A Customized Integrated Solution To
Streamline Private Jet Charter Operations

Project **Summary**

Industry:
Private Jet

Region: US

Challenges/Objectives:
- Off-the-shelf software limitations
- Hindered integrations and automation
- Increased empty-leg flights

Solution:
A custom AI solution for precise scheduling and crew management

Results:
Flawless flight planning and eliminated empty-legs

About **Client**

Founded in **2013**, our client is one of the US's leading private jet charter companies. Their point-to-point floating fleet operations, crafted for premium customers, ensure flexible, first-class services that guarantee luxurious and comfortable traveling. The company pays extra attention to details, making its services safer and more trustworthy for customers. With an experienced and dedicated team of private aircraft specialists, our client strives to stay ahead in the rapidly growing private jet charter market by providing unique customer experiences.

Staying Ahead Of The **Competition**

With the private jet charter industry turning highly competitive in recent years, keeping up in the game was proving challenging for our client.
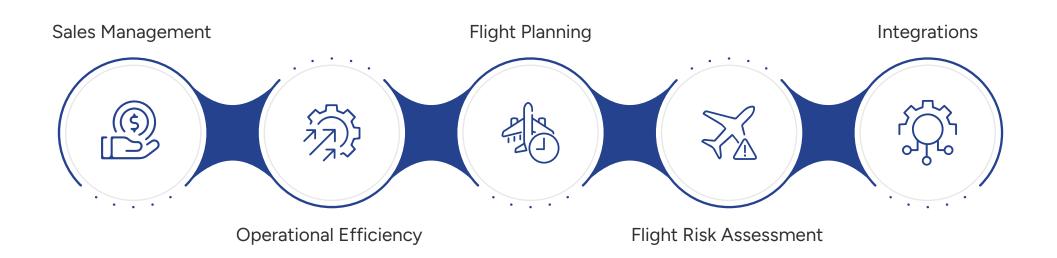
Ensuring unique private jet charter experiences for customers depends on several factors. From effectively planning flights to ensuring timely flight maintenance, managing sales and customer requests, and getting the crew ready for flights, all crucially impact the company's overall operational efficiency and, in turn, the customer experience.

Their dependency on off-the-shelf software that restricted integrations, operational transparency, and automation made it even more challenging for the company to take prompt actions and make quick decisions, causing an increased risk of 'Empty Leg.' The company realized an immediate need for a modern and integrated system to help them leverage new-age technologies to remain upfront and ahead of the curve.

Fingent's **Approach**

Fingent's experience with leading businesses struggling with disparate systems helped them better understand the company's challenges. They realized that ensuring an effective private jet charter required systems to communicate with each other and provide intelligent insights that could help the company take quick and effective actions. Fingent realized the company required a customized solution that could equip them with more flexibility in operations and help them modernize with advancing technologies. After several stages of analysis, Fingent proposed a **customized integrated solution** that solved the five major hurdles of the company -

Sales Management

Flight Planning

Integrations

Operational Efficiency

Flight Risk Assessment

#Challenge 1 - Sales Management

Our client depended on multiple sources like Avinode, Airmail, phone, and emails to improve their sales and manage their leads. With their off-the-shelf system enabling only limited integrations, the company could only gain sales benefits from Avinode, making sales management from the rest of the sources a tedious job for the staff. Being a private jet charter firm with limited staff, having salespersons working on shifts to check Airmail inboxes turned strainful for the company.

Our Solution: Email Monitoring with AI

Our customized solution with improved integration capabilities, helped the client company to manage and improve sales using both Avinode and Airmail seamlessly. Also, to avoid excessive manual efforts, we helped the company utilize AI to filter Airmail inboxes and highlight opportunities with greater scopes like - trips for the next 30 days, fleet types that matched the company, and the airports in which the company operates. Fingent also helped the company build a customer portal that enables customers to directly create trip requests and manage bookings, enabling the company to communicate effectively and easily with and manage customers.

Fingent also utilized AI to help the client manage pricing scales. AI-based pricing modules help apply price surges automatically based on demand, enabling private jet charter operators to quote sales more effectively and timely.

#Challenge 2 - Operational Efficiency

Disparate systems made it difficult for our client to maintain transparency and derive accurate information about the available aircraft and crew. For timely and effective operations, the client team needed to crucially analyze various aircraft documents and maintenance plans and track the crew members' training, qualifications, and health checkups.

Our Solution: A Customized Application

Fingent helped the company build a customized application that catered to their unique process and workflow. The customized system lets the private jet charter company seamlessly derive necessary information like the VOR (Very High-Frequency Omni-Directional Range) check results, open discrepancies, and scheduled aircraft maintenance. With quick insights on the training, qualifications, medical checkups, on-duty availability, and duty hours of the crew members, the team can now operate smarter and plan trips with improved efficiency.

