

# ARIA HOTLINE

## Project Report

Executive Summary · Client Requirements · Committed Scope  
Discussions · Finalised Tech Stack · Cost

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## Document Control

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# 1. Executive Summary

ARIA Hotline is an AI-powered compliance reporting platform built by DrivenStack for [Enterprise Client]. It modernises and automates the operation of an organisational ethics and compliance hotline, replacing traditional call-centre intake with an autonomous, AI-driven workflow that receives, documents, categorises, routes, and tracks compliance cases while meeting the regulatory, security, and operational standards expected of regulated organisations.

The platform is designed to serve healthcare, education, government, and enterprise organisations that require a structured reporting mechanism with complete auditability and active compliance oversight. This report sets out, in order, what the client asked for, the scope DrivenStack has committed to deliver, the key decisions taken during discussions, the finalised technology stack, the operating-cost model, and the conclusion.

## 1.1 What ARIA Hotline Does — In Plain Terms

In everyday language: ARIA Hotline is an automated phone line that anyone can call to report a concern. Instead of waiting for a human operator, the caller talks to an AI assistant that listens, asks the right follow-up questions, and writes up a clear, well-organised report on its own.

That report appears instantly in a secure online dashboard, where the organisation's compliance team can review it, assign it to the right person, investigate it, and follow it through to a resolution. Every step is recorded in a tamper-proof log, so there is always a complete history of what happened and when. Callers can choose to stay anonymous, and the assistant can handle more than one language, making it easier and safer for people to speak up.

## 2. Client Requirements & Expectations

This section captures what [Enterprise Client] asked the platform to achieve, the functionality expected of it, the compliance posture required, and the initial technical direction the engagement started from.

### 2.1 Business Goals

The client's overarching goal is a secure, scalable, and cost-efficient alternative to traditional, outsourced compliance hotline services. Specifically, the platform is expected to:

1. Reduce intake delay by capturing and structuring reports the moment a call is received, without queueing for human availability.
2. Improve the consistency and completeness of case documentation through a standardised, AI-guided intake conversation.
3. Strengthen audit trails with an immutable record suitable for regulatory examination.
4. Increase accessibility through multilingual voice support and an anonymous reporting pathway.
5. Centralise the full case lifecycle — intake, triage, routing, investigation, corrective action, and closure — in one governed platform.
6. Lower the total cost of ownership relative to outsourced hotline contracts.

### 2.2 Functional Requirements

To meet these goals, the client expects the following capabilities to be delivered:

- Four integrated portals: a public marketing website, a reporter portal, an administrative compliance portal, and an operations portal.
  - AI-powered voice intake that conducts a structured intake conversation with the caller.
  - Automatic generation of a consistently structured compliance case from each call.
  - Anonymous reporting that protects reporter identity while preserving case integrity and follow-up.
  - Case routing, investigation workflow, and corrective-action tracking through to resolution.
- Immutable audit logging and structured reporting exports for oversight and regulatory response.

## 2.3 Compliance & Security Expectations

Because the platform handles sensitive disclosures, the client requires it to be aligned with the Health Insurance Portability and Accountability Act (HIPAA) and to be developed with SOC 2 readiness treated as a core objective rather than a later retrofit. Protected Health Information (PHI) must remain within services covered by a Business Associate Agreement (BAA). The expected security controls include Row-Level Security, append-only audit logs, multi-tenant isolation, Role-Based Access Control, SAML-based Single Sign-On, Multi-Factor Authentication, and content-blind operational access.

## 2.4 Client’s Initial Technical Direction

The engagement began from the following technical direction. Items marked as initially considered were revisited during the discussions described in Section 4.

|                          |                                                                                        |
|--------------------------|----------------------------------------------------------------------------------------|
|                          |                                                                                        |
| Web application          | A Next.js-based web application across the four portals.                               |
| Hosting & infrastructure | Vercel hosting (later revisited).                                                      |
| Authentication / SSO     | Enterprise Single Sign-On, with WorkOS initially considered for SSO (later revisited). |
| Voice intake             | An AI voice line using Twilio, Vapi, Anthropic Claude, Deepgram, and ElevenLabs.       |
| Sensitive data storage   | HIPAA-compliant storage for PHI under a Business Associate Agreement.                  |
| Billing                  | Stripe for subscription and usage billing.                                             |

# 3. Project Scope Committed

This section sets out the scope DrivenStack has committed to deliver, the boundaries of that commitment, the committed delivery timeline, and the items required from the stakeholder to keep delivery on track.

