



Einführung von IBM Connections als Social Collaboration Plattform bei Lufthansa





Agenda

- The Lufthansa Group
- Communication and Collaboration in a Mobile Enterprise
- eTeaming: IBM Connections @Lufthansa
- Prospects and Directions

The Lufthansa Group: Facts & Figures








The Lufthansa Group is a global aviation group ...

- with the corporate headquarter in Cologne (Germany),
- with a total of around 540 subsidiaries and equity investments,
- organized into five operating segments; all the segments occupy a leading position in their respective markets,
- with hubs in Frankfurt/Main, Munich, Zurich, Vienna,
- with more than 106 tsd. passengers per year,
- with worldwide 120.000 employees and 141 nationalities.



The Lufthansa Group and its Five Operating Segments

Airlines		Passenger Airline Group As an international airline our core activity is passenger services. The Passenger Airline Group transports more than 106 million passengers.
		Logistics Lufthansa Cargo is one of leading provider of international scheduled airfreight services. Its position is bolstered by strategic alliances.
Services		Maintenance Repair Overhaul Lufthansa Technik offers fleet maintenance, overhaul and repair services for 800 airlines and other aircraft operators.
		Catering With a market share of close to 30 per cent of the airline catering business, LSG Sky Chefs is the world's largest airline caterer.
		Other Activities Discover more about other companies in the Lufthansa Group, such as Lufthansa Flight Training and Lufthansa AirPlus.

A „Normal“ Day for the Lufthansa Group



- We take off and land about 2,800 times a day.
- We handle more than 286,000 passengers and over 5,400 tons of air freight.
- We provide our customers with more than 1.6 million onboard meals worldwide.
- We answer every day around 32,000 calls in our service centers.
- We handle more than 1,700 aircrafts daily.

