



Next-generation SAP R/3-based aircraft maintenance system boosts competitive posture

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>> EDS axsMaintenance flies Lufthansa CityLine to success

Lufthansa CityLine

A highly competitive market dictated that Lufthansa CityLine reduce operating costs and work toward developing new routes and opening up new markets for its parent organization, Lufthansa Group. The company turned to EDS to streamline and integrate its entire maintenance, repair and overhaul (MRO) process chain.

All involved in the project were fully focused and demonstrated a high degree of patience, which resulted in success. With SAP, Lufthansa CityLine is perfectly equipped for the future.

Michael Schubek
Chief Financial Officer
Lufthansa CityLine

The business issue

As the subsidiary European Regional Carrier for the Lufthansa Group, Lufthansa CityLine plays an important role in developing new routes and opening up new markets for its parent company. With a fleet of approximately 80 jet aircraft, CityLine provides feeder services to the Star Alliance hubs of Frankfurt and Munich. To better achieve its charter of reducing costs and increasing competitive advantage, the company elected to replace the aging and disparate mainframe-based systems in its MRO operations with a fully integrated, modern client/server solution. And because of our extensive aircraft maintenance experience and IT expertise, Lufthansa CityLine chose EDS to implement a solution that could enhance the value of the standard SAP enterprise application.

Our approach

EDS' recommendation was to implement axsMaintenance, EDS' preconfigured SAP R/3 reference and framing application, and then to integrate the Aerospace and Defense (A&D) industry solution into the system. That meant the EDS team could split the entire project into just three major phases instead of following the standard five-stage Value SAP methodology.

The EDS MRO consultants began by mapping the MRO business to the SAP A&D-specific functions. In the area of maintenance planning, for example, hierarchical task lists functionality – combined with the maintenance event builder that we customized to CityLine's specific needs – gives the maintenance planner a powerful tool for efficient maintenance execution. Meanwhile, sophisticated automated workflow capabilities tailor processes to CityLine's unique resources such as people, material, hangar space and tools.



Methodology and technology

Based on the requirements of CityLine, the new solution is implemented in an IBM AS/400 environment with a DB2 for AS/400 database system. For the application software, EDS employed the latest available SAP R/3 release 4.6C2 with the A&D industry solution.

Service featured

- Enterprise Application Implementation

We have far better control of our inventory. This enables us to plan more effectively.

Anja Goldau
Material Supplies
Lufthansa CityLine

Another area where EDS brought its expertise to bear was in mapping to A&D material management, which includes functions for subcontracting, pooling, loan and exchange, and warranty management. Finally, the EDS team mapped rotatable management and engineering processes to discrete SAP A&D transactions. And because the live axMaintenance could be accessed from the start of the project, the project team needed only minimal familiarization time with the new system environment after cutover.

The results

Project Join Our New System (JONAS) was completed – within budget – in a record-breaking 19 months. The new solution helps track inventory, reduce costs and raise competitive advantage.

But EDS didn't abandon Lufthansa CityLine once the system was deployed. A few highly qualified EDS MRO consultants continue to be responsible for the post-implementation support phase, ensuring EDS will be instrumental in identifying future development needs as well. And because of the team's expert business knowledge, Lufthansa CityLine's MRO business processes are now effectively reflected within SAP R/3. In fact, Peter Goebbels, SAP head of development for A&D, praised the project, saying, "This areawide, single-step implementation of an integrated software solution is a model for the entire aviation industry."

With the entire process chain now integrated and streamlined, CityLine is relying on the SAP-based solution to reduce operational costs, increase productivity and help improve its competitive position in the regional airline market.

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