## 3.1 Portals & Capabilities Committed

DrivenStack has committed to delivering four integrated portals against a shared, governed data layer, each addressing a distinct audience and access level.

|                   |                                    |                                                                                        |
|-------------------|------------------------------------|----------------------------------------------------------------------------------------|
|                   |                                    |                                                                                        |
| Marketing website | Prospective clients and the public | Public presentation of the platform and the means to make contact or begin onboarding. |

|                                         |                                       |                                                                                         |
|-----------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Reporter portal</b>                  | Individuals submitting reports        | Secure, optionally anonymous channel for submitting and following up on reports.        |
| <b>Administrative compliance portal</b> | Compliance officers and investigators | Case review, triage, routing, investigation, corrective-action tracking, and reporting. |
| <b>Operations portal</b>                | Platform operators                    | Tenant administration, configuration, and content-blind operational oversight.          |

Across these portals the committed capabilities include AI-powered voice intake, structured case generation, anonymous reporting, case routing, investigation workflows, corrective-action tracking, immutable audit logging, and reporting exports.

## 3.2 In Scope and Out of Scope

The committed scope comprises the four portals, the shared services backend, the AI voice-intake pipeline, and the compliance, security, and reporting capabilities described above. To preserve a clear delivery boundary, the following are explicitly out of scope and would be addressed under separate agreement: bespoke integrations with third-party case-management or HRIS systems beyond the defined export interface; migration of historical case data from legacy systems; and provisioning of a dedicated, single-tenant infrastructure environment before the platform reaches the scale at which such a migration is warranted.

## 3.3 Committed Delivery Timeline

Delivery follows a 26-week implementation roadmap, with a Minimum Viable Product (MVP) milestone targeted at Week 12. Progress is managed through structured sprint planning, recurring stakeholder reviews, weekly progress reporting, and controlled deployment across staging and production environments.

|                               |           |                                                                                 |
|-------------------------------|-----------|---------------------------------------------------------------------------------|
|                               |           |                                                                                 |
| <b>Foundation &amp; setup</b> | Weeks 1–4 | Repository, infrastructure, security baseline, and core data model established. |
| <b>Core platform build</b>    | Weeks 5–8 | Portal scaffolding, authentication, and case data layer implemented.            |

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|                                   |             |                                                                                 |
|-----------------------------------|-------------|---------------------------------------------------------------------------------|
|                                   |             |                                                                                 |
| <b>Voice intake integration</b>   | Weeks 9–12  | Telephony and AI voice pipeline integrated; MVP reached at Week 12.             |
| <b>Compliance &amp; workflow</b>  | Weeks 13–18 | Investigation workflow, corrective-action tracking, audit logging, and exports. |
| <b>Hardening &amp; readiness</b>  | Weeks 19–22 | Security hardening, SOC 2 readiness activities, and performance validation.     |
| <b>Stabilisation &amp; launch</b> | Weeks 23–26 | User acceptance, final fixes, production deployment, and handover.              |

## 3.4 Stakeholder Dependencies

Delivery of the committed scope depends on the timely provision of several items that lie with the stakeholder. These are required to finalise infrastructure configuration and complete the public-facing design, and they directly affect the Week 12 MVP milestone.

|                                            |                                                              |                       |
|--------------------------------------------|--------------------------------------------------------------|-----------------------|
|                                            |                                                              |                       |
| <b>Administrative access to Supabase</b>   | Finalise data, authentication, and security configuration.   | Pending — stakeholder |
| <b>Administrative access to Vercel</b>     | Finalise hosting, deployment, and environment configuration. | Pending — stakeholder |
| <b>Approved branding assets</b>            | Apply brand identity across the website and portals.         | Pending — stakeholder |
| <b>Imagery and visual assets</b>           | Complete public-facing design implementation.                | Pending — stakeholder |
| <b>Colour palette and brand guidelines</b> | Ensure visual consistency with the organisation's identity.  | Pending — stakeholder |

## 4. Discussions

During technical review, several points of the client's initial direction were evaluated against the competing priorities of compliance, cost, time-to-market, and long-term flexibility. The discussions and their outcomes are summarised below; the resulting stack is presented in Section 5.

