



The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

How Lufthansa Systems serves over 300 airlines with Jira Service Management



Who we are



Lars Lipecki
Product Manager Atlassian Tools



Hendrik Hilbig
Consultant Atlassian Tools

Lufthansa Systems — general overview

Founded
1995

Headquarters
in Raunheim,
Germany

Branches in
1 other
countries
6

2,800
employees
worldwide

More
than **350** customers
of all sizes and business
models

Lufthansa Systems — facts & figures

Sharing scheduling information with more than

150 airlines worldwide via **SchedConnect**.



Lido Flight 4D calculates approx.

45% of all flights in Europe.



3,627,944

flights are planned with NetLine/Plan.

Around

4,700

aircraft are scheduled each year with **NetLine/Sched**.



BoardConnect is available on more than **8,000** flights per week.

SIRAX/RA is aiming for **700 million pax** processed and a market share of **60%**.

Our team — service management tooling



Support & basic service

24/7 customer support & application maintenance

11,000 issues per year in our own JSM service desk



Projects & out of scope

Advanced support & RfCs

Migration projects

Training, consulting



Target groups & processes

Dev, DevOps, project mgmt., collaboration, agility, ITSM, ESM, knowledge mgmt.



Platform architecture & management

Two major Jira/Confluence platforms for LSY and Lufthansa Group

Maintenance & support for several other Atlassian platforms in LHG

15,000

users worldwide



Active trackSpace projects

>2,000

>3 million

issues in DB

Serving
around

300

LSY
customers



Customer service portal project — overview & goals

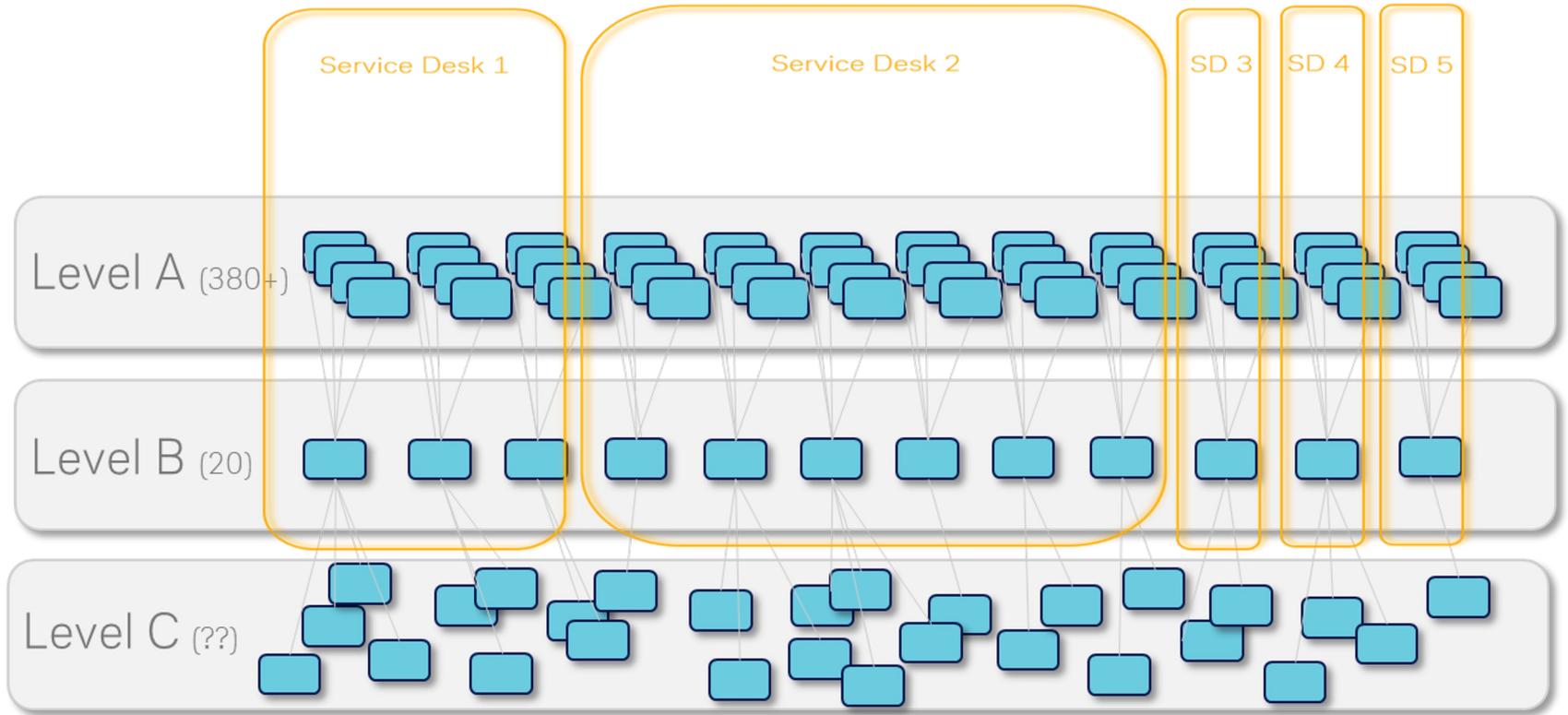
The project:

