



GroundSolutions platform



The next generation of passenger handling

Establish your base for dynamic growth with the Lufthansa Systems GroundSolutions platform. Pave the way for successful business in the competitive 21st-century world of aviation. Quality of check-in is a critical assessment factor for passenger satisfaction and therefore a key component of your airline's product offering.

Multi-channel check-in – the trend

This solution allows passengers to make their own choice about when and how they check-in, whether at the airport, at home or on the move. Expectations run high for a smooth and efficient service with passengers being able to get their boarding documents any time and anywhere. Multi-channel check-in addresses the challenges of:

- enabling passengers to choose their preferred method of check-in
- providing conformity across the various channels

- managing channel usage according to passenger value
- offering the right mix at the right price

Enable your airline – one solution for all your check-in needs

Check-in means more than knitting together different channels. The integrated GroundSolutions platform is a clearly structured business layer which provides you with the complete range of multi-channel check-in modules. This in turn guarantees success in meeting the demands of a modern, customer-friendly airline. Check out the benefits of having all the modules of **Desk, Boarding, Robot, Web, Mobile** and **Kiosk** on one business layer and from one solution provider. The harmonized architecture of the GroundSolutions platform reduces complexity and ensures flexibility. Within our business layer, services can be shared and need to be provided only once instead of implementing them

for each single module. The focus is not merely on optimizing sole applications or specific functionality, but also on a design that allows the comprehensive and sustainable optimization of designated process solutions.

Benefits of the GroundSolutions platform

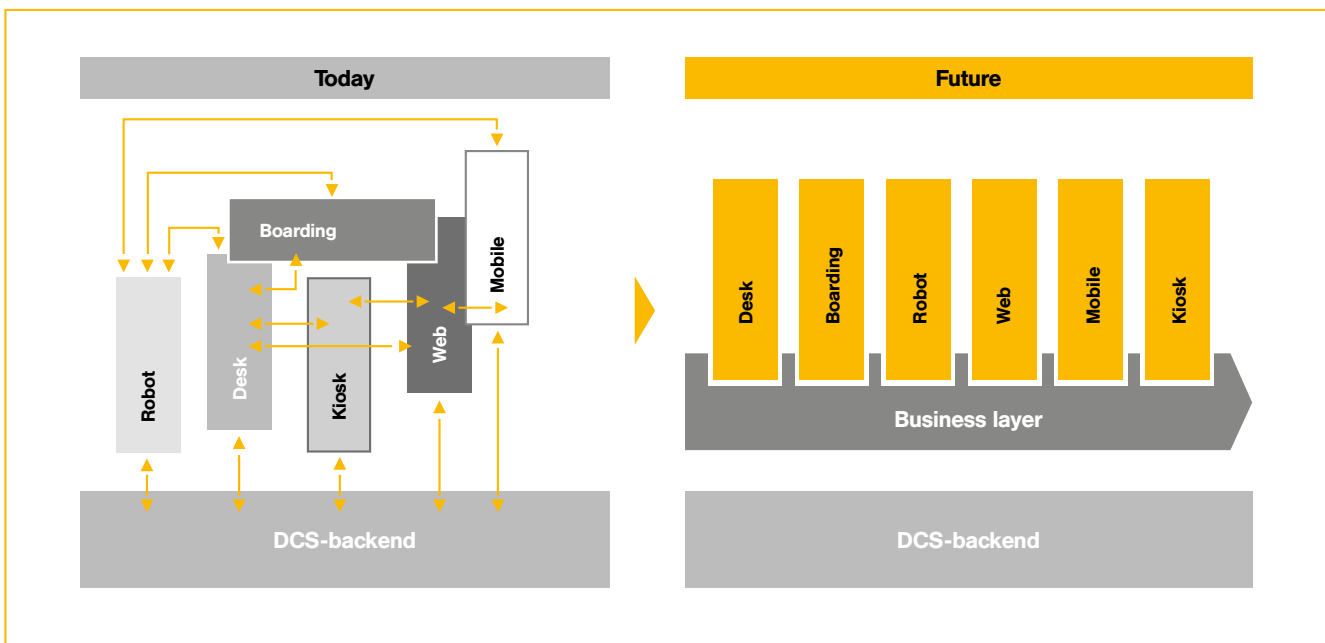
- Consistency of look and feel
- Plug & Play modules – reduced time-to-market
- Flexibility in configuration – you decide and we implement
- Synergies of shared business services reduce cost
- Possibility of differentiation for various customer groups
- Easy integration into your process/IT environment
- Compatibility with various back-end systems

