

Lufthansa Cargo Accelerates Innovation and Reduces Costs

The Mission

Lufthansa Cargo was founded in 1994 and is a wholly owned subsidiary of Deutsche Lufthansa AG. The company employs more than 450 crew members, and services 45 destinations worldwide.

In the past, flight information was either paper-based, or pilots used the in-house, desktop-based electronic flight bag (EFB) system. This desktop-based EFB required extensive built-in elements in the cockpit, and launching it before each flight was a lengthy process that was associated with additional costs. "Defective applications could make the entire system unusable," explained Sven Gartz, Captain and EFB Administrator, Lufthansa Cargo. "This restricted the use of third party applications."

The use of tools and applications that were developed in-house resulted in long and complicated certification processes with aviation authorities, which reduced opportunities for innovation.

Lufthansa Cargo decided to move to a tablet-based EFB to gain quicker and more effective access to information, and enable greater flexibility in how data is used. The utilisation of publicly available tools and applications was expected to generate cost savings and reduce approval processes.

The Results

Two important benefits have emerged due to the use of iPads. "Deploying tablets has eliminated the need for extensive, built-in elements in the cockpit, leading to a weight reduction of 40kg per flight. This generates thousands of dollars in savings due to fuel efficiency alone," explains Gartz. "We also have the ability to access updates quickly, regardless of location. This immediate access significantly impacts cost reductions, as there is a cost for every minute a pilot is on duty, especially when replacement crews have to be deployed because of delays."

The introduction of iPads has enabled Lufthansa Cargo to use publicly available applications instead of complex, in-house systems. This visibility and immediate access to applications allows Lufthansa Cargo to see which applications are currently in use and make sure applications remain in compliance with the EFB system. Lufthansa Cargo utilises the VMware AirWatch® Compliance Engine to ensure that any application that is required for effective flight operations is installed on the iPad and is functional at any time.

**Lufthansa Cargo**

Networking the world.

Solution Overview

- Client: Lufthansa Cargo
- Industry: Aviation
- Region: EMEA
- Solutions: MDM, MAM, MEM
- Devices: 500+



In addition to public applications, the most important internal applications for Lufthansa Cargo includes the Performance App and Charting App. These applications provide pilots with up-to-date information about routes and weather conditions to enable pilots to be prepared before the flight to guarantee a smooth take-off and flight. Lufthansa Cargo is working on digitally archiving its flight data to inform future flight operations.

To ensure the functionality of applications, Lufthansa Cargo developed a pre-production group. This group consists of 20 pilots, who test the functionality and flight-safety of applications before they are made available to all pilots.

“Since implementing AirWatch and the use of iPads, our operating costs have reduced significantly and we were also able to reduce lengthy approval cycles with the aviation authorities”, explains Oliver Grychta, Team Lead for Flight Operations Support and Crew Control, Lufthansa Cargo. “This enables our teams to adopt trends quicker.”

Using the new EFBs was an easy transition for some employees, but required special training for others. The changeover took place alongside normal flight operations. Today, employees are very satisfied with the quick and uncomplicated flight preparations, and they appreciate the light mobile device.



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