



News

THAI speeds up decision-making processes with new solutions from Lufthansa Systems

- Thai Airways (THAI) uses the state-of-the-art operations control and crew management solutions with Lufthansa Systems
- The carrier benefits from faster, optimized decision-making with automation for resolving irregularities
- THAI has relied on Lufthansa Systems for more than twenty-five years and has expanded the use of its NetLine product family

Raunheim, 17th September 2025. Lufthansa Systems announced that Thai Airways (THAI) is utilizing their state-of-the-art operations control and crew management solutions, extending their use of the NetLine suite from planning to operations. THAI, therefore, profits from reliable solutions with a high level of automation and experiences trustworthy IT support as well as lower IT integration costs when new releases become available.

Operations controllers make numerous complex decisions every day. They react to unforeseen events like weather or strike to minimize their impact, as such disruptions can cause high costs for the airline. The operations controller has to analyze several information sources within minutes to find the best solution. This becomes more challenging, especially during peak times with a high risk of disruption.

The operations control system from Lufthansa Systems collects and evaluates a wide range of data, such as critical weather conditions or technical aircraft limitations, alerting the operations controllers about potentially critical situations so they can quickly initiate measures to prevent and resolve disruptions. THAI will also be using the new AI module, which generates concrete recommendations on improving operations in real-time, which is critical in this working environment. To enable the user to make an informed decision, the system provides additional information regarding the impact of the proposed solution on the overall resilience, the buffer, and the propagated delay. The smart assistant focuses on recommendations; the decision always remains with the operations controller.

The smart crew management solution provides crew planners and controllers with valuable decision-making tools. Operationally feasible and cost-efficient flight crew duty plans are not only the key to smooth and commercially viable operations – they are also an important factor in air traffic safety as well as crew and customer satisfaction.

Combined, these solutions assist THAI in a shorter decision-making time when resolving pairing, assignment, and crew control irregularities. THAI, therefore, benefits from improved and robust crew and aircraft planning, making roster planning, trip trade, and aircraft assignment more efficient and durable. This reduces aircraft delays, crew overtime, and crew sick days, leading to an overall decrease in costs.



“The competition in the airline industry is challenging. We aim to provide our customers with the best experience while staying profitable as an airline. With Lufthansa Systems, we have a reliable partner to assist us in optimizing our crew planning and operations control,” stated Sarunpat Santivechkul, Head of THAI Airways Operations Control Centre. “Through our long-term relationship and the many solutions, we already use from Lufthansa Systems, we trust that their operations control and crew management solutions are the perfect fit for us.”

“THAI implementing our operations and crew platforms, including our new AI module, is a testimony to our long tenured partnership with THAI Airways built on a foundation of high-quality service and standards we pursue at Lufthansa Systems. Our solutions are state-of-the-art and constantly being optimized together with our customers,” said David Parrish, Senior Vice President, Head of Sales and Client Management at Lufthansa Systems Asia Pacific. “We are pleased to expand our partnership with THAI.”

Lufthansa Systems cultivates a long-term partnership with THAI. THAI has trusted the aviation-IT expertise from Lufthansa Systems for more than twenty-five years. Currently, THAI uses many solutions from Lufthansa Systems, including their schedule management, slot coordination, network planning, and codeshare management solutions. In addition, THAI extended its contract for the mobile pilot navigation solutions from Lufthansa Systems. All these solutions including operations control and crew management are run in the Global Aviation Cloud from Lufthansa Systems.

About THAI

Thai Airways International Public Company Limited (THAI) is a public company registered in The Securities Exchange of Thailand since 1991 with the Ministry of Finance as a dominant shareholder of 47.86 percent. THAI operates the airlines business as a full service carrier, which provides the transportation for passengers, goods, parcels and postal through our domestic and international routes, including a warehousing service, ground handling service, ground equipment services, in-flight catering and aircraft maintenance services. THAI and its alliance has a network of routes covering 30 countries around the world. Throughout the period of more than 60 years in the airline business, THAI aims to focus on safety and quality of service with THAI touches for passenger comfort throughout the journey which have made THAI become one of the best airlines in the world guaranteed by the various awards of recognition.

About Lufthansa Systems

Lufthansa Systems GmbH, the leading airline IT provider, has been shaping the future of digital aviation for 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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