



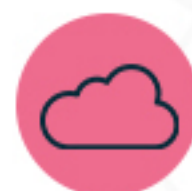
MAXAIR 360

One Platform Powered by AI
for the Future of Airlines & Travel



350+

Happy Salesforce
Customers



80+

Salesforce Enterprise
Customers



450+

Salesforce
Implementations



5+

Industry
Solutions



320+

Certified Salesforce
Professionals



9.8

CSAT Score

Meet the Visionary

19 years in Technology

Working across 24 countries

Previous Roles:

HCLTech GE Aviation Deloitte.
Tech Mahindra accenture salesforce

Technologies:

aws salesforce servicenow
SAP ANGULARJS node
python JS Microsoft Dynamics

Accounts I Managed

AIRBUS Bombardier UNITED
spiceJet AIR INDIA go
Heathrow QANTAS EMBRAER
AIR INDIA express DELTA



DEEPANKUR CHAWLA (DC)

Founder & CEO of Maxify Digital

md maxifydigital
ENGAGE | INNOVATE | ADAPT | ROI

MaxAir Solutions at a Glance



MAX **AI** R 360

SALES

MARKETING

CUSTOMER SERVICE



MaxConvo

Smart AI Agents
for Airline
Conversations



MaxBag

Salesforce Native
Baggage Solutions
for Airlines



MaxBot

AI-Powered Chatbot
for Seamless Airline
Support



MaxBRS

Baggage
Reconciliation System



MaxPRS

Persona & Passenger
Reconciliation System



MaxRevenue

Analytics for
Aviation Growth



A Decade of Transforming Aviation



We've worked with the world's top airlines & airports—**AIR INDIA** to  **spiceJet**

From airline CEOs to airport managers to customer service teams, we've been in the trenches, solving their biggest challenges and transforming operations.



The Big Question

What if there was
ONE intelligent, AI-driven, end-to-end CRM
solution tailored just for

Airlines, Airports & Aviation Industry?

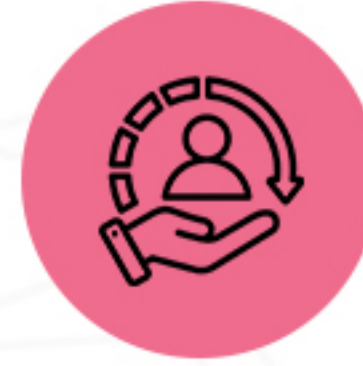


Key Challenges in Aviation



Siloed Sales Operations

Inefficient agent onboarding, lost revenue opportunities & revenue forecasting



Disconnected Customer Service

Slow issue resolution, inconsistent support, and low passenger satisfaction



Fragmented Marketing Efforts

Lack of personalization & low campaign ROI



Baggage Mishandling

Lost bags & poor tracking systems



Inefficient Passenger Reconciliation

Delays in boarding & security checks



Limited AI & Automation

Manual processes slowing down operations



The Industry Impact

- ✖ **Declining Passenger Loyalty** Poor experiences drive customers to competitors.
- ✖ **Overburdened Staff & Inefficiencies** Manual processes slow operations and increase workload.
- ✖ **Lost Revenue Opportunities** Fragmented sales and disconnected systems limit growth.
- ✖ **Delayed Decision-Making** Lack of real-time insights hinders strategic actions.
- ✖ **Service Errors & Disruptions** Disjointed systems create inconsistencies and operational bottlenecks.
- ✖ **Escalating Support Costs** Inconsistent, manual customer support leads to higher operational expenses and lower satisfaction.



Reimagining Airline Operations



What if sales, service, and operations worked from a single system?

What if every passenger interaction boosted loyalty and revenue?

What if your airline ran as smoothly as a well-coordinated flight crew?





We built

MAX **AI** **R 360**

**One Platform Powered by AI for the
Future of Airlines & Travel**



And today, we're going to take off on
a journey through its capabilities



Hear My Panel Discussion!



DEEPANKUR CHAWLA (DC)

Founder & CEO of Maxify Digital

How can airports begin the shift towards 'lightweight' and fully digitized passenger processing?



February 18, 2025



3:10 PM – 3:55 PM



Airport Tech - Track 5

**Want a one-on-one discussion?
Meet me at Booth E23**