### 4.1 Key Decisions & Rationale

|                             |                                                                          |                                                                                                                                                             |
|-----------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             |                                                                          |                                                                                                                                                             |
| <b>Infrastructure model</b> | Custom, self-managed AWS deployment versus managed cloud infrastructure. | Managed infrastructure adopted — accelerates time-to-market and reduces operational complexity, with a documented migration path to dedicated AWS retained. |
| <b>Enterprise SSO</b>       | WorkOS versus Supabase native SAML for enterprise Single Sign-On.        | Supabase native SAML adopted — preserves enterprise authentication capability while reducing recurring third-party cost.                                    |
| <b>PHI storage</b>          | Choice of repository for PHI-related assets.                             | AWS S3 adopted — BAA availability and demonstrated HIPAA alignment for sensitive assets.                                                                    |
| <b>Email &amp; PHI</b>      | Whether notifications could carry PHI.                                   | Email constrained to PHI-free content — maintains compliance where the channel cannot guarantee equivalent protection.                                      |

Collectively, these decisions favour a rapid, compliant, and cost-controlled initial delivery, while deliberately preserving the option to migrate to a dedicated environment as the platform matures.

## 5. Finalised Tech Stack

## 5.1 Architecture Overview

The finalised solution is built on a modern, managed-cloud architecture that prioritises security, maintainability, and speed of delivery. Application logic is delivered through Next.js and hosted on Vercel; data and authentication are provided by Supabase on a managed PostgreSQL foundation; telephony and voice orchestration are handled by Twilio and Vapi; conversational reasoning is provided by Anthropic Claude; durable storage of sensitive assets is provided by AWS S3; and billing is handled through Stripe. The platform is organised as a Turborepo monorepo, enabling shared components, centralised governance, consistent deployment, and orderly future scaling. The architecture is deliberately portable and can be migrated to a dedicated AWS environment without a product rewrite.

## 5.2 Confirmed Technology Stack

|                       |         |                                                                     |
|-----------------------|---------|---------------------------------------------------------------------|
|                       |         |                                                                     |
| Application framework | Next.js | Server-rendered web application and API layer for all four portals. |
| Hosting & delivery    | Vercel  | Managed deployment, edge delivery, and preview environments.        |

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|                     |                       |                                                                             |
|---------------------|-----------------------|-----------------------------------------------------------------------------|
|                     |                       |                                                                             |
| Data & auth         | Supabase (PostgreSQL) | Primary datastore, Row-Level Security, authentication, and native SAML SSO. |
| Telephony           | Twilio                | Inbound call reception and carrier connectivity.                            |
| Voice orchestration | Vapi                  | Real-time orchestration of the AI voice conversation.                       |
| Speech-to-text      | Deepgram              | Transcription of caller speech into text.                                   |
| Reasoning           | Anthropic Claude      | Conversational reasoning, classification, and structured case generation.   |
| Speech synthesis    | ElevenLabs            | Natural-sounding voice responses to the caller.                             |
| Object storage      | AWS S3                | BAA-covered, HIPAA-aligned storage for PHI-related assets.                  |
| Billing             | Stripe                | Subscription and usage billing.                                             |
| Monorepo tooling    | Turborepo             | Shared packages, build orchestration, and consistent CI/CD.                 |

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## 5.3 How the Voice Intake Works

The voice intake pipeline converts a spoken report into a structured compliance case in real time:

- 1. Call reception** — the call is received through Twilio, which provides carrier connectivity and the inbound number.
- 2. Conversation orchestration** — Vapi orchestrates the AI-driven conversation and manages turn-taking with the caller.
- 3. Speech-to-text** — Deepgram transcribes caller speech into text in real time.

- 4. **Reasoning** — Anthropic Claude guides the structured intake and assembles the information needed to form a complete case.
- 5. **Speech synthesis** — ElevenLabs synthesises natural responses to the caller.
- 6. **Case creation** — on call completion, structured case data is sent to the backend, where a formal compliance case is created and made immediately available for review.

