



Case Study

LUFTHANSA GROUP

Employee collaboration reaches new altitude at Lufthansa

Aviation leader connects people through
a single hub: Microsoft Teams

Do what matters

Business situation: Please hang up and try your call again

In the airline industry, effective communication is critical. Whether it's between flight crews and passengers, pilots and air traffic controllers, ground crews and airport staff, or between colleagues across all business areas, keeping people connected is a top priority. Lufthansa Group (Lufthansa) – which owns and operates multiple airlines, including Lufthansa, Austrian Airlines and Swiss International, as well as several aviation-related companies – knows this well.

For years, Lufthansa employees relied on Skype for Business to make voice calls. Near the beginning of the COVID-19 pandemic, the organization implemented [Microsoft 365](#) to help enable remote working and increase collaboration. Mailboxes were migrated and employees began using tools including SharePoint, OneDrive and [Microsoft Teams](#).

"When people started working remotely due to COVID, everyone wanted audio and video. Our employees very quickly saw the benefit of Teams for video calls, but we were still running Skype for telephony," says Markus Wolff, digital workplace service owner for Microsoft Teams at Lufthansa.

This meant employees had to juggle between Skype and Teams, which was a frustrating experience. "Imagine you're trying to get a hold of someone on Teams. They're showing as ready and available but are actually in the middle of an important call on Skype. You're calling them, they're already busy, and it's frustrating for everyone," explains Wolff. "Everyone had to manage two separate calendars and it was difficult to see when someone was actually free."

"We couldn't stay on both systems. The business case of switching to only Teams was very clear from an employee perspective and a cost savings perspective. It was extremely important to provide our people with a seamless workplace experience so they could elaborate effectively."

– Markus Wolff

Digital Workplace Service Owner for
Microsoft Teams, Lufthansa Group

Industry: Air, Freight and Leisure Travel

Country: Germany

Company Size: 105,000+

Solutions: Modern Workplace -
Workplace Platform Modernization

At a time when so many projects were put on hold because of the pandemic – especially in the hard-hit airline industry – Lufthansa's shift to Teams was cleared for takeoff.

Solution: A welcomed upgrade

Avanade began by analyzing Lufthansa's existing Teams configurations from an employee perspective, considering the different needs of each Lufthansa subsidiary. "Each company needed different capabilities," says Thomas Binder, project lead at Avanade. "For example, Swiss International wanted all employees to be able to record Teams calls, while leadership at Lufthansa in Germany didn't want that feature activated. So, we took a tailored approach to creating new configurations based on where the employees are and what they need."

The seamless migration supported all employees, from pilots to office staff. This was also enabled for flight simulators, as regulations require working phones within simulators in case of an actual emergency.

Employees embraced the switch. "This was the move everyone had been waiting and asking for," says Wolff. "We had hundreds of people volunteer to be part of the first user group – they were very excited to get this functionality, especially since everyone was already more or less comfortable and familiar with Teams by this point."

While we provided some training – including recorded sessions and FAQs – this existing familiarity with the platform meant employees adopted the new voice capabilities with little turbulence.

Results: A first-class employee experience

Employees are now benefiting from the full value of Teams, giving them:

- Better visibility into availability of colleagues
- A single calendar to manage
- Streamlined communication to help expedite workflows

"This is really the smoothest migration I've ever been part of," says Wolff.

And what does he attribute that success to? A common theme: the importance of good communication.

Looking toward the future, Wolff says Lufthansa will continue exploring how Microsoft technologies can benefit employees by offering more flexibility in the ways they work. The aviation leader looks forward to clear skies ahead.

"Not only did we communicate with Avanade throughout the migration, but we also communicated closely with our people. We provided them with information about what they can expect, what will change, how it will change and when. We were proactive in that regard and it paid off. And Avanade did a great job helping us be prepared for a seamless execution."

– **Markus Wolff**
Digital Workplace Service Owner for
Microsoft Teams, Lufthansa Group

About Lufthansa Group

The Lufthansa Group is an aviation group with operations worldwide. With 105,290 employees, the Lufthansa Group generated revenue of EUR 16,811m in the financial year 2021. The Lufthansa Group is composed of the segments Network Airlines, Eurowings and Aviation Services. Aviation Services comprises the segments Logistics, MRO, Catering and Additional Businesses and Group Functions. The latter also include Lufthansa AirPlus, Lufthansa Aviation Training and the IT companies. All segments occupy a leading position in their respective markets.

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About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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