



MKS

ONE ARCHITECTURE
ONE SOLUTION
TOTAL VISIBILITY

CUSTOMER SUCCESS STORY

Lufthansa Systems

“We were impressed at how quickly the MKS solution was implemented and adapted to our needs. Afterwards, we could work with it effortlessly. MKS greatly surpassed our expectations.”

*Rainer Bartholdt,
Team Leader Service Management,
Lufthansa Systems Berlin GmbH*

Lufthansa Systems, a wholly-owned subsidiary of Lufthansa Group with headquarters in Kelsterbach, is one of the leading IT providers for the airline and aviation industry around the world with approximately 4,550 employees in several German locations and branch offices in 17 countries. Lufthansa Systems, systems integrator with one of the most modern computer centers in Europe, covers the entire spectrum of IT services – from consultation to application development and implementation with reliable 24/7 support.

Lufthansa Systems also offers its services in the areas of technology and infrastructure to companies with similarly high demands on their IT systems of quality, data reliability and high availability. Based on many years of project experience, in-depth understanding of aviation-specific processes and substantive knowledge of technology skills, the company is successively expanding its services to a wide range of industries. Lufthansa Systems develops specific applications and also ensures their integration into complex IT platforms.

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AT A GLANCE:

Main reason for implementation:

Introduction of ITIL-based service management processes

Affected applications

- Dynamic Pricing
- ProfitLine/Yield

Benefits:

- Control of IT service management in accordance with the Information Technology Infrastructure Library (ITIL)
- Immediate response capability in the event of impending Service Level Agreement infringements
- Minimized risks in application development through sophisticated requirements management
- Transparency for decision-makers in all ongoing projects

MKS-Solution:

- MKS Source
- MKS Integrity for Process & Workflow
- MKS Integrity for ITIL
- MKS Requirements

THE CHALLENGE

Today, the most important factors for airlines are optimization, better capacity utilization, saving costs and rapid response capability. Never have airlines offered so many different prices for flights as they do today. The key to maximizing revenue is the ability to respond immediately to market changes and to offer prices to reflect demand. For nearly ten years, Lufthansa Systems was challenged by its ability to increase its profitability. Now, Lufthansa is leading the way and showing the airline industry a new model of efficiency and market responsiveness.

The airline industry operates within a complex environment. With the aid of advanced prediction models, bookings for every single flight are calculated a year in advance. Such predictive capability calls for reliable data about the volume and value of traffic flows within the network, reservations and cancellation statements, and data on demand at each sales outlet. Every customer transaction has unique demands and Lufthansa Systems must process and manage a staggering amount of variance accordingly. Effectively managing processes is essential to containing costs.

Lufthansa Systems uses Service Level Agreements (SLAs) to define exactly which services Lufthansa Systems performs for its customers. In the event of downtime, malfunctions, errors in applications or other problems, the company must provide remedies. It was imperative to work with a system that would immediately inform the employees responsible if SLA infringements threatened and a system that would provide support to ameliorate the situation. Lufthansa Systems decided to use the Information Technology Infrastructure Library (ITIL) to structure these IT service management processes, thereby necessitating transparency.

THE SOLUTION

Lufthansa Systems began using MKS Source several years ago and was pleased with its capabilities to manage source code in software application development. For this reason, MKS was the first choice to create a system for controlling ITIL-based service management processes. Lufthansa Systems held a workshop with MKS to analyze and determine the steps necessary for implementation and then actually putting the solution in place. The Lufthansa Systems employees were trained on the job. The consulting provided by MKS amounted to only 15 days, and was very cost effective.. Lufthansa Systems was impressed with the speed and ease of the MKS implementation and its adaptability to their needs.

When the implementation was completed, daily work went on without any further ado. Within the framework of ITIL processes, all employees responsible are kept constantly informed of the current status of procedures. As soon as a problem is identified, they are automatically notified with a corresponding message. The person in charge can identify the modules affected on the basis of the application data filed in the central repository, and request a solution from the appropriate employees. All procedures are documented in the system and the employees responsible are informed of the current status of activities. MKS is a key enabler in allowing effective two-way communication within a very dynamic environment that allows for rapid response time and higher productivity.

Transparency from product development to utilization and maintenance is the greatest advantage that MKS solution offers Lufthansa Systems. The enhanced visibility through MKS Requirements allows Lufthansa Systems to see who has approved a change, when,

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why, who has executed it and what effects the change will have.

Errors and conflicts can be identified and remedied as early as possible – saving time and money. Since introducing the MKS solution, Lufthansa Systems has built up a knowledge-base of all known incidences. Similar problems are now eliminated much more quickly. Requirements management enables risks to be assessed and minimized even before development work begins. This considerably reduces the failure rate of projects, increases productivity and efficiency and lowers overall costs.