## 5.4 Security Architecture

Security is applied across the data, application, and operational layers. All application data is stored in a multi-tenant PostgreSQL environment protected by Row-Level Security, enforced at the database layer; PHI-related assets are held in AWS S3 under a BAA. Sensitive operations run server-side and service credentials are isolated from client applications. Identity and access are handled through SAML-based SSO, Multi-Factor Authentication, and Role-Based Access Control. Audit events are preserved through immutable, append-only logging, and operational access is content-blind, allowing the platform to be administered without exposing case content to operators.

# 6. Cost

## 6.1 Operating Cost Model

The operating-cost model is driven primarily by HIPAA-compliant infrastructure and voice-processing services. Costs fall into two categories: fixed operating costs, largely independent of volume, and usage-based costs, which scale with platform adoption. This keeps baseline expenditure predictable during early growth while allowing variable cost to track actual usage.

|                                      |             |                                                               |
|--------------------------------------|-------------|---------------------------------------------------------------|
|                                      |             |                                                               |
| Database & authentication (Supabase) | Fixed       | Subscription supporting compliant data storage, RLS, and SSO. |
| Voice orchestration (Vapi)           | Fixed       | Subscription for real-time AI voice orchestration capacity.   |
| Telephony (Twilio)                   | Usage-based | Inbound minutes and number provisioning.                      |
| Speech-to-text (Deepgram)            | Usage-based | Transcription volume, proportional to call duration.          |
| Reasoning (Anthropic Claude)         | Usage-based | Conversational reasoning and case generation per call.        |

|                                     |             |                                                         |
|-------------------------------------|-------------|---------------------------------------------------------|
|                                     |             |                                                         |
| Speech synthesis (ElevenLabs)       | Usage-based | Synthesised audio, proportional to conversation length. |
| Object storage (AWS S3)             | Usage-based | Volume of stored PHI-related assets.                    |
| Hosting (Vercel) & billing (Stripe) | Mixed       | Hosting tier plus transaction-based billing fees.       |



Fixed operating costs are concentrated in the Supabase and Vapi subscriptions, while the remaining services scale with adoption. Detailed figures will be confirmed in a separate cost schedule once final subscription tiers and projected call volumes are agreed with the stakeholder.

## 7. Conclusion

ARIA Hotline combines artificial intelligence, enterprise security controls, regulatory alignment, and operational efficiency in a single, coherent platform. The committed scope is well defined, the technical direction has been settled through the discussions in Section 4, and the finalised stack supports near-term delivery while preserving long-term scalability and portability.

Upon completion, ARIA Hotline will give [Enterprise Client] a secure, modern, and auditable compliance reporting solution capable of replacing fragmented hotline and case-management workflows. The immediate priority is the timely resolution of the stakeholder dependencies in Section 3.4, which protects the Week 12 MVP milestone and keeps the 26-week roadmap on track.

## Appendix A — Glossary

Plain-language definitions of terms used in this report.

|              |                                                                                                                  |
|--------------|------------------------------------------------------------------------------------------------------------------|
|              |                                                                                                                  |
| <b>BAA</b>   | Business Associate Agreement — a contract governing how a service provider handles protected health information. |
| <b>HIPAA</b> | US law governing the protection of health information.                                                           |

|                 |                                                                                                    |
|-----------------|----------------------------------------------------------------------------------------------------|
| <b>MFA</b>      | Multi-Factor Authentication — requiring more than one factor to verify a user's identity.          |
| <b>MVP</b>      | Minimum Viable Product — the first release delivering core, usable functionality.                  |
| <b>PHI</b>      | Protected Health Information — individually identifiable health information protected under HIPAA. |
| <b>RBAC</b>     | Role-Based Access Control — restricting actions according to a user's assigned role.               |
| <b>RLS</b>      | Row-Level Security — database-enforced access control at the level of individual records.          |
| <b>SAML SSO</b> | Single Sign-On using SAML — federated enterprise login across systems.                             |
| <b>SOC 2</b>    | A reporting framework for controls over security, availability, and confidentiality.               |