Seven Benefits of Superior Aircraft Management
Our belief is that customization matters. We have both the capability to serve globally and the agility to serve individually. Whether your need is full management, charter management, flight department support or anything in between, we’re tailored to you.

Experience Priester for yourself and receive three months of free management.
Performance is the benchmark for measuring an aircraft's capabilities and advances, and improving it typically requires considerable time and expense. But not always: you can dramatically enhance the performance of your aircraft at almost no cost, virtually overnight, simply by entrusting it to a well-qualified management company. Such a company's operational efficiencies, economies of scale, 24/7 global services and range of expertise can enable your aircraft to deliver peak performance.

“These are complex machines, and the operations, regulatory structures and maintenance are equally complex,” said National Air Transportation Association senior v-p Bill Deere. “The value of these companies is that they have expertise in all these areas.”

Good management is becoming more critical by the day. Owners fly to more remote destinations, regulations are ever changing, and shifting aircraft valuations have raised the financial stakes. Management services can make sense for “any business where aviation is a non-core function and managing airplanes is not what they do day to day,” said Jeff Agur, CEO of aviation consultancy Van Allen. In fact, today a growing number of corporate flight departments also use select skills and resources of management companies to supplement their in-house capabilities.

So whether you’re flying your aircraft Part 91 or seeking charter revenue, and whether you’re a first-time owner or experienced operator, you’d be wise to consider the many ways management companies can boost the performance of your aircraft and enhance your ownership experience. Here are seven of the most important.

Seven Benefits of Superior Aircraft Management

Benefit 1: Managing Operations
Benefit 2: Providing Crews & Support Teams
Benefit 3: Designing Charter Solutions
Benefit 4: Supporting New Owners
Benefit 5: Ensuring Safety & Security
Benefit 6: Offering Compliance & Upgrade Expertise
Benefit 7: Delivering Cost Savings
Managing Operations

A Chicago-based Learjet 60 was recently set to fly to New York and back in 48 hours, but the flight-planning team at Priester Aviation’s Global Operations Center predicted snow squalls and nasty winds at the hour of the scheduled return. “Our logistics people recommended moving the time up to beat the weather, and the owner was able to adjust the meeting time in New York two days in advance,” recalled Andrew Priester, president and CEO of Chicago-based Priester Aviation, which manages 55 aircraft, primarily midsize and large-cabin jets.

That’s just one small example of the advantage a quality management company can offer. Such a company can provide oversight of every aspect of trip planning and execution. At Pentastar Aviation’s Operations Control Center, licensed dispatchers—who make up the majority of the staff—provide flight-following and operational-management services. “Our aircraft are operating internationally, and we have the bandwidth and fortitude to manage that in real time in a robust way,” said Pentastar v-p, sales and marketing, Brad Bruce. “While the dispatcher might be communicating with the crew, we’re managing the maintenance portion in parallel.” Based at Oakland County International Airport (PTK) in Waterford, Michigan, Pentastar manages 22 aircraft, from light jets up to an executive-configured MD-83.

But a company doesn’t need a large fleet to manage aircraft globally. The Central Dispatch Department at Volo Aviation, which manages a Citation CJ1+, GIV and Falcon 900, “handles all details related to flight operations: permitting, navigation clearances, local handling and briefing the flight crews so they’re aware and comfortable with everything being planned,” said Kyle Slover, COO of the Stratford, Connecticut-based company.

Good operational management also ensures aircraft are strategically and economically maintained, and ready when needed. “We use a range of service providers that complement our in-house maintenance capabilities,” said Slover.

Volo Aviation’s “vector for visionaries” motto exemplifies its high-tech, high-touch spirit of innovation. The company, founded in 1997, has deep experience operating aircraft ranging from turboprops to large-cabin jets. In addition to managing aircraft, Volo manages FBOs and operates a growing network of its own FBOs (currently seven) in the eastern U.S., stretching from Connecticut to Florida.

