humoniq

Our value proposition.

We bring deep air travel experience, AI already in production and an obsession with getting the details right. We're onboarding airline partners who share our ambition for exceptional support customer experience (CX).

humoniq.ai/benefits/value-proposition

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A closer look.

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Read online at humoniq.ai/benefits/value-proposition

01 / TEAM & EXPERIENCE

Self-driven builders.

Relentless about results.

We built and ran an air travel company before we built AI for one. Our team brings travel operations, customer experience and production AI together.



Andres

Quality

150+ countries. 100+ airlines. An eye for every detail.



Ben

Product

7,500+ support requests. Deep Amadeus and Sabre experience.



Todd

Co-founder & CEO

Three travel businesses. Decades building in the industry.



Victor

Technology

Robotics, autonomous systems and AI running in production.



Will

Co-founder & Product

A decade on the front line. 8,000+ requests handled.

Air travel since

2011

Focused on one industry.

Deep expertise, built over years.

Calls to airlines

10,000+

On behalf of travelers.

Complex cases, handled firsthand.

• Live in production

70%

Complex case automation.

Live at a travel management firm.

Integrations: amadeus sabre

Meet the team in depth

02 / AI & INVESTOR NETWORK

Air travel depth.

Silicon Valley reach.

We're a San Francisco company backed by global investors, with deep aviation expertise and connections across AI and voice AI, including OpenAI and Anthropic.

Y Combinator

Two YC-funded air travel companies.

2012 S12
Travel management.
Solving complex trips for travelers.

2025 S25
Agentic AI support.
Resolving air travel requests end to end.

Funded in San Francisco. Connected globally.

OUR INVESTORS

Zero Infinity Partners
Aviation & infrastructure

BLACKBIRD
Technology & company building

Base10
Automation in the real economy

AIRLINE EXPERIENCE

Advised by a Star Alliance veteran.

We're advised and backed by a former senior member of the Star Alliance team, bringing deep airline experience to the decisions we make.

FRONTIER AI CONNECTIONS

We managed Sam Altman's travel.

We've even managed travel for Sam Altman, co-founder and CEO of OpenAI. Our connection to this world began with looking after the people in it.

