

# News

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## **Japan Airlines signed a contract to migrate NetLine/Ops ++ MaintenanceControl to Lufthansa Systems' Global Aviation Cloud**

- Japan Airlines has been relying on NetLine/Ops ++ MaintenanceControl since 2006 and has now decided to switch to Lufthansa Systems' cloud hosting of the solution
- NetLine/Ops ++ MaintenanceControl gives support for tail assignment and maintenance planning and control
- The Global Aviation Cloud allows airlines to focus on their core business and quickly adapt to dynamic business requirements

*Raunheim, 6<sup>th</sup> February 2024.* Lufthansa Systems announced that Japan Airlines (JAL) has signed a contract to migrate NetLine/Ops ++ MaintenanceControl to Lufthansa Systems' Global Aviation Cloud (GAC). Afterwards, JAL will receive maintenance of the GAC for five years.

JAL has been known for achieving the highest on-time departure rate. NetLine/Ops has been providing support for JAL's flight operations and maintenance since 2006, contributing to their top quality. NetLine/Ops ++ MaintenanceControl gives support for tail assignment and maintenance planning and control. Creating a link between NetLine/Ops ++ and different maintenance and engineering systems, it ensures that both the person responsible for operations, the maintenance planner and technician constantly have access to the aircraft's current performance data at all times and receive decision-making support. For the efficient and economic controlling of a flight, operations control requires not only an overview of coming maintenance events, but also control of the effects that changes in operations have on maintenance events.

The GAC was developed specifically for the needs and security standards of airlines. Its future-proof deployment model allows airlines to focus on their core business and quickly adapt to dynamic business requirements. By migrating NetLine/Ops ++ MaintenanceControl to the GAC, JAL will be able to leverage technological innovations in an environment built for resilient airline operations.

“JAL considers IT security and reliability to be of utmost importance as an airline. It is essential for JAL to be prepared for potential malfunctions or breakdowns. JAL believes that Lufthansa Systems' Global Aviation Cloud is one of the most effective solutions for JAL's business contingency plan in the case of large-scale disasters in Japan. Additionally, JAL anticipates faster response times and a reduced workload for system maintenance. By migrating to Lufthansa Systems' GAC, JAL enhances JAL's security against failures and minimize the impact on JAL's flight operations. JAL appreciates Lufthansa Systems' proposal

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for the migration to GAC,” said Hiroshi Hashimoto, Director of IT Planning and Promotion at Japan Airlines.

“We are pleased to deepen our partnership with Japan Airlines by providing them the best possible IT-security through our one-stop-shop and highly advanced cloud environment,” said Kazuya Ota, Vice President of Far East Asia and Taiwan at Lufthansa Systems. “This allows JAL to concentrate on their core business processes – within a modern and stable IT infrastructure with only one central point of contact, Lufthansa Systems.”

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## **About Japan Airlines**

Japan Airlines (JAL), Japan’s first private aviation company, was established in 1951 and is a member of the oneworld® Alliance. The airline operates a fleet of 225 aircraft and began renewing its international long-haul aircraft with the Airbus A350-1000 starting 2023 Winter Schedule. Together with other JAL Group and partner airlines, JAL offers an extensive domestic and international network that serves 376 airports across 64 countries/regions. The airline has received numerous accolades for its exceptional service, including being recognized as a certified 5-Star Airline by Skytrax and being awarded the prestigious “World Class” Airline title by APEX, the Airline Passenger Experience Association. JAL takes great pride in its on-time performance and is regarded as one of the most punctual airlines globally. The airline is dedicated to ensuring the highest standards of flight safety and overall service quality, striving to be the most preferred airline by customers worldwide. The JAL Group recognizes that action to address climate change is a particularly important issue for the sustainability of society, and in June 2020, the group announced its commitment to achieve net zero carbon emissions by 2050. For details and to learn more, visit JAL's official website at <https://www.jal.com/en/>

## **About Lufthansa Systems**

Lufthansa Systems GmbH is a leading airline IT provider determined to shape the future of digital aviation. It draws its unique strengths from its ability to combine profound industry know-how with forward-looking technological expertise and has lived by its slogan “We’re into IT” for more than 25 years. A wholly-owned subsidiary of the Lufthansa Group, the company offers its more than 350 customers an extensive range of successful IT products and services for the aviation industry, many of which are market leaders. Lufthansa Systems’ pioneering portfolio covers all of an airline’s business processes – in the flight deck, in the cabin and on the ground. As a tech company and airline IT provider, Lufthansa Systems is committed to identifying its own environmental footprint and improving that of its airline customers across the globe. Headquartered in Raunheim near Frankfurt/Main, Germany, Lufthansa Systems employs around 2,800 people at its locations in 16 countries. [www.lhsystems.com](http://www.lhsystems.com)

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