Every owner’s needs are unique, and management companies can typically tailor their services accordingly. Jet Aviation offers Silver (“a simple hourly charge”), Gold (“more traditional management”) and Platinum (“all services are included”) programs, said Don Haloburdo, the company’s v-p and general manager of flight services. Headquartered in Teterboro, New Jersey, Jet Aviation manages more than 100 aircraft. “If you’re having trouble getting a permit in Hong Kong, we’ve got boots on the ground there to find a solution. That’s the value a Jet Aviation customer can get out of our global network,” said Haloburdo.
EJM has devoted more than 35 years to perfecting every aspect of private aircraft management for today’s sophisticated aircraft owners and flight departments. Our customized approach, tailored to your unique needs and serviced by your 24/7/365 team of aviation experts, takes the hassle out of the day-to-day details and lets you truly enjoy the full benefits of private aviation.

As part of the largest private aviation company in the world, our infrastructure and experience allow you to take advantage of unmatched industry savings and state-of-the-art technology you won’t find anywhere else. But it’s our people’s focus on the little things that makes your experience with EJM exceptional. And as we know, it’s all in the details.
Providing Crews & Support Teams

A management company’s operational capabilities are only as good as the crews that fly the aircraft and the teams that support them. Quality providers attract top-notch talent and develop winning teams able to respond to owners’ needs anytime, anywhere.

Owners who already have pilots find that good management companies view their flight crews as assets and provide all the support needed for the crews to perform at their best. When an owner joins Priester Aviation, “Our operations team sits down with the guys and gals flying the airplane so we understand their [operational] experiences and can accommodate how they like to fly their Gulfstream when doing the North Atlantic track systems,” Priester said by way of example.

Meanwhile, fielding qualified flight crews is becoming more challenging. “It’s an extremely difficult space and time in business aviation to find people to fly large-cabin airplanes around the world,” noted Jet Aviation’s Haloburdo. Jet Aviation leverages its relationship with sister company Jet Professionals, which provides crews for business aircraft. “It’s an invaluable resource, whether for a permanent or temp solution,” Haloburdo said. On the ground, Jet Aviation’s client-services team focuses on “making sure the customers are getting the value of Jet Aviation to the maximum extent possible,” Haloburdo added, citing the company’s FBO, maintenance, completions and refurbishment capabilities.

Solairus Aviation creates for each owner’s aircraft a dedicated team headed by a client aviation manager (CAM), often the chief pilot. This decentralized approach allows owners to base their aircraft virtually anywhere they desire. “We find a CAM who not only meets our leadership and flight-operations-experience requirements, but who also will be a good fit in personality and style with the client,” said Solairus’s Drohan. All CAMs and other team members gather at the annual Solairus Operators Conference for information sharing, professional-development training and corporate bonding.

Though Solairus was founded in 2009, its management team has decades of experience and includes Jake Cartwright, former president and CEO of Tag Aviation, USA. Headquartered in Petaluma in the San Francisco Bay area, the company now manages almost 100 aircraft. With 10 offices around the U.S., Solairus outsources all ancillary services, keeping its focus on serving as an advocate for its aircraft owners.
Change Your PERSPECTIVE

Flight Services from Jet Aviation

Since 1967, Jet Aviation has been providing a diverse portfolio of solutions for aircraft owners and operators. First-time buyers can benefit from our expertise in completions monitoring services or establishing flight operations through our JetStart program. We also offer tailored flight support solutions and aircraft management services with the option of adding the aircraft under Jet Aviation's respective air carrier certificates. Join the more than 250 owners and operators worldwide who entrust their aircraft to us.
Designing Charter Solutions

Charter revenue can “make ownership much more palatable” by offsetting costs, said James Butler, CEO of aircraft consultancy Shaircraft Solutions, but not every management company can offer solutions to match an owner’s schedule and revenue targets.

“You have to know the market very well; it’s a competitive marketplace,” said Pentastar’s Bruce. His company’s Part 135 program, Pentastar Aviation Charter, Inc., employs seasoned sales professionals and “invests heavily in traditional and digital marketing,” Bruce said. “We’re spending the right marketing dollars in places where charter customers live, work and play.” Pentastar also has its own catering facility, ensuring the quality of the dining on its charter flights.

Good management companies also make it easy for owners to approve charter requests and review revenue data. Priester Aviation recently introduced “a technology solution for the owner-approval process,” said Priester. The app notifies the owner by text and/or email when a trip request is received and provides data including the number of hours being billed, fuel surcharge, average stage length and anticipated revenue, Priester said. “All the owner has to do is hit ‘accept,’ and our charter-services team knows it can confirm with the charter client.”