Groundbreaking platform technologies from Lufthansa Systems

We continue to develop new technologies with a distinctive performance profile and high economic benefits for our customers. The key to achieving this is platform solu-

tions which transfer single applications to a seamless, consistent, and cost-efficient context with standard user interfaces and a high level of standardization for greater usability and productivity. Our state-of-the-art technology in the GroundSolutions plat-

form provides a consistent API (application programming interface) for all ground solution channels, ensuring cross-channel process conformity.



The platform GroundSolutions combines single applications into a seamless solution

Simplifying check-in

Desk

GroundSolutions/Desk is more than just an easy-to-learn and easy-to-use interface – it provides your agents with an integrative workflow that ensures consistency for your airline processes. It is easily integrated with other systems to improve your agents' daily work, enabling them to offer a customer-oriented, professional service. GroundSolutions/Desk is especially suited to integration into airport infrastructure as a hub system. It meets all the requirements of a complex and broad airline process.

Benefits

- Reduces training costs thanks to a modern, easy-to-learn interface
- Supports your customers' loyalty of high-value passengers by integrating CRM systems
- Enhances security due to an integrated BRS (Baggage Reconciliation System)

Boarding

GroundSolutions/Boarding is an intelligent solution for automated and manual boarding. It is fully integrated into our GroundSolutions/Desk module and connectable to various hardware devices. Designed to handle all aircraft from small to very large, the module can connect multiple clients to allow boarding from different locations, such as various floors or a First Class lounge. Up to four Boarding Gate Readers (BGRs) can be connected and close control is maintained as failed boarding attempts or other errors are shown. Various passenger lists can be displayed.

Benefits

- Real-time passenger status information
- Easy-to-navigate and multi-functional GUI
- Enhanced security via 2D barcode, RFID and biometric boarding passes

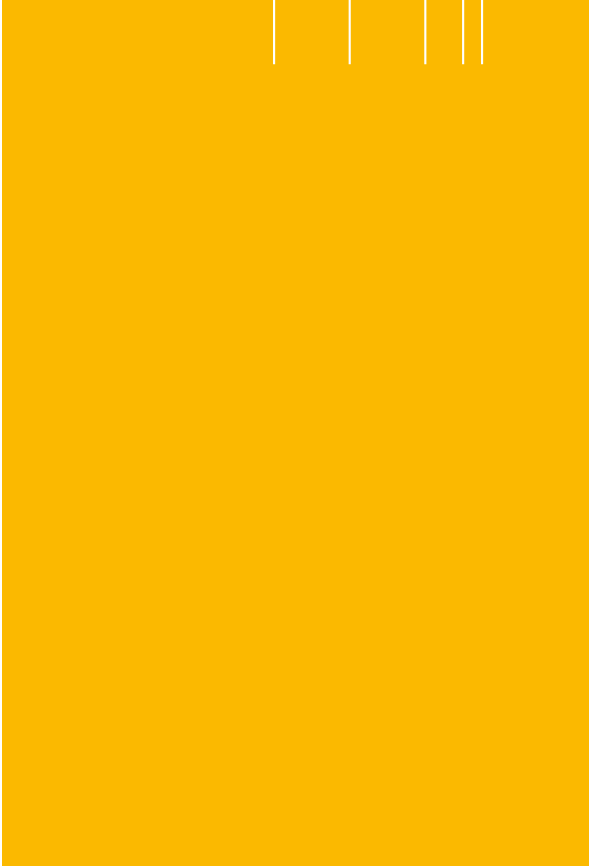
Robot

GroundSolutions/Robot is a fully automated tool allowing a pre-check-in for defined passenger groups. Flights are processed according to defined rules and times set by your airline. The solution fully supports your needs for high-quality service, cost reduction and optimal processes. It will enable you to:

