Making Reporting Sexy Again at Lufthansa Systems
Airplane crew
Lufthansa Systems – facts & figures

Around 2,100 employees worldwide

Head office in Raunheim near Frankfurt/Main

Provides consulting and IT services for selected airlines and their customers

Today, around 300 airlines from all over the world are currently among our customers

A market leader in the global aviation industry

With branches in 16 other countries
100+ products - diverse reporting landscape

- Reservations
- Ticketing
- Load planning
- Flight planning
- Crew planning
- Operations
- Scheduling
- Revenue management

June 2017
Innovation within an enterprise environment

- Tool landscape and evaluation
- Business Model Canvas
- Internal Crowd-funding Innovation Platform
- First implementation
Embedded reporting on huge ticketing archive I
Embedded reporting on huge ticketing archive II

Lufthansa address:
Deutsche Lufthansa AG
Von-Gablenz-Str. 2-6
D-50659 Köln
GERMANY

Date of issue: 19-jul-16
Country code: AT
Ticket type: ETIX
IATA number: 06495065
Sales indicator: 0
Office ID: VIELH0700
Tour code: 0
Name of passenger (not transferable): JAEGER/DAVIDBENJAMIN MR
FQID: 
Endorsement restrictions: 

Original Issue: Date of I: City of I: IATA-No. of I: Issued in exchange for: Coupon-No.: IATA-No.: Frequent Flyer Reference:

Fare calculation:
FDH LH FRA LH HAM 15.00 LH X/FRA LH FDH 15.00 EUR 30.00 END
Fare: 30.00 EUR /
Ticket, Ind.: /
Eqiv. fare paid: /
Tax 1: /
Tax 2: /
Tax 3: /
Total: EUR 30.00
Cash/Miles certificate:

VAT sentence:
DE: NETTO 25.21 EUR; BRUTTO 30.00 EUR; UST 19PCT 4.79 EUR

Form of payment:
WIXXXXXXX00616/0218

MCO to be presented
Embedded reporting on huge ticketing archive III

- External authentication and authorization systems
- Some data for reports is available only via SOAP webservices
- Multistep and dynamic filtering
- Email sending/export
- Static resources
- New, fancy UI
Integrating Jaspersoft and JIRA via REST

- Accessing JIRA via REST
- Integrated into JIRA (and Confluence) dashboard
- Historical search
Ad-hoc reporting on Hadoop/Hive

- Few years of crew, load and schedule management data \(\rightarrow\) TB’s of data
- Explore data to find connections
Integrating Jaspersoft and MongoDB

- Journey planner mobile app
- Statistics and reports based on collected data
  - E.g. localize cloud servers based on past reservations
- NoSQL – schema-less
Positive Business Outcomes

- Significant decrease in customer response time
- Customized reports yields higher level of business intelligence
- Increase in revenue opportunities with better ability to serve customer needs
- Improved operational efficiency
Future of Agile Analytics @ Lufthansa Systems

- Data strategy
- Agile analytics vision
- EU R&D projects
- Cloud
Summary

• Innovation
• Agile / lean approach
• Self marketing
• Start small
Thank you for your attention

Tamas Farkas

Arpad Csordas