Owners who occasionally need supplemental lift can also benefit from a management company’s charter services, noted Clay Lacy Aviation’s Kirkdoffer. “If the owner of a midsize or light jet needs access to a large-cabin aircraft, or vice versa—there may be a $350,000 charter on their aircraft that they don’t want to pass up—they have access to a fleet of aircraft to fit whatever mission they want, at rates far below general access [prices].”

Founded in 1968 by its namesake, Clay Lacy Aviation was the first Learjet operator in the western U.S. Today the company manages some 80 aircraft—primarily large-cabin jets—and is in the midst of a $15 million upgrade to its headquarters in Van Nuys, California. A full-service provider, Clay Lacy offers maintenance, interior completions, avionics installations, sales, acquisitions and FBO services. The company recently opened a Part 145 repair station at its Seattle FBO.

A management company’s charter fleet can also indicate the level of trust and confidence placed in the business. Jet Aviation recently added an
executive-configured ACJ318 to its charter rolls, the first such U.S.-based model available for hire. The owners placed it with Jet Aviation, said Haloburdo, “because the aircraft will be operated around the world, and they see the value of our worldwide FBO network, and the value of Jet Aviation as a world-class operator.” Another recent addition, a Sikorsky S-76, speeds owners to aircraft that are based at outlying airports as a result of hangar shortages in the New York metro area. “With a copter in the fleet, it’s an easy solution,” said Haloburdo.
A stabilizing U.S. economy and great values in preowned aircraft are helping to draw more first-time owners into the market, and quality providers can manage their aircraft properly from day one. A first-time owner contacted Clay Lacy Aviation this past year, two months before delivery of his Dassault Falcon 7X. “We had 60 days to find crew and a director of maintenance, as well as establish a base of operations in a location without existing office space, hangar space or fuel arrangements, and secure the appropriate RVSM [reduced vertical separation minimum] letters of authorization [LOA],” said Kirkdoffer. “Typically it can take one to five months for the LOA, but we do it often and know what the FAA wants. We had the authorization in hand at the end of the first flight.”

Executive Jet Management’s Tamkus recounted the recent experience of a first-time owner who bought a suddenly available Bombardier Global 5000. “The aircraft came to us within three weeks with the new technology Vision Flight Deck, and crew services was able to get the airplane flying internationally for the owner while we were still interviewing full-time pilots,” said Tamkus. “So in very short order we were able to obtain airspace approvals, get crewmembers qualified, and fly the airplane safely and efficiently.”

Determining the aircraft that best suits a prospective owner’s needs is another complex undertaking at which good management companies excel. “The first thing is to match the airplane with the mission,” said Slover at Volo Aviation, which provides acquisition consultation services. Volo augments in-house technical expertise and usage analysis with third-party specialists, including aircraft brokers, financiers and tax planners who can detail operating costs, staffing needs, maintenance projections and residual values.

Pentastar plans to launch PentaShares, a shared-ownership program selling quarter shares in new Beechcraft King Air 250 twin turboprops. “We want to provide solutions to local or regional customers who might not be able to afford whole aircraft,” said Bruce. Meanwhile, Pentastar helped one global public company rebuild its fleet this past year, establishing operating bases for three intercontinental and three midsize jets. “They wanted an organization that could partner on issues from emissions assessment to financial, maintenance and operational modeling, as well as aircraft outfitting and staffing,” Bruce said.

Created as a division of Chrysler more than 50 years ago, Pentastar became an independent company after Daimler-Benz bought Chrysler early in this century, and is owned today by Edsel Ford II, whose family has a rich legacy in business aviation. The five hangars at its headquarters at PTK can each accommodate multiple BBJs and ACJs, and its Stargate Terminal is the only private aviation facility with a jet bridge.
With over a half-century of experience managing and maintaining all types of aircraft, we have the expertise to optimize your aviation investment. Our unwavering commitment to provide the highest standards of safety and service excellence continues to raise the level of expectation within the private aviation industry. We are dedicated to providing you with an incomparable aviation experience, and we welcome the opportunity to be of service.