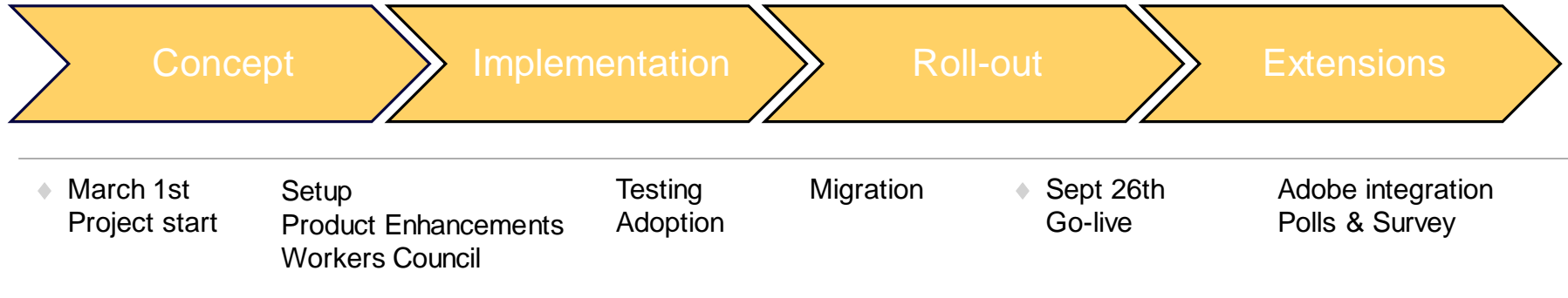
The Intranet Product Landscape 2015



The Goal: Connecting all LH Group Employees



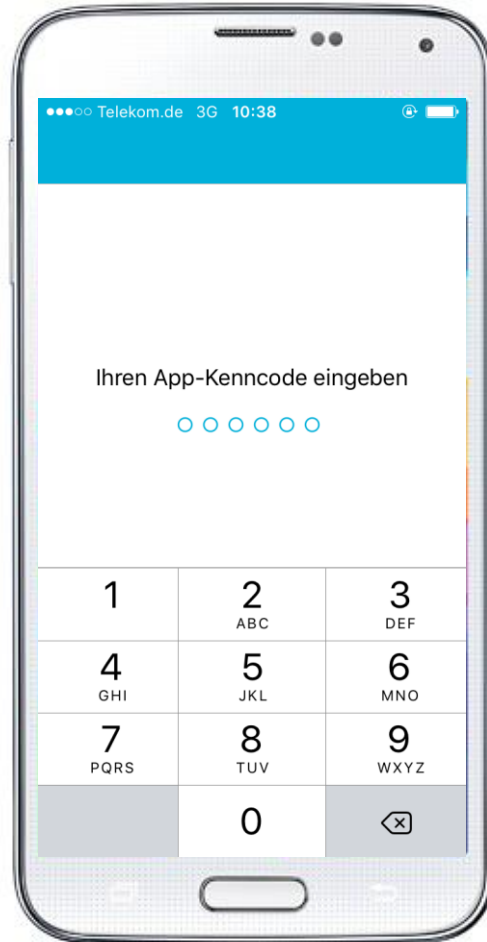
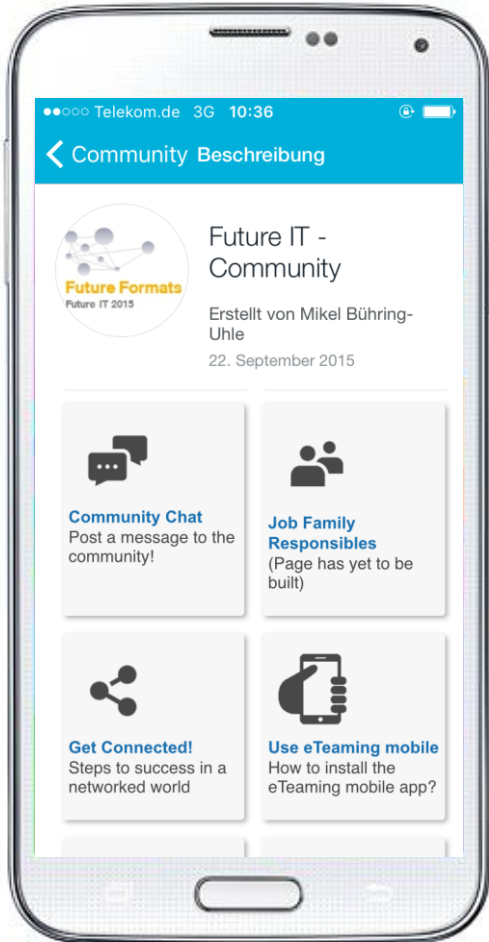
eTeaming Project 2015



- IBM Connections implementation by IBM Software Services
- Support by IBM Accelerated Value Program (AVP)
- Adoption strategy consulting by IBM Global Business Services (GBS)
- Operations by IBM Aviation Industry Services (AIS)

Project „Upgrade eTeaming“

- Conception and deployment of IBM Connections 5.0 as a new platform for „Social Collaboration“ by IBM Software Services
- Business Partner involvement
 - Adobe AEM integration with IMPRISIS(tm) from Harbour-Light Software Development Ltd.
 - Content Migration from Jive legacy system into IBM Connections with Vamosa Content Migrator from T-Systems Ltd.
 - Kudos Badges from TIMETOACT Software & Consulting GmbH
- Realization of several IBM Connections enhancement requests by IBM Development and IBM Software Services
- Design partnership between Lufthansa and IBM



Migration

- Migration performed by T-Systems Vamosa
 - Complex conceptual work (8 year old legacy system)
 - Multi step migration (full migration + 2 delta migrations)
 - Very short freeze period
 - Special treatment of existing content upon request

