



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.

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# 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**.



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

Around

**4,700**

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



**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

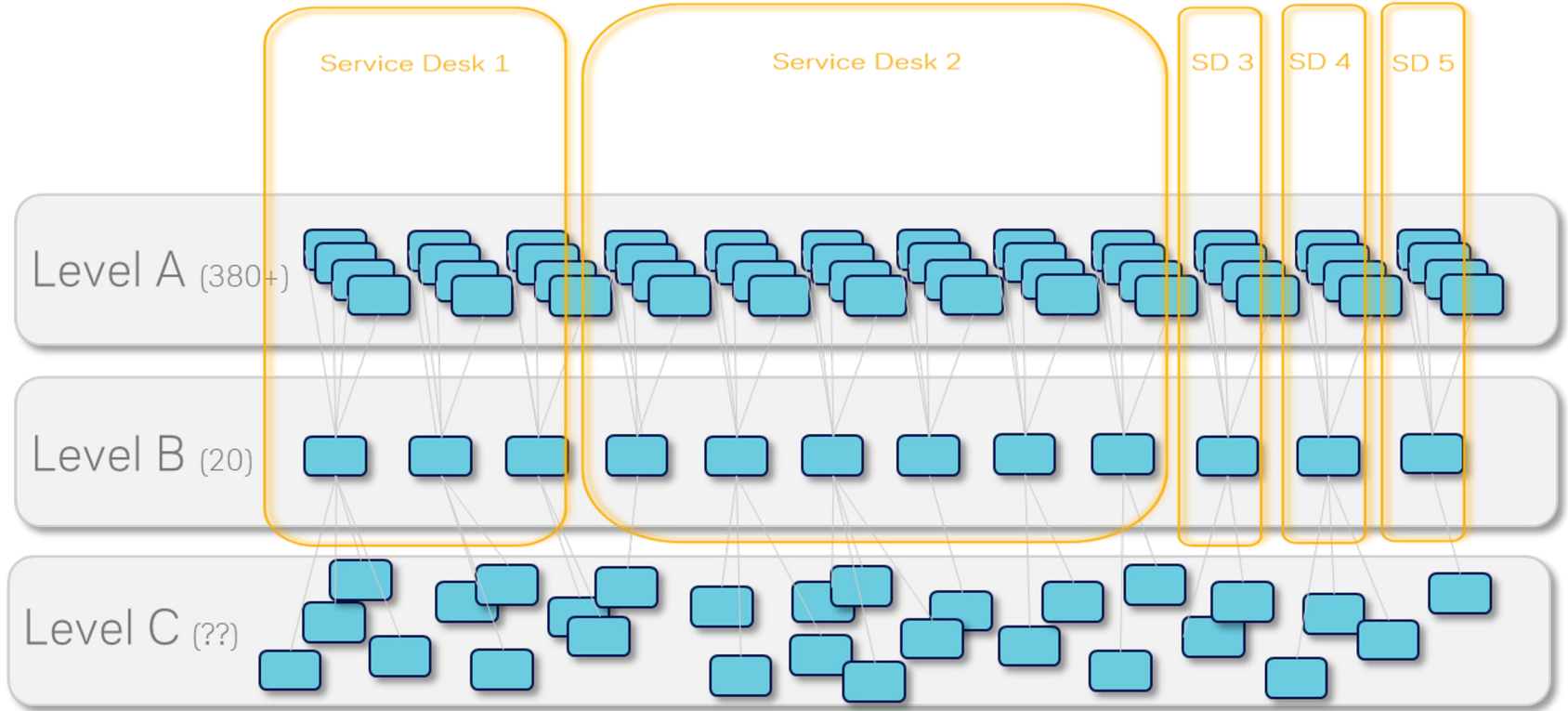
## The project:

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

## Goals/objectives:

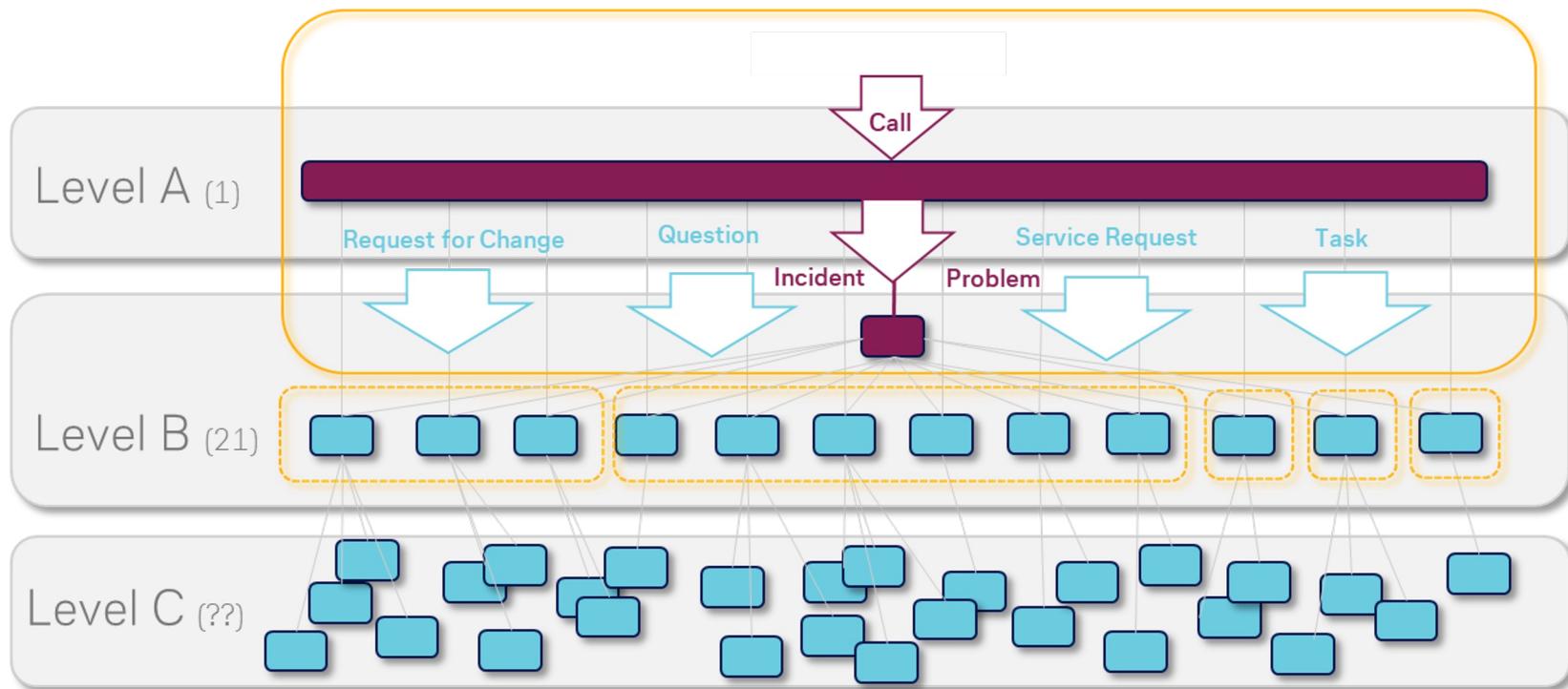
- **Standardization of the customer input channel for ITSM processes**
- **Establishing a known error database**
- **Simplicity for customers**
- **Enabling of standardized SLA monitoring/reporting**

# 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





Lufthansa Systems

**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**