Comprehensive Management and Extensive Expertise

PRIVATE JET CHARTER
AIRCRAFT MANAGEMENT
ADVISORY SERVICES
AIRCRAFT MAINTENANCE
AVIONICS SERVICES
INTERIOR SERVICES
FBO SERVICES
Business aircraft owners can choose from companies that manage a handful of aircraft to those responsible for hundreds across the globe. All of the management companies in this directory have safety ratings or audits from one or more of the following: ARGUS, Wyvern, IS-BAO and IATA.

claylacy.com
Founded in 1968 by world-renowned pilot Clay Lacy, Clay Lacy Aviation was the first aircraft management company west of the Mississippi River and today operates one of the largest fleets of charter and managed aircraft in the world. Clay Lacy Aviation offers a comprehensive suite of aviation services including aircraft management, charter, sales, maintenance, avionics and interior completions designed to provide the highest levels of safety, service and value for our clients.

jetaviation.com
Jet Aviation, a wholly owned subsidiary of General Dynamics, was founded in Switzerland in 1967 and is one of the leading business aviation services companies in the world. With more than 20 facilities worldwide, the company provides maintenance, completions and refurbishment, engineering, FBO and fuel services, along with aircraft management, charter services and personnel services.

pentastaraviation.com
Pentastar Aviation, wholly owned by Edsel B. Ford II, is a leader in the world of business aviation, providing aircraft management, advisory services, aircraft maintenance, avionics services, interior services, private jet charter, shared ownership, and award-winning FBO services. With over a half-century of experience servicing regional and global travelers, we are committed to delivering the highest standards of safety and service excellence to our customers.

executivejetmanagement.com
Rely on Executive Jet Management for complete freedom from the complexities of day-to-day flight operations and gain peace of mind from knowing your aircraft is being handled professionally and efficiently by the best in the business. Our turnkey aircraft management solutions cover all aspects of aircraft ownership. We also offer many private jet charter programs and additional aviation services.
priesterav.com
With more than 70 years of aviation experience, Priester Aviation’s customizable management solutions simplify the aircraft ownership experience. Our personalized approach and tenured team provide aircraft owners greater safety, efficiency and peace of mind. Whether you’re an individual, corporation or flight department, we can tailor a solution specific to your needs.

volavia.com
At Volo Aviation, the vector for visionaries, our mission is to provide clients comprehensive and innovative management services with an individual focus. Our tailored aircraft management programs deliver professional oversight of your asset, with the knowledge gained from over 20 years in operation as a certificated air carrier. From turboprops to long-range jets, let our experience help guide you through the complex area of aircraft ownership and operations.

solarius.aero
We understand that owning an aircraft is a major investment that comes with considerable responsibilities. When you select Solarius Aviation to support the operation of your aircraft, you gain a full range of services focused on safety, service and savings. Our focus on the management of your aviation asset allows you to simply enjoy the benefits of your investment—flexibility, convenience and reliability.
Ensuring Safety & Security

Safety is the first priority of every quality management company, and industry leaders continually raise their standards. “The SMS [Safety Management System] culture developed over the last 10 years has completely changed the operating environment for business aviation,” said Drohan at Solairus Aviation. “It’s divided operators into those that are truly seeking to be better, and those doing as little as possible to get by.” Clearly in the former camp, Solairus has a dedicated safety department (“That’s literally the bare-bones requirement in our book,” Drohan said), along with Argus Platinum, Wyvern Wingman and IS-BAO (International Standard—Business Aviation Operations) Stage 3 certification.

The security component of safety is a growing focus as owners travel to more distant and remote locations in an unstable world. Clay Lacy recently brought aboard retired USAF Col. Preston Williamson, former vice commander of the 89th Air Lift Wing, which operates Air Force One and other aircraft used by high-ranking government and military leaders. “He’s been making sure the President of the United States has been safe for the last eight years, so he brings an additional layer of experience in the security area,” said Kirkdoffer.

Priester Aviation subjects every planned flight to a risk assessment, and every international operation is reviewed for security threats en route and at the destination with specialists at Universal Weather, AirMed International and a private consultancy. If threats exist, standard policy includes providing secure transportation and accommodations for passengers and crew. Occasionally the risks are too great, Priester said, recalling an owner’s proposed flight to Myanmar that the company vetoed.

