



TIBCO Silver Partner



CASE STUDY

Lufthansa Cargo Soars toward Cloud Readiness with LTIMindtree and TIBCO

Challenge

During the global pandemic, Lufthansa Cargo faced many of the same challenges as other airlines: decreased passenger flights and increased freight requests. With growing demand for medical supplies, electronics, spare parts, and equipment during a supply chain crisis, Lufthansa Cargo had to pivot quickly.

Switching out passenger seats for cargo and bringing freight from the ocean into the air, the company retrofitted passenger planes into what have become known as “freighters.” Although adopting “freighters” was one of the most prominent adaptations Lufthansa Cargo made to accommodate market demands, the company still faced pressing issues involving freighter operations amid numerous travel restrictions, crew requirements, layovers, risk of crew quarantine, multi-leg trips, traffic rights, and more.

The company began its digital transformation journey years ago, but the pandemic accelerated the need to modernize additional processes to easily support rapidly changing global conditions. Before the pandemic, Lufthansa Cargo used several legacy applications to support its business processes. IT had to react on very short notice and adjust its systems within days while keeping operations stable and performing day-to-day.

To fuel its digital transformation and better respond to changing conditions, Lufthansa Cargo wanted to upgrade its technology to enable better responsiveness, speed time-to-market, improve service support and quality, automate services, and reduce costs.



Lufthansa Cargo

80+

applications and systems integrated

20

year-old applications replaced

Transformation

Lufthansa Cargo worked with TIBCO Partner LTIMindtree to integrate all its platforms into a single framework: integration, messaging, and APIs. With TIBCO's comprehensive Connected Intelligence solutions, the LTIMindtree and Lufthansa Cargo teams created a model that improved Lufthansa's current capabilities while pushing its transition journey forward.

The company had two main objectives:

- First, become a digital company for digital booking, pricing, and revenue management.
- Second, achieve digital fulfillment. Get rid of all the paper, automate processes, improve service quality, and provide a seamless transport journey for clients from original shipper to final consignee.

LTIMindtree was responsible for gathering business requirements, maintaining applications, and migrating software. The TIBCO partner also developed a flexible API architecture on an on- premises platform to host services and applications for end- to-end operations. The platform upgrade was key to cloud migration and cloud readiness.

Benefits

With its new infrastructure, Lufthansa Cargo's integration platform is now cloud-ready, and it has moved closer to its cloud-native goals. By moving to the cloud, the carrier can easily lower costs and accelerate service capabilities. LTIMindtree's devOps support for the core cargo applications helped accelerate transformation and significantly reduce Lufthansa's time-to-market.

The platform's API-based programming connects to previously incompatible programs and legacy systems. Lufthansa Cargo reports successfully replacing 20-year-old legacy systems from start to finish and integrating all of its multiple CRMs. Its new integration platform brought together more than 80 applications and systems and bridged a wide data gap.

Besides installing a new API self-service platform, the company expanded its digital sales channels with dynamic spot prices that can be booked immediately. Dynamic prices are generated in real time via the company's new Rapid Rate Response (RRR) mechanism, also enabled through the new integration platform.

Lately, LTIMindtree has helped Lufthansa Cargo scale-up delivery capabilities according to business demand; development capacity on the central integration platform is no longer a critical resource bottleneck for the company's digital transformation goals.

Working in collaboration, TIBCO and LTIMindtree have empowered Lufthansa Cargo with integration solutions that bridged the company's wide data gap and fueled transformation so it can soar to the cloud.

Lufthansa Cargo

Lufthansa Cargo is one of the world's leading airport-to-airport air freight companies. The carrier serves nearly 300 destinations in more than 100 countries with its fleet of freighters and the belly capacities of passenger aircraft. Founded in 1994, Lufthansa is a wholly-owned subsidiary of Deutsche Lufthansa AG.

PARTNER SPOTLIGHT: LTIMindtree

Established in 1999 and now part of the Larsen & Toubro Group, LTIMindtree is a born-digital technology company. Offering a strong learning culture powered by internal and external platforms, it is a strategic partner for transformation journeys for more than 260 clients.

Learn more: www.ltimindtree.com



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