- pre-seat and accept VIPs, special needs passengers and unaccompanied children
- upgrade high-priority passengers
- pre-check positioning crew

Benefits

- Simplifies flight preparation – reducing the need for manual pre-acceptance
- Improves customer service by meeting specific passenger needs



Connect to more customer satisfaction

By introducing all our self-service modules you can exploit their synergies and the benefits of a multi-channel solution.

Web

Three quick clicks and your passengers are checked in with a seat and a home-printed 2D bar-coded boarding pass. You decide whether to extend the functionality to include such advanced features as APIS data collection, AQQ processing or mileage upgrade. Based on standard Internet technology, the GroundSolutions/Web module provides self-service anywhere and everywhere.

Benefits

- Customer-friendly, intuitive and practical to use
- Streamlined processes and increased transaction success rate
- Easy to customize to your corporate design requirements

Mobile

By introducing innovative technology for passenger check-in, GroundSolutions/Mobile caters for the change in customer expectations and addresses the IATA initiative of Simplifying the Business. Our solution works via an SMS dialogue or easy-to-navigate mobile website. Both have the ability to send an IATA standard mobile BCBP (barcode boarding pass) via MMS to the mobile device and offer such key features as flight selection and an interactive seat map.

Benefits

- Enables check-in anywhere and anytime
- Improves passenger communication by providing proactive information
- Meets the demands of the modern traveler for quick access and fast delivery of service

Kiosk

GroundSolutions/Kiosk provides key features for success in its standard package of functions. Extend the functionality to include features for placing your airline in a unique position for offering advanced passenger self-service capabilities. In this sense it is more than just a check-in facility – it can be your passenger self-administration terminal. Examples of our additional features:

- mileage upgrade
- voucher issuance
- full baggage kiosks

Benefits

- High-end functionality beyond standard check-in processes
- Reduction of cost due to passengers' self-administration
- Possibility to increase revenues by selling services (such as upgrade) via Kiosk
- Lower cost per passenger check-in
- Efficient utilization of airport space
- Modern and efficient technological development



Be everyone's favorite airline

Our ability to drive innovation and implement leading-edge technology for passenger management provides the systems that are needed for 21st-century airlines. Our GroundSolutions platform fully supports your needs for high-quality service, cost reduction and optimal processes.

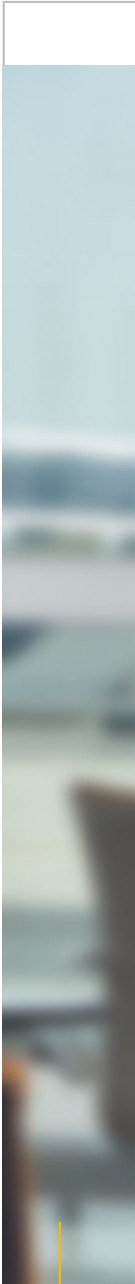
While this brief overview provides an insight into what Lufthansa Systems can deliver, we appreciate that you will require more information about us in order to take the next step. Please do not hesitate to contact your dedicated sales manager to discover in more depth how we can help

you to implement next-generation solutions and achieve a high-impact business transformation.

We will gladly set up an initial meeting with your specialists to understand your specific situation and to consider how we can meet your objectives. Furthermore, we have recourse to a worldwide network that can meet the various needs of our customers around the world at all times.

Find out more about our locations, our services and your local contact at www.LHsystems.com





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Lufthansa Systems AG
Marketing Communications
Am Weiher 24
65451 Kelsterbach
Germany

Tel. +49(0)69-696 90000
Fax +49(0)69-696 95959
marketing@LHsystems.com
www.LHsystems.com