Founded in 1945, Priester Aviation manages about 55 aircraft and operates VistaJet’s Challenger 350 fleet in the U.S. Andrew Priester represents the third generation of the family to head the company. In addition to whole management, services offered include maintenance control, accounting, trip planning, crewing and insurance. Still an innovator, the company completely reviewed and overhauled all its processes three years ago, with “a sole focus on how we deliver quality to the customer,” Priester said.

Missions don’t have to head to foreign trouble spots to engender risk. Volo Aviation’s standard assessment includes a review of insurance documents, leveraging its relationship with Marsh & McLennan and its Global Risk Center. “So many times we find the owner isn’t properly protected,” Slover said. When owners fly internationally, Volo—which is Argus Platinum, Wyvern Wingman and IS-BAO Stage 3 certified—ensures local insurance requirements and special endorsements are in place.

Putting safety to the test

Emergency Response Plans (ERP) are vital for preparedness, and Executive Jet Management (EJM) “live tests” its ERP to ensure readiness. A recent three-day test “simulated an international crash on a charter flight with an owner’s airplane, while at the same time, our headquarters building had a bomb threat,” said EJM’s Tamkus. “We had to execute the ERP while evacuating our operation.” EJM has involved the FBI, NTSB and Red Cross in the tests. “Tests like these really expose any weak points in the plan,” said Tamkus.
ENSURING SAFETY & SECURITY

OUR FLIGHT PLAN COMES WITH

A BETTER RETURN.

ENROLL IN VOLO AVIATION’S AIRCRAFT MANAGEMENT AND CHARTER PROGRAM AND ENJOY:

- Charter revenue available through our Part 135 certificate
- Savings on operating costs, including significant hangar and fuel discounts
- Access to experience gained through twenty years as an air carrier
- Professional management services tailored to your usage profile

For more details contact Kyle Slover, 203.381.6040

AIRCRAFT AND CHARTER MANAGEMENT | FBO OWNERSHIP | FBO MANAGEMENT AND OPERATIONS

VoloAviation.com | 203.381.6000 | 900 Great Meadow Rd. Stratford, CT 06615

BDR | LHW | CXY | PBG | SEF | VDF
Regulatory mandates and cabin and cockpit upgrade options present many owners with challenging choices. Management companies have the knowledge and means to clarify the path forward—sometimes blazing the trail themselves.

“For us, and most management companies, [the upgrade question] involves a comparison: this is what it costs to get compliant, and if you can no longer perform a mission because you’re not, how much impact does that have on your operations?” said Slover at Volo Aviation. “The answer can determine the wisdom of the investment.” In search of alternative solutions, Volo has managed aircraft used as the STC (supplemental type certificate) launch platforms for several cockpit upgrades.

Yet simply staying abreast of mandates and upgrade solutions, a forte of management companies, can be beyond the means of many owners. Executive Jet Management has a government-affairs specialist on staff to monitor regulatory issues.

EJM has more than 200 aircraft from private owners and flight departments under management, based at some 85 locations across the U.S. Its annual pilot and maintenance technician roundtables help forge its dedicated, unified staff. EJM recently expanded its client-services team, adding a chef and concierge personnel, and the company embraces the professional development of all its employees. EJM’s management capabilities are complemented by aircraft acquisition and sales, and consulting services.

Additionally, EJM representatives sit on customer advisory boards at OEMs and hold positions in industry working groups. “We understand what’s required today, what’s coming down the pike, and the investment needed,” said Tamkus.

Nonetheless, “Meeting the mandate requirements remains a difficult investment decision in older aircraft,” said Bruce at Pentastar, which recently developed an ADS-B Out compliance solution with avionics manufacturer...
Rockwell Collins for the GIVs in its fleet. (“It costs around $100,000 as opposed to the $300,000 it would otherwise cost,” said Bruce.) Meanwhile, cabin refurbishments can give an older aircraft a like-new interior relatively inexpensively. For owners seeking to refresh their aircraft this way, the recently established Pentastar Interior Design Center contains “thousands of samples of wood grains, carpets, suede, leather and metallic trim,” Bruce said, so customers can see and feel the materials on site. The samples made a big difference in planning a recent GV refurbishment, he added. “The owners had thought they would have to verbalize their ideas and concepts.”

