

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.*



TEKCONNECTED







EMAIL: MIKE@TEKCONNECTED.IO

TELE: +1 (917) 540-1739

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



Which jets can fly NYC to LA nonstop?

The Challenger 350 and the Gulfstream 6280 can both fly nonstop from New York to Los Angeles with up to 8 passengers.

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