

## **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 3,200 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 comprises IT consultancy services, development of company-specific applications, implementation of cutting-edge communication systems and desktop services up to complete IT outsourcing. 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 banking, logistics and media sectors have outsourced their applications to the Lufthansa Systems data center.

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 the Lufthansa Systems data center - 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 tailored 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.

**Passenger Airline Solutions** offers airlines comprehensive solutions for distribution and passenger systems that cover areas such as flight planning, inventory, distribution, reservation and ground handling. The solutions have a modular design and can be combined as needed to meet the requirements of all airline business models. Lufthansa Systems also provides advanced solutions for e-ticketing and convenient self-service check-in via the Internet or at kiosks. The portfolio in this area is completed by so-called value-added systems for planning and control.

**Airline Operations Solutions** provides airlines with an extensive range of services for flight operations. These services include route planning and the calculation of aircraft performance for optimizing payloads and fuel consumption. The Lido eRouteManual, which was developed by Lufthansa Systems, is both pioneering and technologically cutting-edge. It clears the way for a paperless cockpit and fully replaces conventional navigation charts with electronic charts. The Integrated Operations Control Center (IOCC), which combines route planning and network management, enables airlines to monitor their entire flight operations.

**Industry Solutions** offers customized solutions for the manufacturing, logistics, energy, healthcare and media industries. The division has great expertise in analyzing and optimizing complex business processes with the help of IT solutions that are adapted to meet individual customer needs. The portfolio of products and services includes IT consultancy, development of individual applications, marketing of proprietary industry solutions, customizing of industry-specific software and management of application operations. Another focus is on modular platforms offering advanced solutions for airline finance, air cargo, and maintenance, repair and overhaul (MRO).

**Infrastructure Services** manages and maintains customer systems in its own data centers at multiple sites. The portfolio ranges from process consulting to everything involved in the operation of sophisticated, heterogeneous IT systems. Companies from the banking, logistics and media sectors outsource some or all of their IT environment to Lufthansa Systems, thus benefiting from the high standards of quality, availability and data security that 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 3,200 worldwide
Branch offices	Germany: Berlin, Frankfurt/Main (Kelsterbach), Hamburg, Cologne, Norderstedt, Munich International: Bangkok, Beijing, Budapest, Buenos Aires, Dallas, Dubai, Gdansk, Hong Kong, Jakarta, Miami, New York, Rio de Janeiro, San Salvador, Seoul, Shanghai, Singapore, Sydney, Tokyo, Toronto, Zurich

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