#Challenge 3 - Flight Planning

The company uses Foreflight, a third-party flight planning tool, to analyze Navlog, flight performances, estimate selected routes, wind direction, fuel required, and more to plan flights effectively. However, their off-the-shelf system restricting integration with Foreflight made staff put in extra effort to log in to the tool and gather data from it separately.

Our Solution: Foreflight Integration

Fingent's solution, enabling seamless integration with Foreflight, required the team from the client company to share only crew and passenger count, weight, and baggage weight to derive accurate calculations and performance analysis from Foreflight without the need to log in separately with Foreflight or any other third-party tools. Every information required to plan a successful trip could now be accessed from a single integrated platform.

#Challenge 4 - Flight Risk Assessment

Flight Risk Assessment is crucial in our client's flight planning process. The company ensures flight, trip, and passenger safety through this process and requires flight operators and crew members to answer questions to check flight or trip eligibility. However, the company depended on multiple Flight Risk Assessment Tools (FRAT) or sometimes Excel sheets to conduct this process, which was cumbersome and subjected to manual errors.

Our Solution: Specialized Features

Our application enabled FRAT, a special feature built to initiate Flight Risk Assessment as a mandatory process before releasing each trip. The operations manager or the crew must attempt the assessment, and only upon marking the process as complete can it release a leg. In case of high risk, special approvals of the manager are then initiated through the app to release the trip. Fingent also helped design a separate portal for the crew members to access and utilize the FRAT features through iPads.

#Challenge 5 - Integrations

Private jet charter operations highly depend on process transparency. The flow of accurate and timely information crucially impacts the entire operational efficiency. However, our client, functioning with systems allowing limited integrations made the smooth flow of data and information difficult, restricting their capabilities.
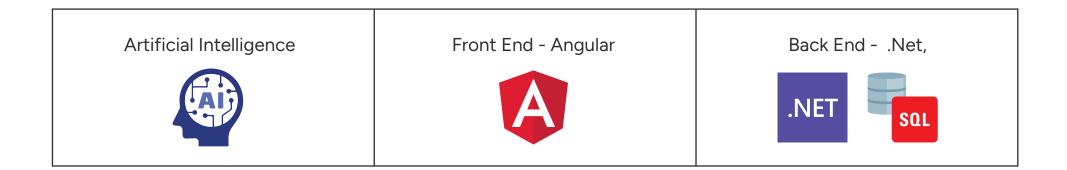
Our Solution: All-in-one Integrated Platform

A customized all-in-one integrated platform was designed to allow our client to integrate with multiple third-party tools. Enabling streamlined operations, flight planning, payments, customer management, and more, our solution integrates with over 10-15 third-party apps, including Avinode, Airmail, Dropbox, Wyvern, and CAMP. Some essential integrations were:

- **Wyvern -** To initiate aviation safety audit and certification for pilots.
- **CBP -** to enable approvals from the Customs and Border Protection Authority for international trips.
- **Business Central -** to streamline financial and accounting processes.
- **MS Teams -** to communicate and collaborate internally and execute Flight Risk Assessments, Price adjustment approvals, and Cancellation approvals.
- **CAMP -** to get real-time updates on scheduled aircraft maintenance.
- **Authorize.net -** payment gateway for customer portal.
- **Acukwik -** to gather airport details for the applicants.

Technology **Stack**

Artificial Intelligence	Front End - Angular	Back End - .Net,

End **Results**

The Private Jet Charter company was mainly challenged with a highly segregated technology ecosystem.
Limited integrations blocked the company's ability to gain unified results from the applications reducing their efficiency in operating with increased transparency and intelligent data. Fingent's customized integrated solution enabled the company to utilize data from over 10-15 third-party tools to plan trips and manage crews, sales, and operations effectively. With a streamlined process, our client can now take timely and accurate actions to avoid the 'Empty Leg' scenario and provide unique customer experiences to stay ahead of the competitive curve.

Solution Benefits:

1 — Improved operations efficiency to avoid 'Empty Leg'

2 — AI-powered email monitoring

3 — AI-based pricing models

4 — Seamless integrations to gain unified data from various tools

5 — All-in-one tool for improved management

6 — Enhanced trip safety through mandator processes made simple with a customized solution

7 — Improved flight planning

8 — Enhanced flexibility with a customized solution

9 — Opportunity to leverage new-age technology with a scalable solution

About **Fingent**

We are a **Global IT company** providing strategic technology solutions for business complexities. Our technology and industry expertise enable us to deliver cutting-edge, scalable, secure, and easy-to-use software applications that empower enterprises to do more. We believe that, the judicious use of technology and a simple design can bridge gaps, deliver more success, and touch more lives through technology.

Reimagine your business today!

Build innovations beyond digital transformation with Fingent.

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