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## **Austrian Airlines enhances efficiency and service with IT from Lufthansa Systems**

### **Check-in via mobile phone or PDA increases convenience and lowers costs**

Lufthansa Systems has successfully completed the implementation of the GroundSolutions/Mobile check-in solution at Austrian Airlines (AUA). The ability to check-in quickly and easily via mobile phone will improve passenger comfort and reduce passenger handling costs for the airline. The GroundSolutions/Mobile module is an important component of the GroundSolutions platform from Lufthansa Systems, which covers all modern check-in channels.

“With this mobile check-in option, we are setting new standards for passenger comfort and flexibility. The innovative IT solution also makes an important contribution to optimizing operational efficiency, which is especially important in the difficult environment currently faced by the entire airline industry,” explained Peter Baumgartner, Executive Vice President Customer Services & Product Management at Austrian Airlines. The airline is also using the Departure Control System from Lufthansa Systems.

Since early 2007, AUA passengers have been able to quickly check in online using an IT solution from Lufthansa Systems. Now a new check-in option has been added to this popular service: In addition to Internet check-in, passengers can check in using a mobile phone or PDA, either via SMS text message or through a special mobile website. Travelers can then print out their boarding passes at home or in the office. Alternatively, a digital boarding pass can be sent to the passenger’s mobile device to be scanned electronically at the gate, sparing passengers the way to the check-in desk.

Dr. Anselm Eggert, Senior Vice President Passenger Airline Solutions at Lufthansa Systems, said, “We are pleased that our long-standing customer Austrian Airlines has opted for yet another component of our innovative GroundSolutions platform by introducing our mobile-check in solution. Since the platform covers every modern check-in channel with its Desk, Kiosk, Web, Mobile, Boarding and Robot modules, airlines can combine different channels depending on their business model and strategy in order to set themselves apart from the competition.”

Each year, around 85 million passengers check in at over 200 airports worldwide via the Departure Control System from Lufthansa Systems. The fully integrated, user-friendly GroundSolutions platform helps airlines lower their training costs by up to 50 percent while significantly increasing their self-service check-in rate.

## **Note to editors:**

**Lufthansa Systems** is one of the leading IT service providers for the airline and aviation industries worldwide. As a systems integrator with one of the most modern data centers in Europe, the wholly-owned subsidiary of the Lufthansa Group covers the entire range of IT services, including consulting, the development and implementation of industry solutions as well as system operation. Lufthansa Systems provides its infrastructure and consulting services to a variety of industries. Headquartered in Kelsterbach near Frankfurt/Main, Germany, the company has offices in Germany and 16 other countries and employs about 3,000 people worldwide. In business year 2008, Lufthansa Systems recorded sales of EUR 657 million. For more details, see [www.LHsystems.com](http://www.LHsystems.com).

**Austrian Airlines Group:** The Austrian Airlines, which includes the Austrian, Austrian arrows and Lauda Air brands, serves 120 destinations worldwide with a fleet of around 100 aircraft. In 2008, 10.7 million passengers flew with the Austrian Airlines Group. In addition to maintaining its traditionally strong presence in Western Europe, the Austrian Airlines Group is expanding in Central and Eastern Europe as well as the Middle East as part of its Focus East strategy. The Austrian Airlines Group has a dense route network and excellent market position in these regions and is the market leader in Central and Eastern Europe, operating flights to 45 destinations. The high-quality carrier stands for reliability and premium service. The Austrian Airlines Group is a member of the international Star Alliance, which offers passengers flights to around 975 destinations worldwide.

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