

News

All Nippon Airways steps into the future of airline retailing with Lufthansa Systems

- All Nippon Airways (ANA) and Lufthansa Systems start a Proof of Concept (PoC) for SIRAX/ONE Order, the financial management solution from Lufthansa Systems
- The PoC focusses on the feasibility of IATA ONE Order-based accounting and settlement for non-flight related ancillary services
- SIRAX/ONE Order is the world's most advanced financial management solution that is fully capable of ONE Order integration

Raunheim, 4th February 2025. Lufthansa Systems announced that All Nippon Airways (ANA) has decided to launch a Proof of Concept (PoC) with the financial management solution for order-based accounting, settlement and reporting from Lufthansa Systems: SIRAX/ONE Order. The PoC will focus on evaluating the feasibility of IATA ONE Order-based accounting and settlement for non-flight related ancillary services in collaboration with one of ANA's industry partners. It will position ANA as a "first mover" in the airline industry, leading the way in modern airline retailing practices.

"E-commerce platforms all over the world have changed customers' expectations towards the shopping experience. Today airline customers ask for personalized communication and a seamless travel shopping experience on any distribution channel available when putting together their travel journey. Modern airline retailing has to fulfill this demand. It allows us airlines to sell flight- and non-flight related products, such as hotels, car rentals, airport transfers, tour provider services, etc. directly to our customers – all as a one-stop-shop-solution," explained Yong Choi, Project Manager Offers and Orders Transformation at ANA.

SIRAX/ONE Order is the world's first and most advanced financial management solution that's fully capable of ONE Order integration. It streamlines finance processes in line with IATA ONE Order and Settlement with Orders (SwO). Lean, highly automated order processes and services based on the latest technology reduce implementation time and maintenance requirements. By enabling airlines to sell, account for, and track the delivery of new flight- and non-flight-products and services seamlessly, it brings airlines closer to other retailers. It allows them to increase their agility and to be innovative by moving from PNRs, e-tickets, and EMDs, towards orders and services.

"The current distribution processes, such as PNR, e-tickets and EMDs, put restrictions on a modern customer-centric airline retailing approach. SIRAX/ONE Order allows airlines to streamline the accounting and settlement of any type of flight and ancillary services. This way, ANA will be able to provide attractive bundle offers for its customers, who will be able to configure their travel itinerary according to their personal needs including flight- and non-flight ancillaries. SIRAX/ONE Order will therefore provide ANA with additional revenue potential with airline retailing," said Tim Bruegmann, Chief Product Owner Financial and Commercial Products at Lufthansa Systems.

About All Nippon Airways

All Nippon Airways Co., Ltd. is a Japanese airline headquartered in the Minato district, Tokyo, Japan. All Nippon Airways operates services to both domestic and international destinations and is Japan's largest airline. As of April 2023, the airline has approximately 12,800 employees. The airline joined as a Star Alliance member in October 1999.

All Nippon Airways operates a fleet of a total of 240 aircraft serving 99 destinations worldwide from its key international hubs in Narita International Airport and Haneda International Airport. The carrier has an extensive domestic route network that covers the entirety of Japan, from Hokkaido in the north to Okinawa in the south. ANA's international route network extends through China, Korea, India, Southeast Asia, Canada, United States, Mexico, Australia, and Western Europe.

In addition to its mainline operations, All Nippon Airways controls several subsidiary passenger carriers, such as its regional and LCC airline ANA Wings, Air Japan and Peach Aviation. On 29 March 2013, All Nippon Airways was named a 5-Star Airline by Skytrax.

About Lufthansa Systems

Lufthansa Systems GmbH, the leading airline IT provider, has been shaping the future of digital aviation for almost 30 years. Helping airlines unlock their full potential, the company combines profound industry know-how with advanced technological expertise. A subsidiary of the Lufthansa Group, the company offers its more than 350 customers worldwide a portfolio with often market-leading products that cover all airline business processes – on the flight deck, in the cabin, and on the ground. Lufthansa Systems is committed to improving its own environmental footprint and that of its airline customers of all sizes and business models. Headquartered in Raunheim near Frankfurt/Main, Germany, Lufthansa Systems employs around 3,000 people at its locations in 16 countries. www.LHsystems.com

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