



“This cooperation is so deep and long because it benefits both sides. Lufthansa Systems is a partner which fully meets our expectations.”

Dan Simonic
IT Director, Croatia Airlines

Two decades of joint success

In the fast-moving world of airline IT there are few relationships between suppliers and customers which last as long as the cooperation between Lufthansa Systems and Croatia Airlines. However, this one has expanded into many areas and is a perfect example of how professional cooperation triggers joint success.

Since Croatia Airlines became the flag carrier of the Republic of Croatia in 1991, the airline has found its place in the world of aviation. With a modern fleet of Bombardier Dash 8-Q400, Airbus A319 and A320 it operates up to 100 daily flights to 30 destinations in 20 countries. In 2004, the company joined Star Alliance, the biggest airline alliance in the world, which tells a lot about the quality of the product and the high standards of its operation.

“More than 20 years ago, Croatia Airlines was a greenfield investment. In these turbulent times, it was imperative to establish a flag carrier which would safely and proudly present and connect Croatia with the rest of the world. We have to thank all our shareholders and colleagues who started with this challenging vision and who brought their knowledge and established some first core processes in Croatia Airlines. So there was no heritage in the background”, says Dan Simonic, IT Director of Croatia Airlines and head of a team of 17 IT experts. “The very significant cooperation with Lufthansa Systems helped to shape the modern company we have today”.



Today the carrier uses a broad spectrum of Lufthansa Systems solutions ranging from the Lido/eRouteManual electronic navigation charts, the Lido/FlightBag EFB solution, the FMS navigation data and Lido/TakeOff performance calculation in





airline operations to SchedConnect for optimizing its codeshare connections, NetLine/Crew for the complex task of crew planning, NetLine/Sched and NetLine/Ops in the area of scheduling and operations control. "We act as a reference customer for several products. So we offer other airlines to come and see the systems and integration in action, which is only due to the mutual trust and long cooperation we have with Lufthansa Systems", he summarizes the quality of the relationship.

Widespread product portfolio

When Croatia Airlines switched from Boeing 737-200s to a modern fleet of Airbus aircraft in 1998 the carrier signed up for the NetLine suite for network planning, scheduling, crew management and operations control. "Scalability of the systems is one of the most important requirements because we selected systems which could grow with the airline - NetLine is a very good example. Although our operation has tripled from the time it was introduced, the man hours we need haven't increased significantly and our experts can concentrate on essential things instead of manually processing many repetitive tasks," says Dan Simonic.

For the airline each application needs to bring additional value for its business – direct cost reductions, increased productivity and efficiency, new business opportunities or additional revenue. Introducing Lido/FlightBag generates significant benefits in operations in terms of maintenance costs, less fuel, less noise, less CO₂ emissions, increased payload and much more. "Return on investment was achieved after 18 months based on conservative calculations", says Dan Simonic.

From the perspective of Croatia Airlines, new IT partners not only need to provide the system but implement better business processes as well. Therefore airline knowledge, competence and experience are paramount. "When we compared vendors we often found that Lufthansa Systems' products are the most appropriate ones for us", the head of Croatia IT explains the breadth and depth of the cooperation between the two companies.

High standards for best service

As a national carrier and Star Alliance member Croatia Airlines has to meet the same standards and offer similar services than much bigger airlines. Because of its limited resources a key aspect when selecting a vendor is to match business requirements with commercial conditions which need to be tailored to the needs and the size of the airline. "We managed to find a creative balance for all areas and this is a major pillar of our successful cooperation."

When Croatia will finally become a full member of the European Union in 2013, this means a lot of new opportunities. Croatia is an increasingly popular holiday destination. More than 90 carriers are serving the airports of the country during the summer season. Having Lufthansa Systems as an IT partner who understands its needs Croatia Airlines feels well prepared to challenge its competitors and expand its business in the new environment.



Lufthansa Systems

IT that makes your life easier

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