



Lufthansa

amadeus

FLEXIBILITY WITH THE CLOUD

How Lufthansa used Amadeus ACUS Mobile to respond to the pandemic



One of the driving forces behind Lufthansa's success is its dedication to providing passengers with choice and consistently high standards of service. Amadeus' cloud technology has been key to helping this happen across their large route network, especially during the COVID-19 pandemic.

OFFERING A SWIFT RESPONSE TO REPATRIATION EFFORTS IN BARBADOS

In 2020, Lufthansa quickly realized that Amadeus ACUS Mobile could help 'plug gaps' in locations where agents needed to scale up operations fast, in response to specific situations.

This was particularly evident during the Coronavirus outbreak, when Lufthansa was tasked with repatriating German nationals from a wide range of destinations. For example, in Barbados, multiple 747s were brought in to provide

repatriation flights for cruise passengers and holidaymakers. In order to manage this huge spike in demand, Lufthansa set up pop-up kiosks at cruise terminals to check in passengers as they disembarked from ships and headed to the airport. These same units could then be moved from the port to the airport to service other travelers waiting to be evacuated back to Germany.



AND THE DOMINICAN REPUBLIC

Off-airport check-in also proved crucial in the Dominican Republic, with supervisors at La Romana and Punta Cana airports able to take hardware devices to hotels in order to prepare passengers for their flights home.

During this period, Lufthansa flew to destinations it had never flown to previously, with no dedicated infrastructure or people on the ground. Thanks to the versatility and agility of Amadeus ACUS Mobile, the team could fly portable check-in kits where they were needed, with just a few hours' notice. Once on site, they just needed an internet connection to begin handling passengers.

This capability isn't just valuable during a crisis. During normal operations, 'anywhere' check-in services can support airlines to pursue business opportunities, by opening new routes quickly and without the need for local servers and equipment.



“This shows the flexibility of the Amadeus solution. It gives us accessibility to the systems that we need, to do all the things that are required in order to get a flight off the ground. Our ground operation colleagues tell us that Amadeus ACUS Mobile has been extremely helpful. If they had not had those devices available in the Caribbean, it would have made our repatriation operations extremely challenging.”



THOMAS JESKE

Manager Airport IT Services, Lufthansa Airlines

RAPIDLY OPTIMIZING THE ROUTE NETWORK IN RESPONSE TO COVID-19

During the height of the pandemic, Lufthansa was only able to operate a small percentage of its usual flights. Thankfully, a lot of routes are operating again, and with multiple airlines chasing business as restrictions ease and destinations reopen, competition has been fierce.

“Long haul flights remain a challenge. Because the situation is so fluid, we don’t always know which destinations will work out. Even if they are popular, new restrictions could be introduced and consequently a high amount of reservations are canceled on very short notice. Sometimes we need to pull out and try again somewhere else.”

