



The beauty of complexity

Decision support in Operations Steering

Deutsche Lufthansa AG
Christian Most

The world is changing.



Pre-Crisis Ops Complexities in Summer 2018

- Millions of customer complaints were filed
- >5.000 flights were cancelled (April-September '18)

Shorter Planning Cycles and Less Predictability due to Covid-19

- flexible ticket change conditions
- eliminated rebooking fees
- eliminated cancellation fees

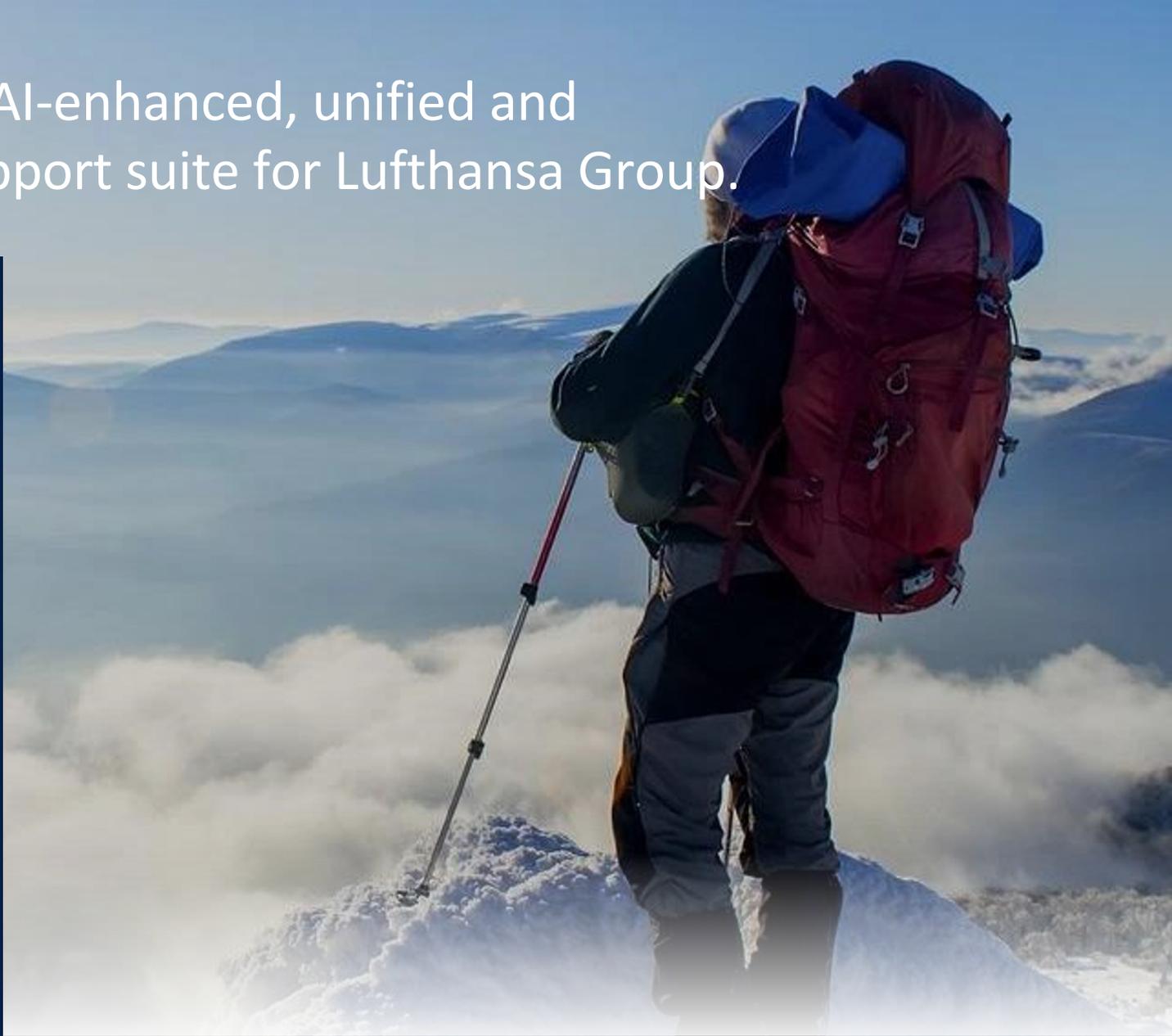
Our Vision | OPSD will become the AI-enhanced, unified and integrated OPS steering decision support suite for Lufthansa Group.

A Unique Collaboration between Lufthansa Group and Google

This industry leading suite will be the driver for

- **passenger punctuality**
- **technical availability**
- **flight regularity**
- **cost improvement**
- **and overall complexity reduction**

supporting a dependable and robust flight schedule.



How it works | We are not replacing our current IT and data landscape, but we are augmenting it with new digital solutions based on artificial intelligence



FURTHER DEVELOPMENT





Thank you