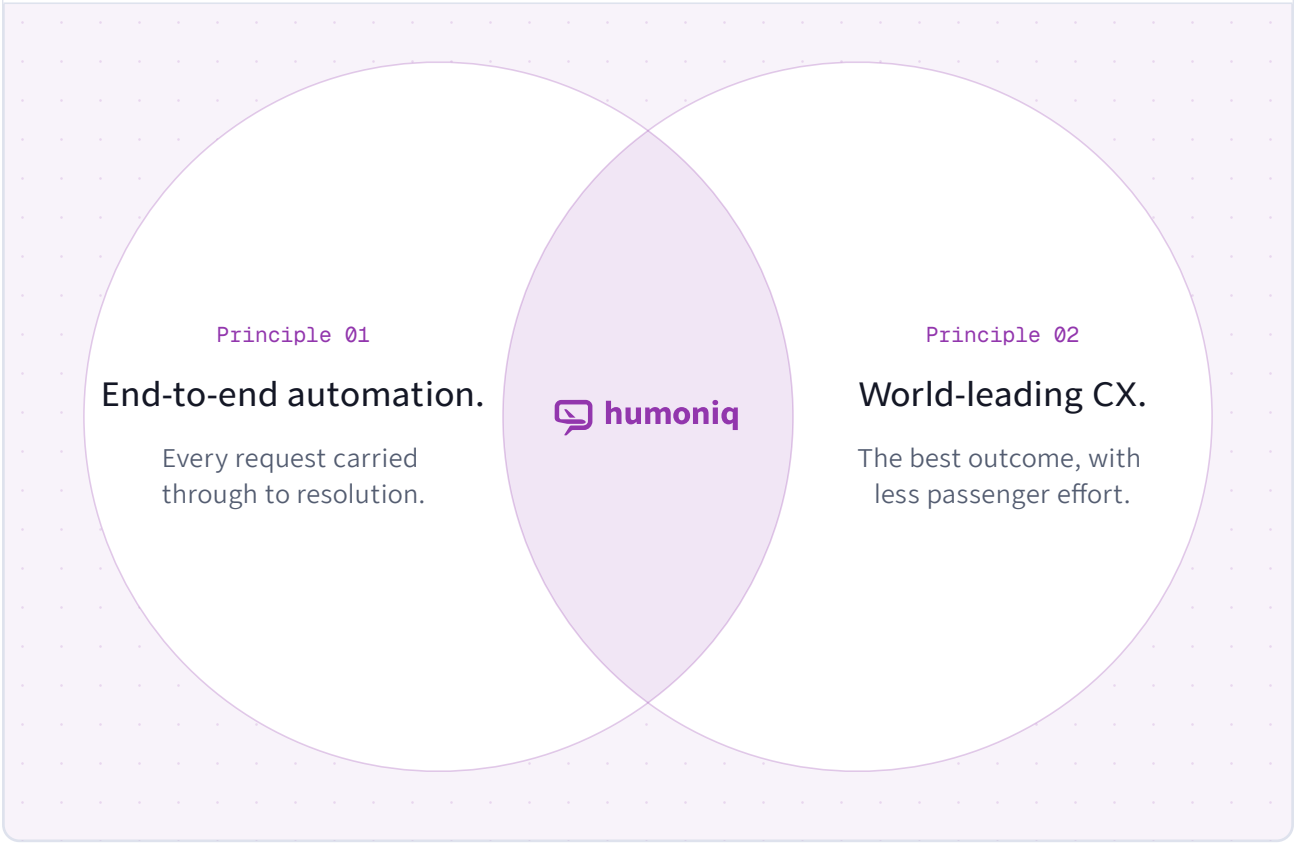
03 / STRATEGY & IDEOLOGY

World-leading CX.

Automated end to end.

Most airline AI delivers far less than the technology makes possible. We start with what passengers actually want, then build end-to-end automation that makes the experience materially better.

We build where both principles meet.



OUR MANIFESTO

Who else goes this deep on air travel CX?

An entire manifesto. Seven convictions. Built from years of solving complex air travel problems.

Read our Manifesto

CONTENTS

01 Don't push work to customers.

02 Real outcomes beat contrived metrics.

03 AI simply does it better than humans.

04 We are not automating workflows.

05 Chat will make phone calls obsolete.

06 AI risk deserves an honest conversation.

07 Why work with us?

04 / AIR TRAVEL SUPPORT

Air travel support.

Over chat, email and phone.

Our first production deployment automated 70% of complex cases for a travel management company. We work through bookings, fare rules and exceptions, complete the changes in your systems and proactively re-accommodate passengers during disruptions.

One request. All the work to resolve it.

REACTIVE → PROACTIVE



01

Answer

"What happens if we miss our connection?"

EXPLAINS

- Airports
- Aircraft
- Cabins
- Baggage
- Fare rules



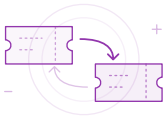
02

Search

"Can you find another route for all of us?"

READS

- Flight status
- Booking checks
- Seat availability
- Loyalty balance



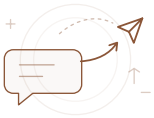
03

Act

"Rebook us together and transfer our bags."

WRITES

- Book
- Rebook
- Cancel
- Refund
- Upgrade
- Select seat
- Baggage



04

Preempt

"Your flight was cancelled. We rebooked you on the 11am."

INITIATES

- Re-accommodation
- Collect visa
- Seek volunteers
- Offer upgrades

All that work. One dollar.

How pricing works →

One fee for the whole conversation and the work in your systems.

USD $1 per resolution

$4 stays with your airline

Fewer agent hours. Less hiring, training and management.

80% lower cost

Illustrated against a $5 human-only cost per resolution.

✓ Human handoff: $0.

Same price.
All three products.

