case study

Lufthansa Group @ KGS Software GmbH

short version

Initial situation

The Lufthansa Group reviews its internal processes and structures at regular intervals in order to align them with new requirements if necessary. During one such review in 2013, it was determined that the existing archiving concept (OpenText) no longer met the changed requirements profile.

The challenge

One particular challenge was that data archiving had to reliably store both SAP data and non-SAP documents. The technical prerequisite for a platform to be implemented was therefore not only SAP certification, but also the ability to support other formats. From a licensing and economic perspective, the company was also looking for a solution that was scalable and could easily map Lufthansa's numerous carve-in and carve-out activities - and at fair conditions.

Solution

In the course of the tender, the Lufthansa Group got to know tia®, the SAP-certified archiving solution from kgs. As part of a PoC, the extent to which the platform meets the Group's requirements was examined. Since tia® provided the greatest overall overlap with the requirements profile and the price-performance ratio met the Lufthansa Group's objectives, the decision was made to introduce tia®.

Result

The kgs platform was rolled out as an archiving system in the Lufthansa Group in 2016. As part of the regular optimization checks, a multi-provider strategy for data centers was to be implemented in 2019. In this context, tia® was also reviewed and convinced, so that a new contract was negotiated on a subscription basis and the kgs application has since been operated on MS Azure in data centers in Amsterdam.

Company profile Deutsche Lufthansa AG
The Lufthansa Group is a global aviation group. With almost 110,000 employees, the Lufthansa Group generated revenue of EUR 32,770 million in the financial year 2022. The Lufthansa Group consists of the business segments Network Airlines, Eurowings and Aviation Services. Aviation Services includes the Logistics, MRO and Catering business segments as well as other companies and Group functions. The latter include Lufthansa AirPlus, Lufthansa Aviation Training and the IT companies. All business segments play a leading role in their respective sectors.
www.lufthansagroup.com/de

In cooperation with
LUFTHANSA GROUP

intelligent archiving

Lufthansa Group relies on scalable archiving solution from kgs

The international aviation group is introducing an archiving landscape that can be flexibly adapted - and at attractive conditions

The Lufthansa Group is much more than a well-known provider of passenger flights.
The Lufthansa Group includes a large number of affiliated companies, for example in the logistics, technology and catering sectors.
The Lufthansa Group's IT infrastructure must be flexible and quickly adaptable to changes. Regular reviews of existing IT structures and processes ensure their future viability.

A new archiving platform

In 2013, the aim was to find an archiving platform that would store both SAP data and non-SAP documents easily and reliably, support data entry processes - for example by simply scanning invoices - and display archived documents that are stored in an unchangeable repository.
As part of the market analysis, tender, various tests and a PoC (proof of concept), the tia® platform was convincing due to the fact that the specifications and functional scope largely matched. SAP certification, the functional scope of tia® and the ease of use of the platform were the key arguments in favor of this solution from kgs.

During the implementation phase, six SAP and two non-SAP systems were connected to the archiving solution. A total of 150 scan licenses and the licenses for the connected kgs Document Router systems were used.
In the following years, concrete considerations for moving the kgs archive to the cloud began. Alexander Frick, Head of License Procurement & Order Management at Deutsche Lufthansa AG: "Our plan for the future in the archiving area was that kgs would provide the software, we would provide the cloud infrastructure and that a Lufthansa system partner would be responsible for support."

Alexander Frick, Head of License Procurement & Order Management, Lufthansa AG *(Quote from project completion 2023)*

"Our aim was to split archiving into individual components: Today we have the archiving software from kgs, Lufthansa provides the cloud IT infrastructure and we have a system partner for support. It works perfectly."

Nothing is more constant than change

By moving to the cloud, the Lufthansa Group wanted to position itself more flexibly and at a lower cost. This also applied to the tia® archiving solution. Alexander Frick explains: "It was important to us to agree a flexible pricing model with a price scale based on the amount of data to be archived - in other words, the larger the amount of data to be stored, the lower the price." As the kgs tia® solution had proven itself in previous years, both parties checked the cloud capability of tia® on MS Azure; this was given. The new contract included an attractive price scale with flexible purchase of storage capacities. In 2021, the time had come: thirteen terabytes of archive data, which corresponds to around 80 million documents, will move into the new data center in Amsterdam by mid-2024. For the migration to the cloud, the scalability of the technical solution and thus the flexibility in the license agreement between kgs and the Lufthansa Group is also an important part of the cooperation.

Alexander Frick, Head of License Procurement & Order Management, Lufthansa AG *(Quote from project completion 2023)*

"The subscription principle not only offers us a high degree of flexibility, but also attractive graduation and scalability, allowing us to benefit from lower prices for larger purchase quantities."

The kgs moment

This overall picture is what characterizes the more than ten years of cooperation between the Lufthansa Group and kgs. Alexander Frick defines the good relationship with kgs not only in terms of professionalism, expertise and SAP certification, but also because of the open, fair and solution-oriented approach. One example of this is the support kgs provided during the migration process. "During the move to the new data center, the consultants supported us intensively with their expertise and contributed to a smooth process. That was a great achievement," says Frick.

Alexander Frick, Head of License Procurement & Order Management, Lufthansa AG *(Quote from project completion 2023)*

"The subscription principle not only offers us a high degree of flexibility, but also attractive graduation and scalability, allowing us to benefit from lower prices for larger purchase quantities."

in use

Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly into SAP and eliminates the need for costly rollouts of client components. In addition, the tia® Content Server is fully integrated with various storage and HSM solutions and can run on a variety of operating systems; existing server and storage infrastructure can be used and additional investments for document and data archiving are obsolete.

Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It can be used to seamlessly monitor whether the legal framework conditions are being adhered to when changing archives. The software also provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink©-capable archive as a source and target system and can be switched to the new archive at the start of the migration.

Viewer

The tia® Viewer is the software application for displaying PDF and image documents in the Internet browser. It is operated and managed as a servlet within a web server runtime environment. Important annotations for everyday work can be easily added with the Viewer.

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