

# How a Private Jet Charter Firm Centralized Their Knowledge with an AI-Powered Solution

Client: Atlas Air Charter Group |

Company Size: Mid-Market / SMB |

AI Knowledge Agent in Slack

## Client Background

Atlas Air Charter Group provides on-demand jet charter services to executives and high-net-worth clients.



Flight Operations



Urgent Scheduling



Regulations & Contracts



VIP Clientele

## The Challenge

### Disconnected Information

Data was scattered across emails, CRM, contracts, SOPs

### Operational Bottlenecks

Staff relied on senior team for routine answers.

### Inconsistent Responses

Conflicting info on jet capabilities & pricing.

### Slow Onboarding

New hires struggled to find accurate information.

**The Goal:** Create a single knowledge source everyone can access, fast and accurately.



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# The Solution: Our AI Knowledge Agent in Slack



## What It Knows

 Standard Procedures

 Charter Contracts

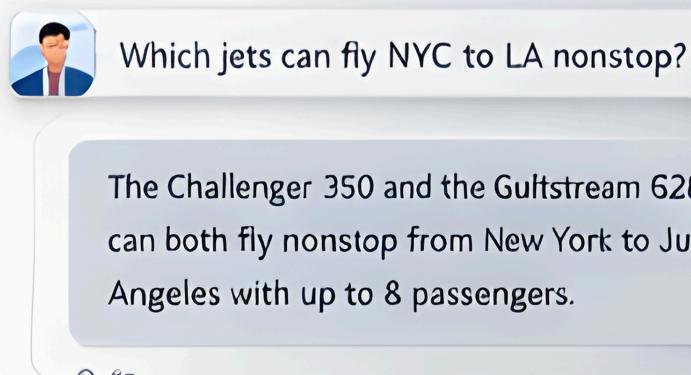
 Compliance Policies

 CRM Records

 Jet Specifications

 Call Transcripts & Emails

## How It's Used in Slack



**60% Fewer**  
Internal Questions

Real-Time  
Client Responses

Consistent,  
Accurate Answers

Faster Staff  
Onboarding

*"It feels like the company finally has a brain.  
Our team gets clear answers instantly."*

— Operations Director, Atlas Air Charter Group