AeroChat | AeroVoice | AeroDynamic

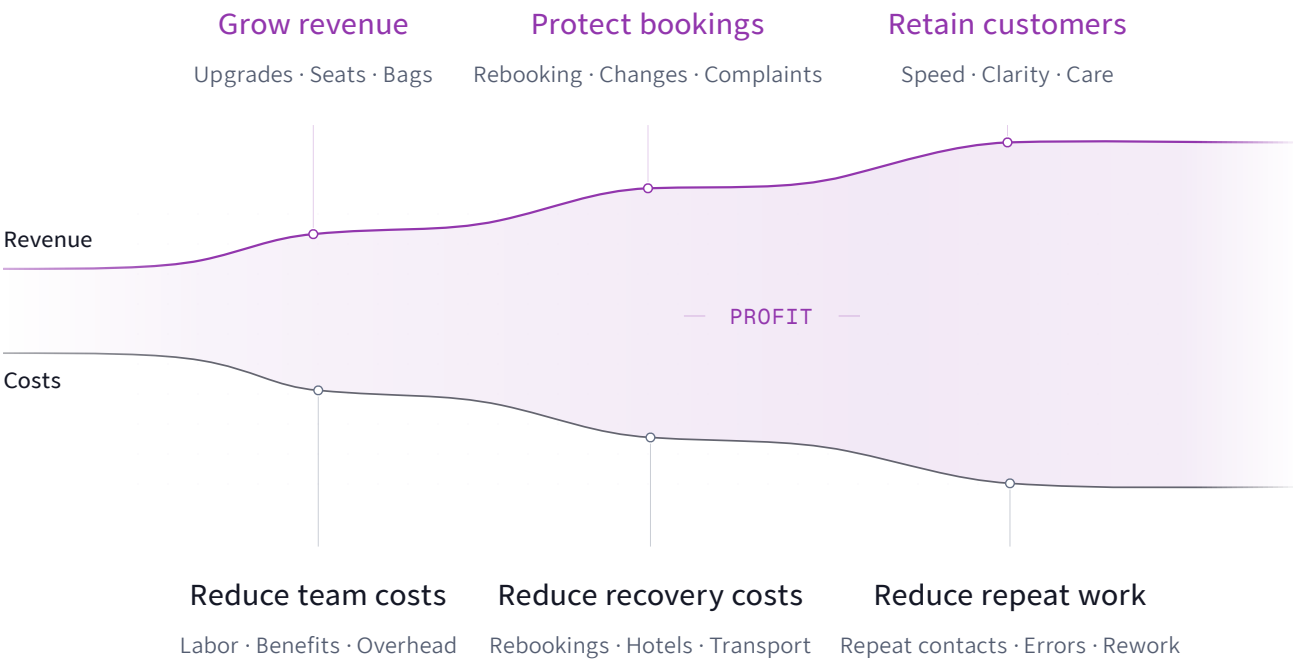
05 / REVENUE & MARGIN

Profit improvement

Win the sale. Keep the booking. Earn the next trip. Reduce the cost of doing it.

from both directions.

The economics of world-leading automated support.



↗ Increase revenue

Offer upgrades, seats and bags, and help passengers complete their bookings. Protect revenue with timely rebooking and complaint resolution. Earn the next trip with fast, clear and considerate support.

↓ Decrease costs

Reduce agent hours and overhead, including hiring, training, benefits, offices and equipment. Keep disrupted passengers on your network to limit other-airline rebookings, hotels and transport. Resolve requests fully to avoid repeat contacts and rework.

06 / A MUTUAL PARTNERSHIP

Are we right for you?

... and you for us?

We want airline teams excited by what AI makes possible and impatient to build it. That isn't everyone, and that's okay. With the right team, we'll commit fully and do breakthrough work together.

What we bring	What we look for
01 **A track record in air travel.** Air travel companies built since 2011. Complex cases firsthand. Agentic AI in production.	01 **Excitement about AI.** Respect the risks. Plan for them rigorously. Be energized by the possibilities.
02 **An obsession with CX.** Decades of testing and questioning the experience, with world-leading CX as a core principle.	02 **Ambition to lead.** Set the standard others chase. Back that ambition with the decisions it takes.
03 **Unrivaled commitment.** Your airline gets our core team's full energy, care and thought. We guarantee that commitment.	03 **Commitment to speed.** Make decisions quickly. Remove blockers. Build, test and improve with urgency.

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NEXT STEPS

Our experience.

Your next step.

Let’s explore where our air travel expertise and production AI could support your airline’s priorities, with a focused scope and a plan we build together.

Let’s talk about your airline

humoniq.ai/contact