>The need for System Integration - Lufthansa Systems' IT Platform 'IOCC'

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我们不能改变风的方向，
但是我们能调整帆的方向

> **The trend approves: the airline world talks „integrated"
and „standardized".**

Topics at AGIFORS CREW 2011, Dubai and AGIFORS OPS 2011, London
Integrated planning (aircraft/schedule/crew/passengers)
Integrated recovery (crew/aircraft/passengers)
Integrated operations (main/regional/alliances)
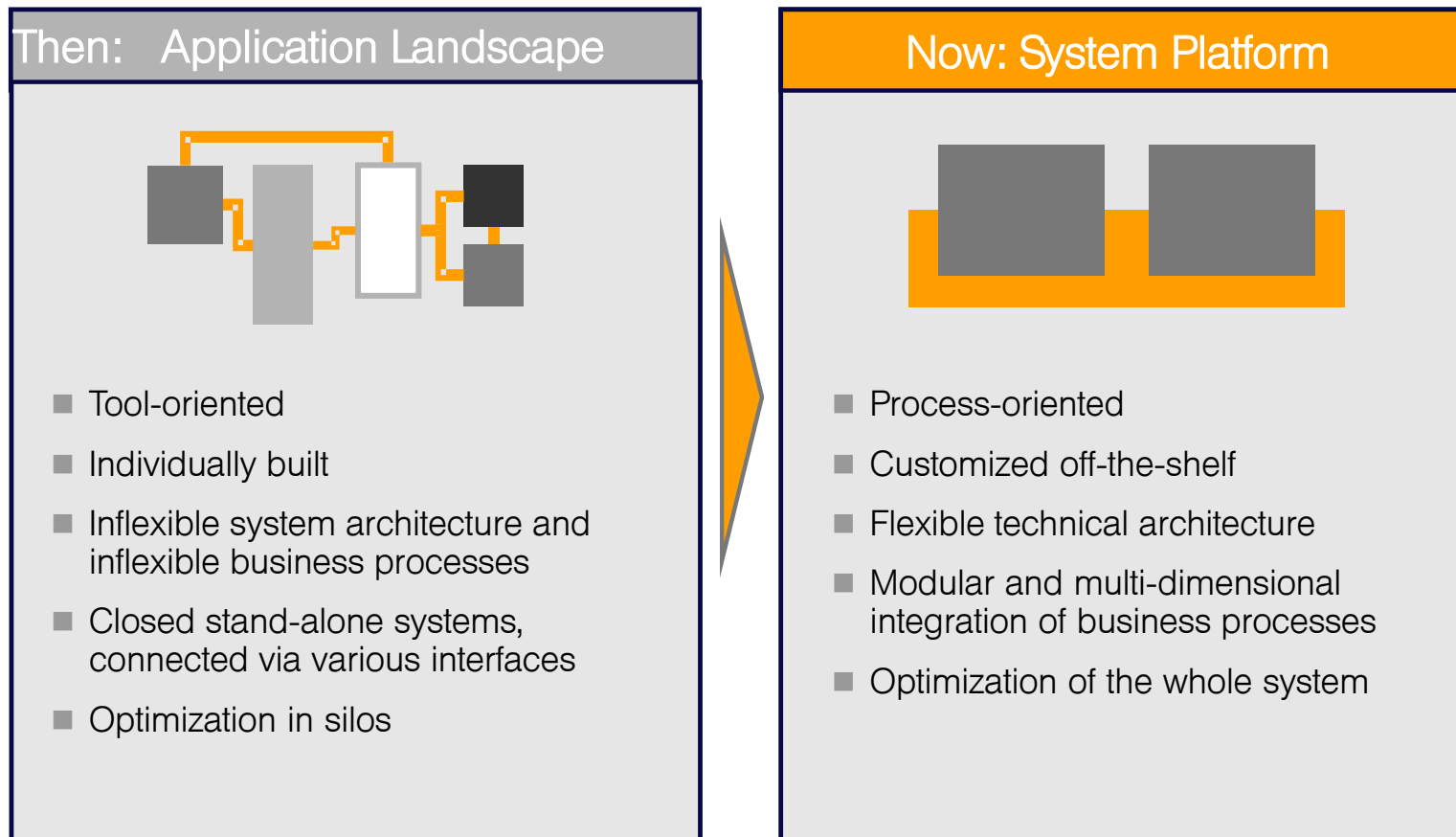Collaborative Decision Making (CDM) initiatives

