

Lufthansa Systems: Customized IT solutions for aviation and for customers in other industries

Lufthansa Systems is a wholly-owned subsidiary of the Lufthansa Group with headquarters in Kelsterbach, Germany. It has 3,000 employees at several sites in Germany and offices in 16 other countries. This makes it one of the world's leading IT providers for the airline and aviation industries.

The company offers a comprehensive portfolio of customized solutions for clients in various industries and operates one of the most modern data centers in Europe. The portfolio covers the full range of IT services, including IT consultancy, development and implementation of industry solutions and operation in the company's own data centers. With years of project experience, a deep understanding of aviation processes, and extensive technological expertise, Lufthansa Systems is continually expanding its range of cross-industry offers. Clients from the financial services, logistics and media sectors have outsourced their applications to Lufthansa Systems.

As an international IT service provider, Lufthansa Systems is focused on the continual expansion of its activities around the world. The company has a global presence and a sales structure which is oriented on its international target markets. Local points of contact ensure short response times and a close proximity to customers.

Comprehensive range of offers for all airline business processes

Lufthansa Systems develops individual applications and ensures their integration in complex IT platforms. The company provides continual IT support to its customers in Lufthansa Systems data centers - from the development of systems to their implementation, operation and maintenance. The company's portfolio consists of services which cover all of an airline's business processes, including planning, passenger and cargo management, finance, flight operations, and aircraft maintenance. Special emphasis is put on the development of integrated platforms. They combine individual applications to create integrated solutions that provide all necessary information relevant to a specific business process. Due to their modular design their functionality can be customized to suit each customer's individual requirements.

Our platform solutions are unmatched in the industry. They create value for our customers by optimizing all of their business processes and speeding up decision-making processes. They also greatly reduce complexity.

Lufthansa Systems offers airlines a unique portfolio of products that is focused on meeting the diverse demands of different airline business models. Network airlines, regional airlines and low-cost carriers can all benefit from packages of solutions which are customized to their individual needs.

The portfolio of Lufthansa Systems is structured according to five business divisions:

Airline Management Solutions helps airlines plan and control their resources so they can offer competitive prices. This division offers solutions from network planning and crew management to pricing and revenue management. Using the innovative IT solutions from Lufthansa Systems enables airlines to optimize aircraft capacity utilization, react faster to market changes, and improve their competitiveness. The Integrated Operations Control Center (IOCC), which combines route planning and network management, enables airlines to monitor their entire flight operations.

Passenger Airline Solutions offers airlines comprehensive solutions for passenger and aircraft handling. Added-value systems complement conventional passenger management services, enabling airlines to sharpen their profile in the market. One of these systems is the GroundSolutions platform, which is a flexible solution for multi-channel check-in. The company's solutions also cover weight & balance, revenue integrity and payment services/credit card security. In its Passenger Airline Competence Center (PACC), Lufthansa Systems makes its long-standing expertise in the operation of passenger systems available through consultancy services in connection with migration processes. Services provided also include the fields of inventory, reservation and e-ticket interlining.

Airline Operations Solutions offers innovative IT solutions that cover all aspects of flight planning and operation. The solutions enable airlines to optimize their flight operation processes and reduce fuel consumption. The division's comprehensive product portfolio includes solutions for route planning and the calculation of optimum engine performance. The Lido eRouteManual from Lufthansa Systems is the technological leader in the market. It clears the way for a paperless cockpit and fully replaces conventional navigation charts with electronic charts.

Industry Solutions analyzes and optimizes complex business processes and provides customized IT solutions. One focus is on modular platforms offering advanced solutions for airline finance, cargo and maintenance, repair and overhaul (MRO). The division also offer solutions for selected sectors outside the aviation industry. Its portfolio of products and

services includes IT consultancy, development of industry solutions and management of application operations.

Infrastructure Services manages and maintains the systems of its customers at its own data centers. Lufthansa Systems offers a complete portfolio designed to meet the specific needs of its customers. The portfolio ranges from process consulting to all services for the operation of sophisticated, heterogeneous IT systems. Customers from a wide variety of industries who outsource their systems to Lufthansa Systems benefit from the high standards of quality, availability and data security which are commonplace in the aviation industry.

Overview of Lufthansa Systems AG

Company headquarters	Kelsterbach near Frankfurt/Main, Germany
Foundation date	January 1, 1995
Shareholder	100% Deutsche Lufthansa AG
Chairman of the Supervisory Board	Stefan Lauer
Management	Wolfgang F. W. Gohde, CEO & Chairman of the Executive Board Dr. Gunter K�uchler, Member of the Executive Board
Revenues 2007	EUR 679 million
Employees	Around 3,000 worldwide
Branch offices	Germany: Berlin, Cologne, Frankfurt/Main (Kelsterbach), Hamburg, Norderstedt, Munich International: Bangkok, Beijing, Budapest, Buenos Aires, Dallas, Delhi, Dubai, Gdansk, Hong Kong, Jakarta, Miami, New York, Rio de Janeiro, San Salvador, Singapore, Sydney, Tokyo, Toronto, Zurich

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