- Migration figures
 - 1.438 communities created in Connections (1256 restricted / 192 public)
 - 4.290 projects, groups and spaces were excluded from migration due to migration criteria
 - 27.224 documents -> Connections Files (across 1.022 communities)
 - 8.117 blog posts -> Connections blog entries (across 393 communities)
 - 4.734 discussions -> Connections forum topics (across 504 communities)
 - 9.536 documents -> Connections wiki pages (across 523 communities)

Social Collaboration Figures

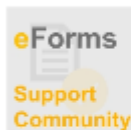
Number of active users	~ 30.000
...with profile picture	2.400
Number of Communities	1.930
... open / moderated	309
... restricted	1.621
Number of	13.871
... Activites	587
... Blogs (community + public)	1.211
... Bookmarks	30
... Forum topics	5.330
... Forum posts	20.833



Interessenvertretung AT - DLH AG Restricted

1,842 people | Updated by Herbert Huber | Today 11:57 AM
 at_mitarbeiter, beschäftigungsbedingungen_at, betriebsrat, hay, i
 mitarbeitervertretung, vergütungsrunde

Willkommen auf den Seiten der Interessenvertretung AT
 Ausschuss des Gesamtbetriebsrates der DLH AG, der aus
 besteht, einige von uns sind selbst AT Mitarbeiter. Wir enga



eForms - Information & Support Community

55 people | Updated by Anja Hag | Today 7:16 AM | Tags:
 Willkommen in der eForms Support Community Hier könne
 das Tool zu nutzen Forum Diskutieren Sie mit Ihren Kollege



eTeaming Communication Crew Restricted

15 people | Updated by Stefanie Stotz | Yesterday 3:45 PM
 Getting StartedErste Schritte im neuen eTeaming. Nachricht
 alle interessieren könnte, dann sag es hier. Gesprächs-pr



eTeaming Support Community

120 people | Updated by Thilo Vogel | Yesterday 8:48 AM | T
 networking, support
 eTeaming Support Community - How-To's, Best Practices
 Starte Erste Schritte ... How To's An

The Goal: Increased Usage of all Employees LH Group wide

eTeaming

Soft launch
via targeted groups of employees

Mgrs.

Building community

Enabling Managers

All

Establishing community
„Connect Now“ (all employees)

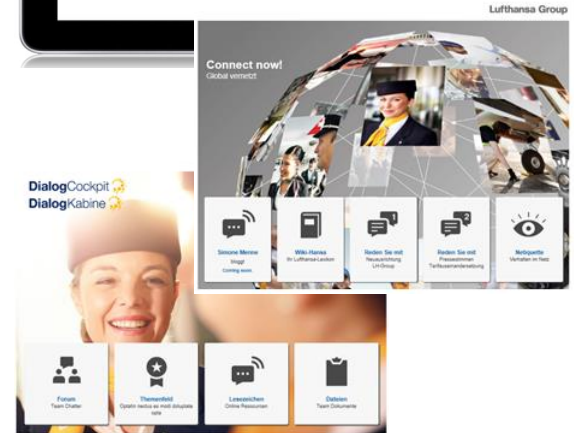
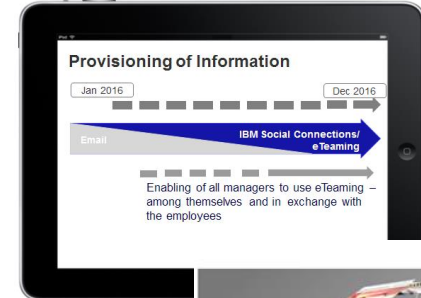
Encourage Early Adopters

Empl.

Crew

Building community für pilots/cabin crew
(moderated / unmoderated forums)

Enable Early Adopters





Sprechen Sie mich an:

Christine Krämer

Fachgebietsleiterin Kommunikation & Marketing

Konzern IT, FRA CT/K

Lufthansa Aviation Center, 60546 Frankfurt

Telefon: 069.696.90919

Mobil: 0151.589 28 289

Christine.Kraemer@dlh.de

Xing: Christine Kraemer