Topic at AIRCRAFT COMMERCE 2010, Amsterdam
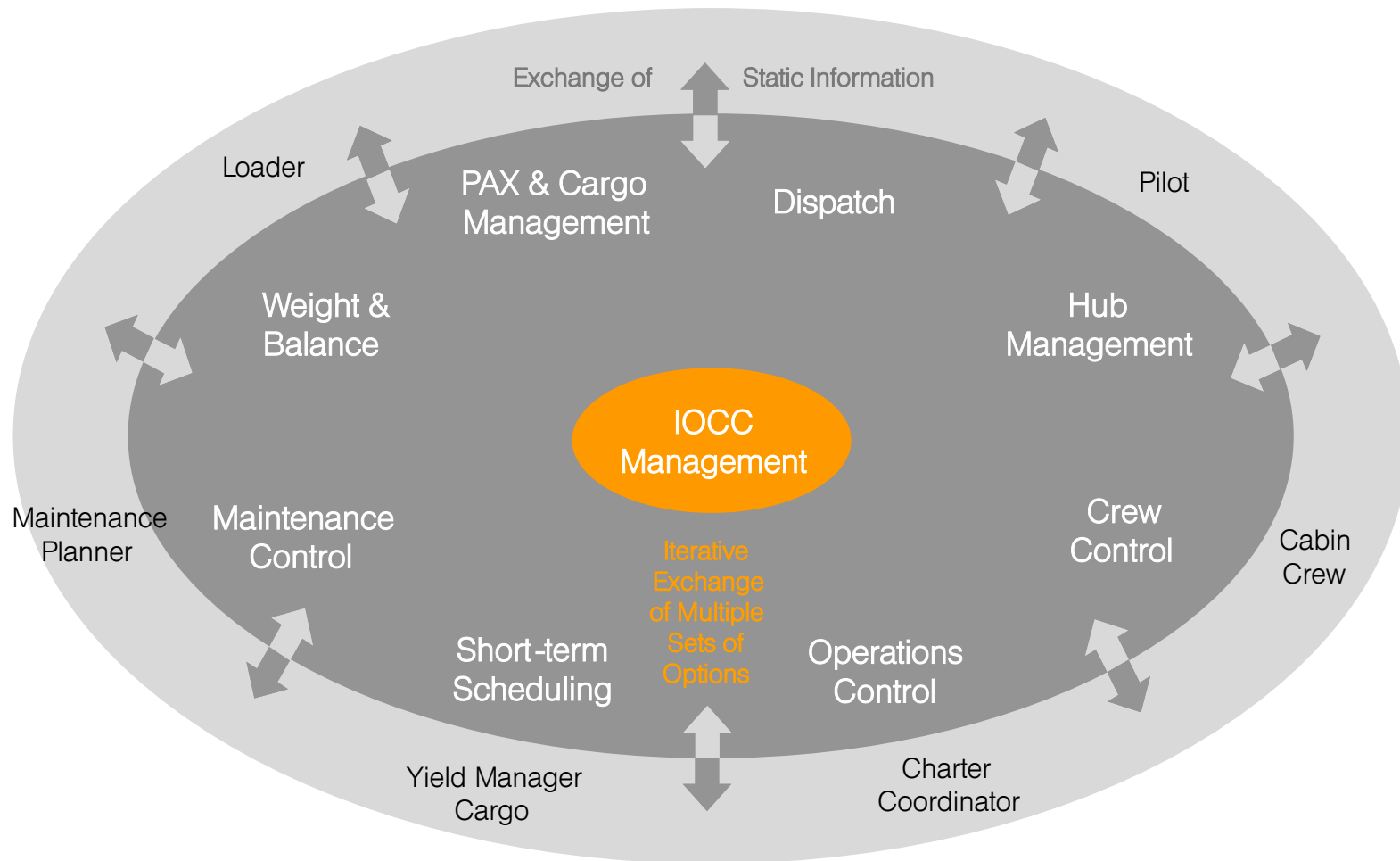Integrated flight operations control system: the solution for flight efficiency strategy

> Airline IT will move towards integrated platforms to advance cost savings, improve revenue, flexibility and process optimization.

Then: Application Landscape

- Tool-oriented
- Individually built
- Inflexible system architecture and inflexible business processes
- Closed stand-alone systems, connected via various interfaces
- Optimization in silos

Now: System Platform

- Process-oriented
- Customized off-the-shelf
- Flexible technical architecture
- Modular and multi-dimensional integration of business processes
- Optimization of the whole system

> **The IOCC Management approach facilitates enhanced decision-making and optimized solutions between applications and business units.**

Exchange of   Static Information

Loader

PAX & Cargo Management

Dispatch

Pilot

Weight & Balance

Hub Management

IOCC Management

Maintenance Planner

Maintenance Control

Crew Control

Cabin Crew

Iterative Exchange of Multiple Sets of Options

Short-term Scheduling

Operations Control

Yield Manager Cargo

Charter Coordinator

> The *IOCC Business Reference Model* demonstrates our unique expertise and supports getting the most out of an IOCC.

