

## Case Study



### Lufthansa Technik AG relies on Babylon: Access to Unique Information via One Mouse Click

#### Introduction to Lufthansa Technik AG

**Lufthansa Technik AG** was founded in 1994 and is the subsidiary of Deutsche Lufthansa. It is the base of the international Lufthansa Technik Group and services more than 400 other airlines, charter carriers and VIP aircraft companies. The company numbers a total of 11,000 employees in Germany. Lufthansa Technik is comprised of 25 daughter companies and associations. In 2002, Lufthansa Technik, together with the subunits, generated sales revenues in the amount of 2.8 billion Euros.

#### A Need for Unique Information Access

Due to their international business dealings, Lufthansa Technik required efficient access to diversified information sources. The former solution that was deployed at Lufthansa Technik for accessing linguistic dictionaries and corporate glossaries had proved to be far from efficient. Being an Internet based solution, it could not comply with the strict security policy of the company. Other information access solutions were cumbersome to use due to poor usability interface.



*Lufthansa Technik Jumbo hall in Hamburg  
(Source: Lufthansa Technik AG)*

#### The Chief Information Officer Favors Babylon

Lufthansa Technik CIO, Thomas Glöyer, who personally used Babylon on his notebook, supported the idea to provide all employees with Babylon. Following an intensive evaluation process by the IT department and with the undoubted support of many of the employees who were already using Babylon with great satisfaction, Babylon was found to be the perfect solution.

#### Roll-out of 5,000 Licenses

At the end of 2002 Lufthansa Technik decided, after multiple tests, to obtain Babylon for all company PCs and subsequently ordered 5,000 Babylon-Corporate licenses. Lufthansa Technik chose Babylon-Corporate, offering instant access, via a single click, to a diverse range of information sources.

In close cooperation with Babylon Ltd. the project was completed in a matter of weeks. "The installation in this big company brought with it some special requirements. With the support of Babylon we reached extremely good results and the employees enjoy working with the new tool. Now they have convenient and simultaneous access to multiple knowledge sources." Martin Dammrich, Project Manager, Lufthansa Technik.

#### The Company

Lufthansa Technik AG

#### The Industry/Market

MRO (maintenance, repair and overhaul) for the Aviation Industry

#### The Challenge

Convenient and simultaneous access to different knowledge bases

#### The Solution

Babylon-Corporate enables direct access to different information sources, dictionaries and terminology glossaries.

#### The Benefits

- ❖ Improved productivity of employees with easy, uniform and quick access to information;
- ❖ No search through different sources;
- ❖ Access to Babylon's professional content made possible

***"We reached extremely good results with the committed support of Babylon. The employees enjoy working with the new tool. Now they have convenient and simultaneous access to several knowledge sources."***

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### Benefits of Babylon

The benefits of Babylon as a knowledge access solution for Lufthansa Technik lie in the convenient mode of accessing information and the speed at which the required information is made available.

“Babylon offers a clear advantage in productivity for the user. One unified platform offers all language and terminology tools,” explains Dammrich. “Any extensions in the future are possible. Babylon is the platform for all electronic dictionaries and represents a universal base for future content requirements that can easily be extended.”



Popup window with search results from Babylon glossaries and from glossaries configured by Lufthansa Technik (source: Lufthansa Technik AG)