But management companies don’t need in-house capabilities to offer refurbishment or other services. “In 2015 we assisted clients in five to seven major refurbishment projects,” said Drohan at Solairus Aviation. “We acquire two to four open bids from approved vendors, present those bids to the client, and work through the proposals with them.”

In fact, Solairus outsources all services, including maintenance, to approved providers, avoiding any potential perceived conflict of interest, earning money only on its management fee and share of charter revenue. “We stick to our knitting,” Drohan said. ■
The fees that management companies charge can be recouped many times over in operational efficiencies and cost avoidance. But management services become even more compelling when you factor in savings on fuel purchases, training, hangaring and other expenses. “If you go with a well-established, efficient management company and they’re not creating more savings than costs, then there’s a problem,” said Clay Lacy Aviation’s Kirkdoffer. Clay Lacy provides owners with an annual report on savings realized through fuel-purchase discounts, crew training and travel, avionics purchases, and MRO and FBO services. Kirkdoffer cited the example of a GIV-SP that came to Clay Lacy this past year from owners who had operated aircraft independently for 50 years. “We were able to substantially reduce their fixed costs as well as their direct [operating] costs, because of our infrastructure and buying power.”

For good management companies, delivering reduced costs “is not just about buying power with the number of aircraft but also about how you operate and insure those aircraft,” said Jet Aviation’s Haloburdo. His company’s ongoing safety and risk-management programs allow for preferred insurance rates that group purchases alone can’t provide.

The value of asset management
Perhaps the biggest opportunities to realize savings and reduce costs come when buying or selling an aircraft. Management companies offer expertise that can save owners or prospective buyers from making mistakes that could easily run into seven figures. “We provide consulting services specific to those acquisition needs,” said Bruce at Pentastar Aviation, which has a certified aircraft appraiser on staff. “We get very involved with everything from needs analysis to appraisals to lifecycle costs on five-year aircraft-ownership programs.” With its diverse fleet, Pentastar can also provide customers with access to just about any model of aircraft they’re considering for purchase. “Our consultation team can give them a total immersion,” said Bruce.

Founded in 1967, Jet Aviation, a General Dynamics company, has more than two dozen locations in the U.S., Europe, Asia, the Middle East and the Caribbean. In addition to offering management services, it is one of the world’s premier maintenance, refurbishment and completions providers.

Clearly owners benefit from management companies’ economies of scale and volume discounts. “We’re buying $40 million to $45 million per year in aircraft maintenance, so we’re able to drive that value into our relationship with providers” and receive discounts, said Drohan at Solairus Aviation. Solairus provides discounts for onboard Wi-Fi subscriptions, and on hotels and rental cars through its International Association of Travel Agents’ membership, in addition to savings on fuel, training and insurance.

Owners who need supplemental lift for planned or unplanned maintenance on their aircraft, for example, can also realize substantial savings. Executive Jet Management’s Owners Club provides discounted access to the company’s charter fleet, a common benefit among good management providers. “[A customer’s] aircraft may be down, but we’ve got options, and at the same time our fleet-maintenance group is working to get the airplane back in service,” said Tamkus. “That’s a benefit of staying with us.”
ONLY AIR FORCE ONE

FLIES MORE U.S. PRESIDENTS

GREAT PEOPLE, PROVIDING AN EXCEPTIONAL AVIATION EXPERIENCE.
This has been our vision since 1964 when we introduced the first business jet to Los Angeles. Now, 50 years and 250 million miles later, we’re still passionate about delivering a higher level of safety, service and value to you.

800.423.2904 | ClayLacy.com

Presidential portraits courtesy of Library of Congress
How do we manage a nationwide fleet of private jets?

ONE RELATIONSHIP AT A TIME

Personalized Aircraft Management

Solairus has over forty base locations nationwide, employing more than four hundred flight crew and support personnel to operate a fleet currently numbering almost one hundred aircraft. Contact us at any time to discuss your aircraft management needs.

www.solairus.aero/aircraft-management  800.359.7861  info@solairus.aero  linkedin.com/company/solairus-aviation  @SolairusAV