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Lufthansa Systems and JR Technologies certified by IATA as providers for ONE Order

Successful pilot project with Lufthansa proves expertise in IATA ONE Order

Raunheim, 5 June 2019 – Lufthansa Systems recently received the IATA certification for ONE Order in the area of Accounting Providers and is therefore ONE Order capable. JR Technologies is the first vendor to achieve the highest ONE Order certification level in both Accounting Capability by partnering with Lufthansa Systems and in Delivery Capability Service through its DCS partners. Both airline IT specialists offer their expertise to airlines around the globe.

In a joint project, Lufthansa Systems and JR Technologies helped Lufthansa become the first airline worldwide to be ONE Order certified. One of the project objectives was to establish an end-to-end process for product offers, delivery and accounting based solely on the IATA standards New Distribution Capability (NDC) and ONE Order standards. In this pilot project, Lufthansa provided exclusive offers, including third-party ancillaries, to a dedicated target group on scheduled flights. These offers were priced by Lufthansa Systems' Dynamic Pricing engine and processed through the JR Technologies Offer and Order Management System. Both flights and ancillaries were reported to Lufthansa Systems' SIRAX[®] revenue accounting solution using the ONE Order messaging standard.

“We thank Lufthansa Systems and JR Technologies for their support in this pilot project and are very pleased to have become the first airline in the world to obtain the ONE Order certification from IATA,” says Christian Popp, the Lufthansa Group's Head of Distribution and Revenue Management Strategy & Business Intelligence. “With the new ONE Order standard, we can even better address our customers' needs, tap new potential, and create added value together with our system partners within the travel market.”

The ONE Order concept is designed to achieve a customer-oriented architecture with an efficient billing process and real-time synchronization of relevant information between all parties, including airline merchandizing delivery. ONE Order also facilitates universal,

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centralized access to a customer's journey information, using a common data dictionary. This customer information, in turn, has a single identifier known as the order ID, which facilitates service delivery not only for the customer but also for the service providers, such as travel agents, interline partners, airports' ground handling agents, catering companies, and third-party resellers. The new IATA standard NDC and ONE Order modernizes the system communication between airlines and travel service providers based on an XML messaging standard.

"ONE Order puts travelers at the center of the travel services value chain rather than viewing them as actors in a sequence of events. This fundamentally changes the way systems need to manage the information related to the customer's journey," says George Khairallah, CEO of JR Technologies. "JR Technologies and Lufthansa Systems have shown that airline retailing is a reality and that ONE Order simplifies an airline's internal processes and will significantly improve how airlines interact with their customers."

"The introduction of these new standards will fundamentally change ordering and billing processes and enable airlines to offer customer-specific services through their channels in the future," says Andreas Reimann, Head of Finance & Commercial Products & Solutions at Lufthansa Systems. "Our IATA certification and the successful pilot project show that we are ready to support our customers as regards NDC and ONE Order."

Caption (Copyright: Jens Görlich, Mo CGI): In a joint project, Lufthansa Systems and JR Technologies helped Lufthansa become the first airline worldwide to be ONE Order certified.

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<https://www.lhsystems.com/about-us/downloads/image-library>

About JR Technologies

JR Technologies is a thought leader in airline retailing and New Distribution Capabilities (NDC). Established in 2015 in Chania, on the Island of Crete, the JR Technologies Innovation Center is dedicated to supporting NDC adoption and boasts rapid prototyping and R&D capabilities unparalleled in the travel industry. With its locations in Athens (Greece), Dublin (Ireland), and Orlando (Florida, USA), JR Technologies offers end-to-end NDC enabled airline retailing solutions that support both direct and indirect distribution. For more information, visit www.jrtechnologies.com

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About Lufthansa Systems

Lufthansa Systems GmbH & Co. KG is a leading airline IT provider. Based on long-term project experience, a deep understanding of complex business processes and strong technological know-how, the company provides consulting and IT services for the global aviation industry. More than 350 customers worldwide rely on the know-how of IT specialists at Lufthansa Systems. Its portfolio covers innovative IT products and services which provide added value for its customers in terms of enhanced efficiency, reduced costs or increased profits. Headquartered in Raunheim near Frankfurt/Main, Germany, Lufthansa Systems has offices in 16 other countries.

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