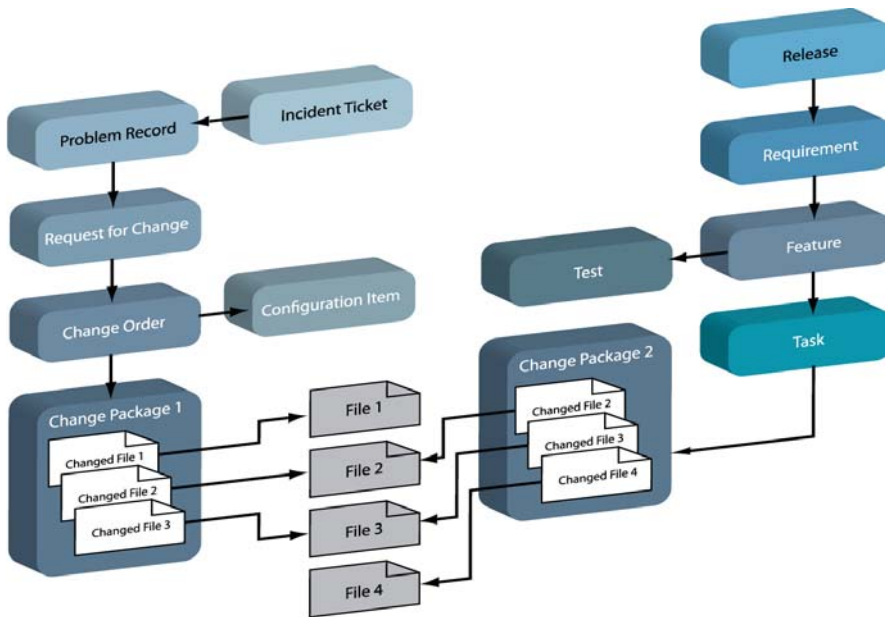


Image: IT Operations (ITIL) linked to Requirements

“The MKS solution offers us the necessary visibility from product development to utilization up to maintenance. We can correct errors as soon as they arise and know the current status of all projects at all times. This has enabled us to considerably improve the quality of our applications.”

*Rainer Bartholdt,
Team Leader
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THE RESULTS

With the MKS platform, Lufthansa Systems can now offer its customers responsive software solutions to enable an airline to maximize revenue and secure its market leadership.

Since implementing the MKS solution, Lufthansa Systems utilizes the enhanced end-to-end application lifecycle visibility to view incoming customer requirements and respond to them through a specific workflow. At any point in the development process – from receipt of the requirement to the test phase up to delivery – the status of the respective project can be seen.

Today Lufthansa Systems leads the pack in pursuing an entirely new software development path that provides optimum support for the various pricing concepts in an increasingly competitive and complex industry. Thanks to rapid, flexible pricing, airlines can manage their capacities to maximize revenue. The magic words “realtime flexible pricing” create strong customer demand. All types of airlines, low cost, traditional and network carriers must look to innovative internal processes to improve their competitive advantage. Lufthansa Systems has risen to that challenge with grace and confidence and now leads the industry in its visionary approach to software development.

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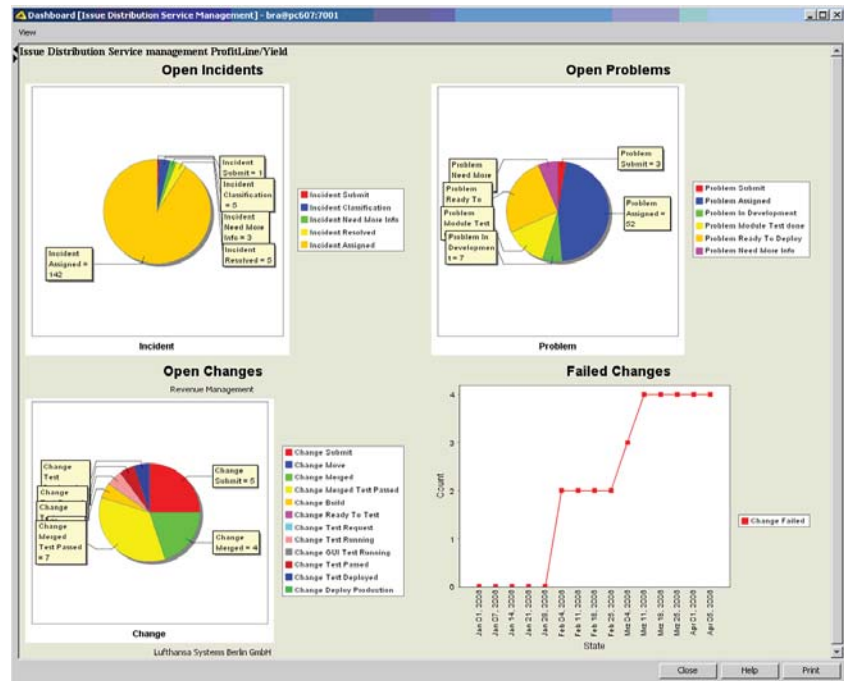


Bild: Management Dashboard

Looking to the future, Lufthansa Systems is planning to incorporate more processes into the MKS system, such as testing and the procedures for release, build and deploy management.

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