CASE STUDY

Critical Calls For Air Charter

Challenges.

For a thriving private air charter business, every day is unique and every flight involves precision planning, logistics and communications. It takes just one call to the Private Jets Charter Line to mobilize a flight and—with clients like LifeShare Transplant Donor Services of Oklahoma—that call may come in the middle of the night. So, agile and reliable business phone service is absolutely critical. Unfortunately, Private Jets' previous provider was letting them down. "We were missing calls left and right," says Charter Operations Manager Candy Lovin. "We couldn’t even measure the amount of business we lost, because people weren’t able to get through to us."

Solution.

The company selected cloud communications from Vonage® Business—and that’s where Private Jets’ story of reliable service continues. Lovin reflects on their ongoing work with LifeShare: 

"A lot of their organ transports occur in the middle of the night, so we have to be ready to go."

Whether it’s a call on the Charter Line in the wee hours, or coordinating flights throughout the day, here’s how the Private Jets team makes the most of the Vonage business phone service:

Cloud hosting seamlessly connects Private Jets’ four locations. Offices are tied together on the same phone system. Phones plug into the internet, with no on-site PBX equipment required.

Virtual receptionist directs call flow.
Lovin’s team customizes this feature to make it easy for callers to directly reach operations, maintenance, etc. For urgent bookings after hours, they forward calls remotely to three managers, ringing them consecutively.

Call group delivers calls to multiple extensions, simultaneously.
Daytime calls are directed via call group to three managers—ringing simultaneously.

Admin portal makes system customization easy.
It lets Private Jets customize features to control and enhance the customer calling experience, and it’s where they access call logs to monitor call activity.

"If we didn’t have Vonage internet phone service, it would be really hard to do what we do – because we have to be tied to the office all the time."

– CANDY LOVIN, CHARTER OPERATIONS MANAGER
PRIVATE JETS, INC.