

## The Enterprise Operation Center

The global exchange of data and the availability of IT systems are monitored and controlled in the Lufthansa System data center. This ensures, for instance, that ticket and reservation data can be accessed at any time from anywhere in the world. The Enterprise Operation Center (EOC) is the heart of Lufthansa Systems' operations: Here, the IT systems of airlines and customers from other industries are managed around the clock.

### Objectives of the EOC reorganization

- Consolidation of system, network and problem management in a single room
  - Shortening response and processing times for error and problem solving
  - Quick access and coordination in case of disruptions/downtime
  - Fast and targeted customer information
- Creating a state-of-the-art Enterprise Operation Center by modernizing the infrastructure
- Securing investments and the location
  - Installing flexible, scalable and moveable furniture and equipment
  - Cost savings through efficient use of available space
  - Consolidation of the infrastructure hardware at the workplaces

### Highlights of the EOC

- *Teamwork* - Advantage: Problems can be solved better and faster.
- *Cutting-edge room design taking into account the latest ergonomic knowledge*  
Advantage: Optimum, planned communications environment.
- *State-of-the-art big screen technology* - Advantage: Important information can be viewed by the entire team. The video screen approaches the employee when problems occur. (see below for details)

- *Outsourcing of workstation computers (CPUs)* - Advantages: 1. The EOC can be air-conditioned for people, not machines. 2. All CPUs are installed in the protected data center. 3. Better access for administrators when PC problems occur.
- *State-of-the-art furniture* - Advantages: Employees can adjust their workspace according to their personal needs.
- *Excellent seating comfort* - Advantage: Employee motivation

### **The video wall (multivision screen)**

- The multivision screen was designed to ensure that it automatically "alerts" the EOC employees if certain problems occur. This functionality has been implemented through a special interface software which is compatible to existing software systems.
- One video wall (3.20 x 1.30 meters) was installed in each half of the room.
- DLP (digital light processing) technology allows static images to be displayed around the clock without risking burn-in.
- Perfect, high-contrast and high-brightness illumination. The room does not have to be darkened.
- The video wall is double secured, like all other components in the EOC.

For further information, please contact:

Lufthansa Systems Group GmbH  
Corporate Communications  
Tel.: +49 (0)69 696 90776  
Fax: +49 (0)69 696 90777  
E-mail: [publicrelations@LHsystems.com](mailto:publicrelations@LHsystems.com)