPORT**

**Report 1 – Project Introduction**

– HCM, December 2025 –

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# I. Record of Changes

| **Date** | **A\* M, D** | **In charge** | **Change Description** |
| --- | --- | --- | --- |
| 9-06-2025 | A | Nguyễn Anh Huy | Initial project proposal draft |
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\*A - Added M - Modified D - Deleted

# II. Project Introduction

## 1. Overview

### 1.1 Project Information

* Project name: DriveMate – Platform connecting novice drivers with car driving instructor sponsors.
* Project code: FE25SE067
* Group name: GFA25SE14
* Software type: Web & Mobile Application (NextJS, React Native, .NET Microservices)

### 1.2 Project Team

| **Full Name** | **Role** | **Email** | **Mobile** |
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## 2. Product Background

Obtaining a driver’s license is just the first milestone. Many drivers still feel unprepared or anxious when driving alone in real traffic — even after successfully earning their license. This lack of confidence often leads to hesitation, unsafe driving behaviors, or complete avoidance of driving.

Research and practical experience show that many new drivers experience sweaty hands, nervousness, and hesitation as soon as they hold the steering wheel. In several cases, they can only stabilize their psychology and drive smoothly after about 3–5 additional supervised practice sessions.

It is also common for novice drivers to avoid busy roads, prefer driving slowly on quiet streets, or only drive when accompanied by someone more experienced to feel secure. In some extreme situations, drivers who obtained a license years earlier still refuse to drive due to fear and lack of confidence.

These situations reveal a clear gap between obtaining a license and developing real confidence to drive independently.

## 3. Existing Systems

### 3.1 GrabDriver Training (Vietnam, internal training)

**Description:** Grab has an internal training program for new driver-partners before allowing them to operate.

**Actors:** Grab trainers & drivers.

**Features:** Practical training, orientation, safety rules.

**Pros:** Standardized process, real-world preparation.

**Cons:**

* Only available for Grab drivers, not for general licensed drivers.
* Training focuses on platform operation, not building driver confidence.
* Not personalized for people who already have a license but feel insecure driving.

### 3.2 Uber Driving School (International)

**Description:** Uber provides training courses and workshops in some markets to enhance driver confidence.

**Actors:** Uber instructors & registered drivers.

**Features:** Structured workshops, professional coaching, safety practices.

**Pros:** Professional trainers, structured content, improved driver image.

**Cons:**

* Limited availability (only in selected countries, not in Vietnam).
* Content is generalized, not tailored to individual fear/anxiety cases.
* Focused on Uber driver performance, not casual drivers seeking confidence.

### 3.3 Mioto – Rent a Car with Driver (Vietnam)

**Description:** Mioto is a car rental platform in Vietnam where users can rent vehicles with or without drivers, offering flexible options for city travel and personal use.

**Actors:** Car owners, drivers, and renters.

**Features:**

* Mobile app booking.
* Choice between self-drive or ride with a driver.
* Wide vehicle selection, available in major cities.

**Pros:** Convenient, flexible, accessible nationwide.

**Cons:**

* Service is transport-oriented, not designed for driver training.
* No structured curriculum to improve driving skills.
* Drivers act as chauffeurs, not as trainers, so that cannot help users overcome fear.

## 4. Business Opportunity

Many newly licensed drivers in Vietnam, particularly in large urban areas, struggle with a lack of confidence when transitioning from driving school to real traffic conditions. Existing driving centers focus on pre-license training and rarely provide post-license “confidence building” sessions. This creates a gap between acquiring a license and being able to drive independently in complex and stressful traffic environments.

Current applications, such as Grab and Uber, provide training only for their own driver networks, excluding the wider population of licensed drivers who do not intend to work for ride-hailing platforms. Car rental platforms like Mioto, while offering flexible access to vehicles, do not provide structured guidance or personalized support for drivers who need additional practice and confidence-building.

DriveMate addresses this unmet need by connecting novice drivers directly with verified independent instructors. The platform enables flexible, on-demand booking of training sessions, with payments going straight to the instructor while DriveMate earns from service fees. This approach ensures transparency, incentivizes high-quality instruction, and avoids reliance on traditional driving centers.

Such a solution not only helps drivers become more confident but also aligns with growing urban mobility trends, where flexible app-based services and peer-to-peer platforms are increasingly preferred. By focusing on direct instructor partnerships, DriveMate creates a scalable model that solves a problem current solutions cannot fully address and positions itself as an attractive product in the evolving mobility ecosystem.

## 5. Software Product Vision

For newly licensed drivers who want to gain real confidence after obtaining a license, DriveMate is a mobile and web-based application that connects learners directly with verified independent instructors. The system will support on-demand booking, secure cashless payments, and real-time tracking of practice sessions in real traffic conditions. Unlike traditional driving centers or informal arrangements, drivers using DriveMate will not be limited by fixed schedules or opaque fees, which ensures more flexibility, safety, and trust. This vision empowers novice drivers to transition smoothly into independent driving, while enabling instructors to access new income opportunities without relying on training centers. In the long run, DriveMate aims to become the go-to platform for safe and confident driving in Vietnam and beyond

## 6. Project Scope & Limitations

### 6.1 Major Features

The following major features distinguish **DriveMate** from traditional training centers or informal arrangements:

* **FE-01:** Register and verify accounts for novice drivers and certified instructors.
* **FE-02:** Book supervised driving sessions with flexible options for location, schedule, and route.
* **FE-03:** Track practice sessions in real time using GPS.
* **FE-04:** Integrate secure payment methods (VNPay, ZaloPay, PayOS).
* **FE-05:** Provide a rating and feedback system for instructors.
* **FE-06:** Send notifications and reminders for booked sessions.
* **FE-07:** Enable real-time communication between instructors and drivers via chat.
* **FE-08:** Offer an admin/inspector dashboard for account verification, monitoring, and compliance oversight.

### 6.2 Limitations & Exclusions

The following features or expectations are not planned for the initial scope of the product:

* **LI-01:** DriveMate does not provide or rent vehicles independently; instructors must supply their own cars.
* **LI-02:** The platform initially supports only license holders.
* **LI-03:** Services will be available exclusively in Vietnam during the first deployment phase.
* **LI-04:** Advanced AI driver-assist features (e.g., ADAS, telematics) are excluded from this phase.