

A contract pilots can talk to: Presidio helped Southwest Airlines Pilots Association (SWAPA) ship its first AI product.

The Outcome

Southwest pilots can now ask their labor contract questions in plain language and get an answer with citations back to the source language. What used to mean a phone call to SWAPA now takes seconds, and SWAPA staff have stopped fielding the same routine questions every day.

How They Got There

A pilot built a rough prototype on his own to prove the idea. SWAPA funded it, and Presidio turned the experiment into a production product: DevOps, testing, data modernization, security, and AI expertise on model training and LLM selection, all built on Azure AI services.

Why it Worked

The prototype proved demand before SWAPA committed real budget. Presidio then supplied the production discipline a prototype never has, and trained SWAPA product owners to run it. The IT committee owns the product today rather than depending on outside help to keep it running.

The Situation

SWAPA represents the pilots of Southwest Airlines, and the contract it negotiates with the airline is a very large document. Finding a specific answer in it was hard, so pilots called SWAPA instead. Staff spent part of every day answering the same simple questions. The committee also had a hard constraint: any AI product had to keep sensitive contract and member data secure.

The Approach

The project started as skunkworks. A pilot experimenting with a commercial chatbot showed the IT committee what was possible, and SWAPA funded the build. Presidio brought in DevOps, testing, data modernization, and security, plus AI specialists who advised on how to train the model, which LLM to use, and what training approach fit the contract. The product runs on Azure AI services. Presidio also trained SWAPA product owners so they could keep their stakeholders informed throughout.

The Result

Contract AI, SWAPA's first AI project, went from experiment to production in a year. Pilots ask questions conversationally, including questions about benefits, and get an answer with citations. Adoption spread by word of mouth across the pilot group, and SWAPA staff got their days back.

"It's a huge project. It's been wildly successful. The pilots love it. It's probably one of the best things we've delivered recently." — Will Young, Chairman, IT Committee, SWAPA

1 year

From skunkworks
prototype to production
release

11,000

pilots that SWAPA is
the sole bargaining
unit for

Reduction

in routine contract questions
to SWAPA staff