

# News

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## **EL AL's new operations control center runs with the next-gen solution from Lufthansa Systems**

- With NetLine/Ops ++, EL AL will be able to utilize the advantages of a SaaS (software as a service) solution running on Lufthansa Systems' Global Aviation Cloud
- EL AL will benefit from an optimized daily utilization of their flights, increased user productivity, and improved airline management
- The tight integration of NetLine/Ops ++ with other solutions from Lufthansa Systems brings EL AL further advantages

*Raunheim, 11<sup>th</sup> April 2024.* Lufthansa Systems and EL AL have signed a contract to implement Lufthansa Systems' next-generation operations control system NetLine/Ops ++. They also opted for five add-on modules, e.g., for optimizing maintenance planning, monitoring crew rotations, or visualizing passenger connections. EL AL is currently implementing a new operations control center (OCC), so they decided to exchange their legacy operations system for NetLine/Ops ++ running on Lufthansa Systems' Global Aviation Cloud. With this reliable SaaS solution, EL AL will experience trustworthy IT support as well as lower IT integration costs when new releases become available. Further advantages lie in the tight integration with the other solutions from Lufthansa Systems. EL AL thus expands its existing product landscape from Lufthansa Systems, consisting of the flight planning solution Lido Flight 4D and NetLine/Crew for optimizing their crew management and benefits from the tight integration of the systems.

Alon Lavi, Director OCC at EL AL said: "We are happy to strengthen our partnership with Lufthansa Systems. The positive experience with the other solutions we have already used for many years convinced us to choose their next-generation operations control system. We believe Lufthansa Systems' NetLine/Ops ++ will significantly enhance our new operations control center."

Dan Yogev Kaznelson, Head of Ops' IT system at EL AL: "This partnership underscores our commitment to leveraging advanced technology to enhance our operational capabilities. By transitioning to NetLine/Ops ++ and integrating it with our existing systems, we are poised to achieve greater efficiency, reliability, and flexibility in managing our operations. This move not only demonstrates our dedication to innovation but also positions EL AL at the forefront of technology adoption in the aviation industry."

NetLine/Ops ++ will allow EL AL to optimize the daily utilization of their flights, increase user productivity, and improve airline management when there are deviations from their regular schedule. By collecting and evaluating a wide range of data, such as critical weather conditions or technical aircraft limitations, NetLine/Ops ++ will alert EL AL about potentially critical situations so they can quickly initiate measures to prevent and resolve disruptions.

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“We have been cooperating with EL AL for 18 years. Their trust in our solutions is a testament to their high quality and reliability. As the operations control system is the key application for every airline operation, we are pleased to enable EL AL with the most comprehensive one on the market”, added Marco Cesa, Senior Vice President Regional Management EMEA at Lufthansa Systems.

## **Background information on the add-on modules**

**NetLine/Ops ++ MaintenanceControl** will support EL AL in maintenance planning and control functions. By collecting aircraft flight hours and cycles as well as validating the schedule against a configurable maintenance rule set, NetLine/Ops ++ MaintenanceControl will enable full compliance and optimized check utilization for EL AL. As a result, EL AL will benefit from reduced costs.

**NetLine/Ops ++ OpsLink**, the integrated intranet solution for safe and cost-effective real-time access to operational data, delivers schedule and actual movement times to any desktop with minimal deployment costs. This way, EL AL can reduce costs for communication, hardware investment, and maintenance.

**NetLine/Ops ++ Compact** will provide EL AL with operations information about flight schedules, passengers, and crew members. The web browser-based “read-only” Gantt chart allows full or, if needed, restricted visibility on NetLine/Ops ++ to interested parties not working with the NetLine/Ops ++ PowerClient. The Compact Gantt Chart can be opened on any device.

With **NetLine/ Ops ++ CrewConnex** EL AL will be able to monitor aircraft and crew rotations by visualizing incoming and outgoing crew connections at the click on a leg. The duty-start and duty-end of each crew member of the leg and all legs of the duty in between are connected by lines. The color-coding of the lines will give EL AL an additional overview of whether the crew members are from the cockpit, cabin, or deadhead.

**NetLine/Ops ++ PaxConnex** will allow EL AL to visualize the incoming and outgoing passenger connection flow, the so-called PAX connections. Different colors and mouse-over information indicate the type of passenger and their critical connections regarding the Minimum Connection Time (MCT). Pax Misconnex alerts indicate all critical passenger connections and enable the operations control center to take action.

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## **About EL AL**

EL AL was founded in November 1948 as Israel's national airline and operated its first scheduled flight in 1949. In June 1950, EL AL began service between Tel Aviv and New York. Today EL AL serves 52 international destinations in 33 countries. EL AL provides service from the US on its fleet of 787 Dreamliner aircraft. With up to 44 weekly nonstop flights from JFK, Newark, Boston, Miami, and Los Angeles, EL AL offers more nonstop service to Tel Aviv from more U.S. gateway cities than any other carrier.

## **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.

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