



## Case Study



**Lufthansa Technik**

More mobility for the world

Lufthansa Technik is the leading provider for maintenance, repair and overhaul (MRO) of air-planes, components and engines. The company's globe-spanning network serving over 500 customers worldwide provides a broad array of services.

In 1999, Lufthansa Technik decided to optimize its record keeping processes with MINT Resourcer. Since then, various modules have followed so that Lufthansa Technik performs shift roster scheduling for approx. 15,000 employees of line and base maintenance with the solution.

**MINT modules at Lufthansa Technik:**

- ▶ MINT Resourcer / WebAssistant
- ▶ MyMint
- ▶ MINT Shifts
- ▶ MINT StationDesigner
- ▶ MINT API

### Lufthansa Technik ranks MINT MRO as Best Practise Solution

**The mix of standard software and aviation IT expertise is what makes the difference**

"MINT's profound and longtime experience in the aviation industry thoroughly convinced us", says Roland Lauer, Area Manager IT Systems and User Support in Frankfurt.

#### The Challenge

As a global player, Lufthansa Technik needs to carefully observe the different regulations and a constantly changing record keeping environment. The company was looking for a tool supporting it to fulfill the authority requirements regarding record keeping of certifying staff. It also had to be capable of administering and allocating approx. 6,000 qualification documents. The future partner had to be flexible and offer short response times. Also, a precise understanding of Lufthansa Technik's processes was imperative.

#### The Solution

Lufthansa Technik started by implementing the module for documenting staff qualifications, internal skills and trainings as well employee development.

One special highlight of **MINT MRO** is that it automatically submits extracted record data to the German Aviation Authority "Luftfahrt Bundesamt", thereby intelligently simplifying the license issuing process and radically reducing cost.

2 years later, the module MINT Shifts followed and has been implemented to handle fixed and flexible shift roster planning and scheduling all kind of training activities. It provides previews on capacity and authorizations required in future.

In order to find a cover for absent employees on outside locations, MINT Station Designer compares the station's profile with employees' records and provides the most suitable substitute

#### A flexible standard product

"On the one hand, MINT offers standard software that is applied by companies throughout the industry and on the other hand MINT is so flexible that they can realize individual demands. Therefore, every organization has a standard tool in place which fits their needs to 100 %", Lauer points out.

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Photo by Lufthansa Technik AG

*“Basically, capacity planning would be possible in many IT systems. However, due to the very specific requirements in the aviation industry, it’s better to have an application with aviation background like MINT MRO”.*

Roland Lauer, Area Manager IT Systems at Lufthansa Technik

## Reliable and cost effective support

The support provided by MINT is a lot more cost effective than customizing other applications and engaging consultants of e.g. global vendors. Furthermore, it is not necessary to involve MINT in every tiny little customization. Especially with respect to reports and queries there is enough flexibility for the system administrators to configure the MINT application themselves.

## Information at your fingertips

All the MINT modules purchased in the meantime are based on the same record keeping database, are highly integrated and provide absolutely reliable up-to-date information. Lufthansa Technik leverages several interfaces, e.g. with SAP HR and infoWERK LMS.

“The MINT tools are very effective”. Lauer explains: “When we prove qualifications, we do not need to assemble documents from various sources like folders, spreadsheets and so on, but have the information in one place and available with one click of the mouse.”

## Plans for the future

Certainly, the extension of web based technology is regarded as a big advantage. Lufthansa Technik plans to implement **MINT MRO** at even more locations and also at external partner organizations in order to further standardize and streamline business processes within the Lufthansa Technik Group.

For more information about **MINT MRO** at Lufthansa Technik, please contact:



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