IOCC Business Reference Model

IOCC Philosophy	Organizational Documents	Methodology Documents	Business Process Model	Gap Analysis
5 corner pillars: ■ Organization ■ Process structure ■ Resource management ■ Integrated Set-up ■ Information technology	■ IOCC compliant layout description ■ IOCC compliant definition of organization ■ IOCC compliant HR management ■ IOCC job profiles	■ Project Management ■ Implement./Migration ■ Value Evaluation ■ Test Management ■ Quality Management ■ Change Management ■ Training ■ System and Application Operation	■ IOCC Management ■ Operations Control ■ Crew Control ■ Ground/Hub Control ■ Flight Dispatch ■ Maintenance Control ■ Weight and Balance	Gap Analysis

> **The IOCC Platform enables airlines to address industry volatility by better managing change and controlling costs.**

Adaptability	*Integration*	*Standardization*
■ Boosts your adaptability to change in daily operations and market demands	■ Improves cross-departmental optimization and control of operational complexity	■ Streamlines business processes with no compromise in customization or flexibility

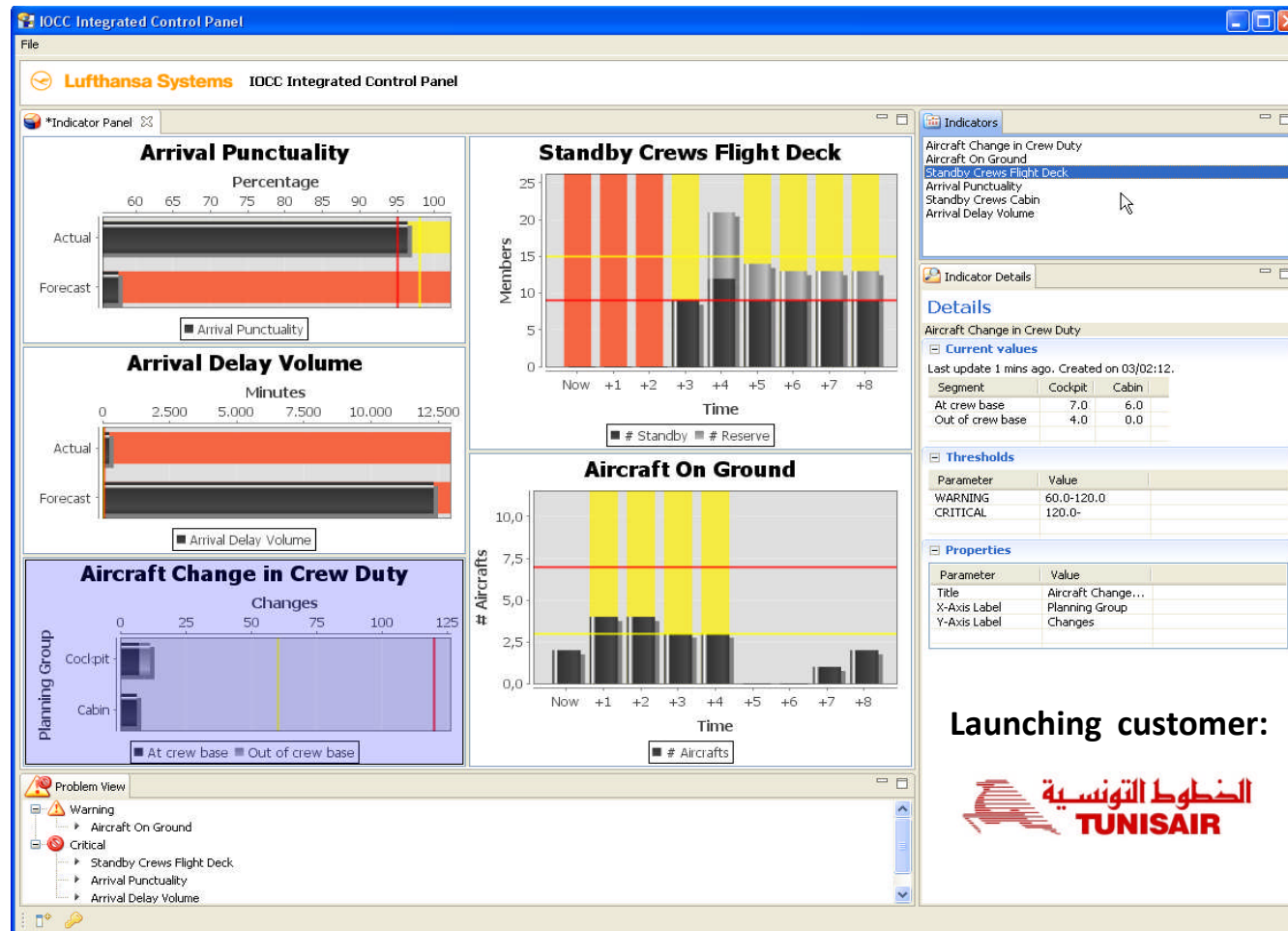| *Feasibility*	*Trust*	*Return on investment (ROI)*
■ Protects daily operations through safe migration (modular step-by-step approach)	■ Supports your success by airline expertise and in-depth knowledge of airline industry	■ Delivers fast ROI and secures long-term investment

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> **The *IOCC Integrated Control Panel* provides a holistic view on the operation and allows efficient control of complexity.**

谢谢！
Thank you!

中国民航局–汉莎系统研讨会

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