- **CSP-project (customer service portal)**
- **Cooperation with Service Management Team (responsible for our processes)**
- **Evaluation phase: Six months**
- **Duration: 15 months**

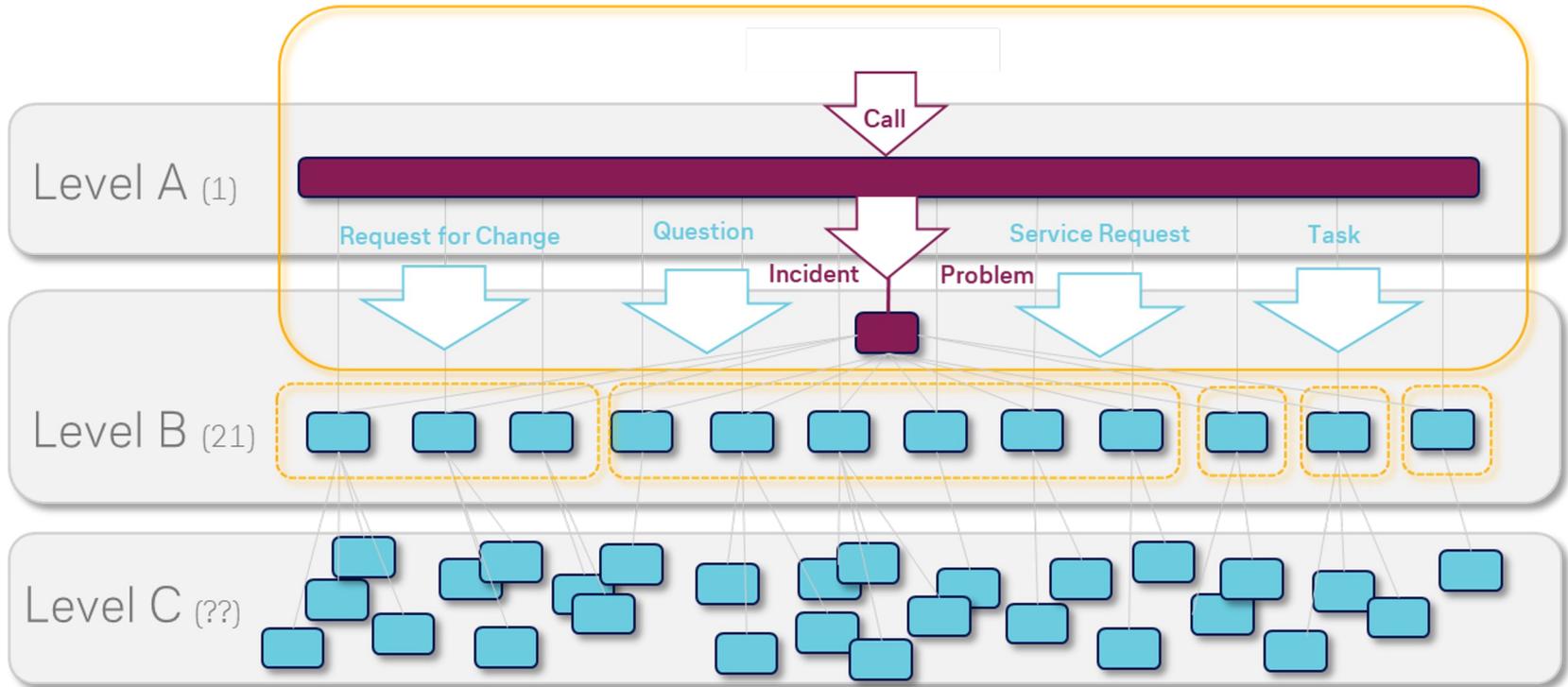
Goals/objectives:

- **Standardization of the customer input channel for ITSM processes**
- **Establishing a known error database**
- **Simplicity for customers**
- **Enabling of standardized SLA monitoring/reporting**

Customer service project — old setup — the problem



Customer service project — new setup — the solution



Feature #1 — How we use the Insight CMDB to improve accessibility and user experience

DEM O

Feature #2 — How we use automation with Link Manager to reduce manual effort and to keep our projects in sync

**DEM
O**



Feature #3 — How we use Confluence with JSM to foster self-service and to reduce the amount of support issues

DEM



Next steps

For the CSP

More customers

More products

More features

Continuous service improvement

For the team

Several new JSM requests per month

Growth with Enterprise Service Management

(Atlassian) Cloud Journey

**THANK
YOU!**

During Team '23, meet us at the Lufthansa Lounge on the Customer Expo Floor



**Hendrik
Hilbig**



**Volker
Brunner**



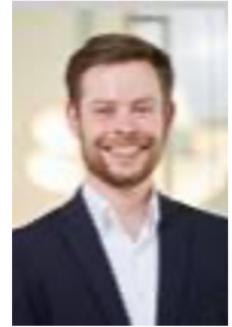
**Lars
Lipecki**



**Agnes
Kovacs**



**Jens
Kamp**



**Joachim
Möhring**