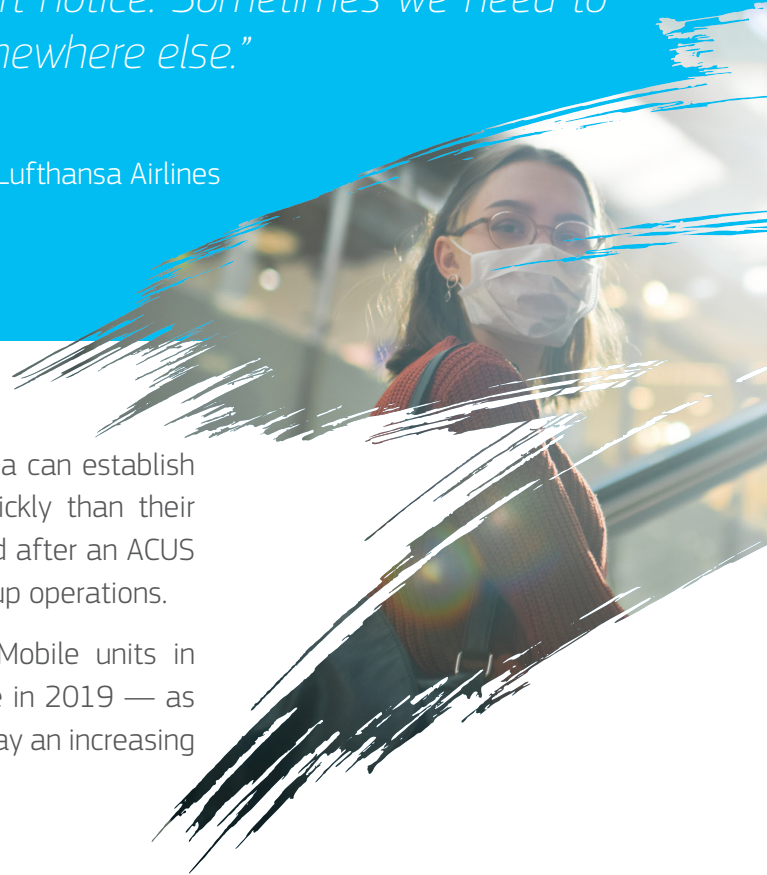


CARSTEN FUHRMANN

Service Manager Station IT Systems, Lufthansa Airlines

By utilizing Amadeus ACUS Mobile, Lufthansa can establish themselves at a new destination more quickly than their rivals — a method that was trialed in Poland after an ACUS Mobile unit was flown in from Vienna to set up operations.

Lufthansa now has more than 50 ACUS Mobile units in operation across its network — up from five in 2019 — as the flexibility of mobile passenger services play an increasing role in the airline’s operations.





OPENING NEW DESTINATIONS ON DEMAND

In 2019, Lufthansa was looking to boost its tourist travel network, which included servicing new, ad-hoc routes from Frankfurt to a variety of leisure destinations.

However, adding a new location to an airline network brings with it a series of challenges: route seasonality, low-to-no IT-infrastructure at remote airports, and rapidly adjusting capacity in line with demand. To respond to these unique circumstances, Lufthansa needed a flexible, adaptable and robust solution that would be

easy to implement, while delivering the same levels of service that Lufthansa passengers had come to expect, even in remote locations.

Lufthansa turned to Amadeus and its pop-up check-in solution – Amadeus ACUS Mobile. Using the most advanced cloud-based technology, airlines, airports and ground handlers can service passengers from any location and on any compatible device, requiring only a fixed or mobile internet connection.

“If this was one of our hub airports and we had multiple wide body aircrafts coming in every day, there would be an obvious demand for a permanent solution. Nevertheless, in niche markets (and more and more of them are popping up), we need to cater for the fluctuating number of passengers passing through. For this, Amadeus ACUS Mobile is perfect.”

THOMAS JESKE

Manager Airport IT Services, Lufthansa Airlines



ENHANCING DOCUMENT CHECK SERVICES IN MUNICH

One of Lufthansa's key requirements in Germany was to establish an effective document checking service at Munich airport for passengers traveling to India or the US. This detailed checking process can take considerable time, impacting other travelers and ultimately on-time performance. Lufthansa was looking for a flexible way to handle this process, away from the main passenger handling desks.

Amadeus ACUS Mobile was chosen for its ability to update passenger processing systems automatically, which also meant an end to manual updates. What's more, it removed the risk of delays due to agents working with outdated applications.

“We began testing Amadeus pop-up check-in to show ground operations at Munich what it was capable of. We sent the machines to different locations to put them through their paces, including Nigeria, so we could test in distant locations where the mobile signal may be weak. Our teams on the ground found the units so useful; many did not want to return them” said Mr Jeske.

“Thomas Jeske summarized, “Ground operations rely on these units and if they are not available it can be incredibly challenging. With Amadeus, we have confidence that ground operations can carry out their jobs efficiently and effectively. What’s been pleasing for me personally is seeing how my colleagues in ground operations are educating each other about the different scenarios Amadeus ACUS Mobile can respond to.”

Overall, the flexibility of the cloud is key as you have to think about locations where schedules frequently change, where weather can play a major role and other dynamic issues are in play. This often means smaller markets where cloud-based solutions can bypass the need for on-site networks or IT infrastructure.



FINAL THOUGHTS

The COVID-19 pandemic has placed new demands on airlines, accelerating the need for more flexible operations on the ground across the route network. Route networks themselves have been in a state of flux, closing and opening to meet demand. In this environment, Lufthansa has demonstrated the important role that fully mobile passenger processing technology can play, patching any gaps an airline may have in its fixed infrastructure, enabling a rapid crisis response and smoothing the impact of complex processes within the terminal.



ABOUT AMADEUS ACUS MOBILE

Amadeus ACUS Mobile is a fully mobile passenger servicing solution that allows agent-led check-in services wherever a cellular or WLAN signal is available. Ground handling teams can provide check-in services without the need for fixed infrastructure, instead agents use a handheld mobile device that delivers the same high standards of data integration and back-end processing as a fixed solution.





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