



Lufthansa network airlines harmonize IT in flight operations with forward-looking solution

Group agreement signed with Lufthansa Systems for innovative operations management within the Lufthansa Group

Raunheim, February 6, 2020 – Lufthansa Systems today announced that it won the contract to implement its NetLine/Ops ++ operations management system as a strategic IT partner to the Lufthansa Group. The airline IT specialist came out on top against the competition in a multi-stage bidding process. Now that the multi-year agreement has been signed for the use of NetLine/Ops ++, the migration will soon begin to the operations control platform developed by Lufthansa Systems. To start with, six group airlines – Lufthansa, Lufthansa CityLine, Lufthansa Cargo, Swiss, Austrian Airlines and Edelweiss – will benefit from extensive functionalities and harmonized processes that reduce costs and ultimately improve the passenger experience.

“I was especially delighted that Lufthansa Systems' product impressed us in the bidding process as the leading solution in the market not only in terms of its functionality but also because of its cost-efficiency,” said Bardo Werum, the Lufthansa Group’s Head of IT Domain Hub Airlines Operations & Passenger Service Systems. “What is more, using a product solution allows for rapid roll-out and avoids the risks that potentially come with a development project.”

One major advantage of NetLine/Ops ++ is a platform architecture that enables integrated management through multiple Operations Control Centers (OCC) within the Lufthansa Group. “With NetLine/Ops ++ from Lufthansa Systems we can respond to irregularities across the Group and create the conditions necessary for quickly and flexibly restoring passenger connections in the event of cancellations,” said Wolfgang Diefenbach, Head of Operations Planning & Steering of the Lufthansa Group airlines. “The implementation of NetLine/Ops ++ will thus help us become one of the world’s most reliable airline groups.”



NetLine/Ops ++ makes it possible to evaluate data intelligently in order to predict potential operational restrictions on the day of operations. The solution proactively suggests countermeasures to minimize the effect on operations. Following the principle of “airline operations ahead of time”, forecasting systems are used to calculate potential disruptions, simulate various solutions and help operations controllers make fast, cost-efficient decisions.

“Lufthansa Group airlines have been successfully using many of our solutions for years. As a competent IT partner, we have become a key pillar in the Group’s digital strategy,” said Dr. Thomas Wittmann, CEO of Lufthansa Systems. “In addition to the NetLine product family, the Lufthansa Group airlines are using flight scheduling and navigation solutions as well as the revenue accounting solution from Lufthansa Systems.”

NetLine/Ops ++ is currently the most comprehensive operations management tool on the market. The solution continues to be enhanced and refined based on the comprehensive monitoring of new trends and technologies in airline operations management and the incorporation of new user needs. As a result, NetLine/Ops ++ has evolved into a new-generation operations control system that adapts to the continually changing business requirements of airlines and enables the use of advanced technologies such as artificial intelligence (AI), machine learning and cloud platforms.

Caption (copyright: Lufthansa Systems): Representatives from Lufthansa Systems sign the Group agreement for the NetLine/Ops ++ (from left to right: Andreas Bußmer - Head of IT Procurement Lufthansa Group, Olivier Krueger – CEO Lufthansa Systems, Christina Becker - Head of Lufthansa Group Account Management at Lufthansa Systems, Dr. Roland Schütz - CIO Lufthansa Group, Dr. Thomas Wittmann – CEO Lufthansa Systems)

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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. Over 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. The company is celebrating its 25th anniversary in 2020 and, in addition to its headquarters in Raunheim near Frankfurt/Main, Germany, now has offices in 16 countries.

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