



MRO Consulting

New ways of organizing your overhaul processes

Your customers have high expectations regarding the services your company offers. Dependability, quality, and schedule effectiveness are the characteristics that make you valuable to your customers.

All this creates high demands on your company and its employees. Business process adjustment, along with the selection of the right IT support, secures your customers' future.

In times of heightened competition this cannot be a question of realizing a one-off project but rather must become an entrepreneurial task. As a subsidiary of the

Lufthansa Group, we are used to making characteristics such as dependability, quality, and schedule effectiveness the object of our daily work.

Our project managers and our consultants have long-standing experience in business process consulting, in the conception, development and implementation of IT systems; and all this was acquired in a business sector that sets the highest standards.

Why don't you set these high standards too? Lufthansa Systems will support you along this new path.

Process consulting

- Production planning and controlling
- Logistics
- Technical documentation
- Business management systems

CRM
e-Business
Business intelligence
SAP Consulting
SCM



Key benefits

- Long-standing experience and high method competence
- Consulting for all core processes in the MRO business
- Creation of concepts and preliminary studies
- Backing during the entire life cycle of an application, from drafting to development, right on through to operation and maintenance
- Providing for the entire project in the role of general contractor

Lufthansa Systems offers process analysis and change management for all core processes in the MRO business.

Among others, we will support you in the following process areas:

- Production planning and controlling
- Technical documentation
- Logistics
- Business management systems

We offer competent ancillary consulting regarding the subjects:

- e-Business
- Supply chain management
- Business intelligence
- Customer relationship management
- Content management systems
- Portal selection/infrastructure

Being a full service provider, we assume the entire responsibility for the realization of your project.

Experienced project managers with specialized teams are available for the entire process implementation, the organization, the IT solution, as well as for integrated training. Furthermore, in order to also win over your employees, we accompany all projects with an individual change management program.

Our long standing MRO process know-how, our experience based on a multitude of completed projects, and a strong technological environment, support us in doing so.

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