Lufthansa Systems: Integrated IT solutions for more efficient business processes

Lufthansa Systems provides consulting and IT services for selected industries and has a leading position in the global aviation industry. The wholly-owned subsidiary of the Lufthansa Group employs about 2,700 people and has offices in Germany and 16 other countries. The company currently caters to more than 300 airlines and 150 customers from other industries.

The comprehensive portfolio of Lufthansa Systems covers the entire range of IT services. It includes consulting, development and implementation of customized industry solutions as well as the operation of applications in the company's own data centers. Lufthansa Systems' products and services provide added value for its customers in terms of enhanced efficiency, reduced costs or increased revenues.

Based on long-term project experience, a deep understanding of complex business processes and strong technological know-how, Lufthansa Systems continuously expands its service offering across many industries. Companies from a wide variety of sectors such as aviation, transport and logistics, industry, media and publishing, energy, healthcare and tourism rely on the expertise of Lufthansa Systems.

Platform solutions for all airline business processes
Lufthansa Systems offers airlines a unique range of products which cover all of an airline's business processes, including passenger and cargo management, flight operations and aircraft maintenance. The company not only develops individual applications but also provides airlines with integrated platform solutions, which optimize their core processes. Its portfolio is focused on meeting the specific requirements of different airline business models. Network airlines, regional airlines and low-cost carriers all benefit from solutions which are customized to their individual needs.

The platforms combine applications into a seamless solution and place information within the context of a particular business process. With this strategy, Lufthansa Systems has a leading role in the airline IT market. Due to the platforms' modular design, their functionality can be

customized to suit each airline's individual requirements. All modules connect seamlessly with each other, while a standard user interface and a high level of standardization enhance usability and productivity.

Professional services for customized solutions

The portfolio includes consulting, the development and implementation of individual applications or the company's own industry solutions, the customization of industry-specific software as well as the management of routine application operations. The specialists of Lufthansa Systems draw on many years of project experience, in-depth technology expertise, profound industry knowledge and a wealth of experience in the analysis of complex business processes. This enables them to help customers optimize their processes and IT landscapes by employing tailor-made solutions designed to make them more efficient.

As a certified SAP partner, Lufthansa Systems covers the full range of services from the design, customization, implementation and consolidation to the maintenance of SAP solutions. When it comes to complex consolidation projects, many companies rely on Lufthansa Systems' know-how to ensure the efficient and reliable migration of their sensitive, business critical data. As trust plays such an important role in IT projects, Lufthansa Systems enjoys a very close working relationship with many of its customers, which often goes back many years.

Infrastructure services for state-of-the-art IT systems

Lufthansa Systems' Infrastructure Services offer innovative solutions that improve the mobility, flexibility, reliability and security of IT while at the same time reducing costs. These solutions include virtualized IT workspace models, where systems and data are hosted and processed securely in our high availability data center. Staff can access corporate data and applications from anywhere, at any time, on any device. IT systems are much easier to integrate in the event of mergers or takeovers or when new office locations are added. The hardware can be taken over and specific applications can be virtualized and made available via central data center architectures along with the standard software. This kind of solution enables companies to substantially reduce the cost of their hardware, licenses, development, operations and maintenance.

Leading position in cloud computing

Lufthansa Systems places special emphasis on quickly identifying and using new technologies and IT trends, especially cloud computing. In this technically challenging field, the company is at the forefront when it comes to making the technology available to its customers. Thanks to its global network of modern data centers with locations in Kelsterbach, London, Dallas and Singapore, Lufthansa Systems is in an outstanding position to fulfill the specific security and compliance requirements of a wide range of customers. The company thus provides a comprehensive infrastructure portfolio, which is exactly customized to meet the needs of different industries. The portfolio includes the global provision of high-performance networks, Application Service Providing (ASP), cloud computing solutions and IT outsourcing. The company has a great advantage in that its data centers are designed to meet the high security standards of the aviation industry. Lufthansa Systems has already achieved a virtualization rate of 85 percent in its data centers.

Innovations shape the profile

In all business sectors addressed by Lufthansa Systems, mobile technologies such as smartphones and tablet PCs are changing business processes and opening up new opportunities. The award-winning, wireless in-flight entertainment solution BoardConnect, for instance, streams movies, music and other content wirelessly to mobile devices. Airlines can thus considerably reduce their installation, maintenance and fuel costs. In 2012, BoardConnect received two internationally coveted industry awards.

VELIMO is another good example of an innovative solution. The first integrated entertainment and business intelligence platform for the hospitality industry has sparked a great deal of interest internationally. This guest service portal makes travel more comfortable, facilitates communication between guests and service staff during the entire trip and improves service processes.

Since today's passengers are always online, Lufthansa Systems has integrated a Twitter function into NetLine/Ops ++, the new solution for controlling flight operations. With a single tweet, airlines can now let all passengers on a flight know about changes or irregularities in a fast and customer-friendly way.

Overview of Lufthansa Systems AG

Company headquarters	Kelsterbach near Frankfurt, Germany
Foundation date	January 1, 1995
Shareholder	100% Deutsche Lufthansa AG
Chairperson of the Supervisory Board	Simone Menne
Management	Stefan Hansen, CEO & Chairman of the Executive Board
	Dr. Gunter Küchler, Member of the Executive Board
Revenues 2013	EUR 640 million
Employees	Around 2,700 worldwide
Offices	Germany: Berlin, Cologne, Flensburg, Frankfurt/Main (Kelsterbach), Hamburg, Munich, Raunheim,
	International: Bangkok, Beijing, Bern, Budapest, Buenos Aires, Dallas, Dubai, Gdansk, Hong Kong, London, Miami, Moscow, New Delhi, New York, Rio de Janeiro, San Francisco, San Salvador, Singapore, Tokyo, Toronto, Zurich

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