



# Lufthansa

## Baggage Management System

Deutsche Lufthansa AG is Europe's most successful airline. It has over 400 companies and subsidiaries that operate as airlines and service providers in leading positions in the logistics, aviation technology, catering, IT services and tourism industries. With a fleet of over 400 aircraft, the airline carries an average of 138.000 passengers and about 150.000 items of baggage each day.

### The project

In March 2003, a new Baggage Management System (BMS) from Siemens IT Solutions and Services went into service at Lufthansa. The airline is using it to optimize its baggage monitoring process. The system collects, aggregates and displays all available baggage movement data. This gives baggage service staff a precise view of time-critical flight connections. With the detailed retrieval function in BMS, the Lost & Found Service can locate baggage down to individual items. In the long term, the data that is collected will document the efficiency of the airline's baggage processes.

"For us, BMS is a key tool for improving the service processes involved in baggage conveyance."

Michael Harwerth,  
Project manager for  
customer service  
systems, Deutsche  
Lufthansa AG

### The challenge

The following scenario can be found at airports all over the globe every day: A passenger has reached his destination, and so has his baggage – but unfortunately at another airport. As a rule, passengers are assisted directly by the airline, but baggage is handled by local handling providers or airports, which, to make matters worse, change from one stage of the baggage's journey to the next. To date, this meant that Lufthansa hardly ever had completely up-to-date information on all its customers' baggage. Even though the volume of unscheduled baggage represents only a very low percentage of the luggage conveyed by Lufthansa, which is still among world leaders in this field, the airline incurs costs that run into millions, not to mention the damage to its image when passengers are dissatisfied.

### Benefits for Lufthansa

- Greater customer loyalty through marked improvement in baggage service
- Considerable cost savings with regard to follow-up baggage deliveries and replacement services
- Establishment of quality control in baggage logistics
- Process optimization through specific control of transfer baggage
- Speedy identification of "no-show" baggage

### Benefits for passengers

- Prompt baggage information for passengers
- Detailed passenger and baggage transfer management for critical connections stops baggage getting lost.

### The solution

The new Baggage Management System from Siemens IT Solutions and Services delivers an IT system that displays seamless baggage transport paths online and, if necessary, permits staff intervention in the process.

The web-based thin client solution BMS from Siemens IT Solutions and Services was integrated in Lufthansa's intranet. Data is based on the IATA protocol RP1745 – Baggage Services Messages. The BMS solution offers all airlines an excellent system that will help them improve their baggage logistics and ensure higher quality of service.

### Our services

During the project, we provide our customers with support along the entire IT value chain:

- Consult
- Design
- Build
- Maintain

### Technical base

Sun-Solaris web server and Oracle database using standard Internet protocols (HTTP, XML, SSL, J2SE, CORBA). The thin client runs on any state-of-the-art Internet browser.

### Prospects

- Customer information, e. g. online monitoring of their own baggage
- Remote matching
- Load balancing
- Rerouting baggage processes to prevent bottlenecks



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