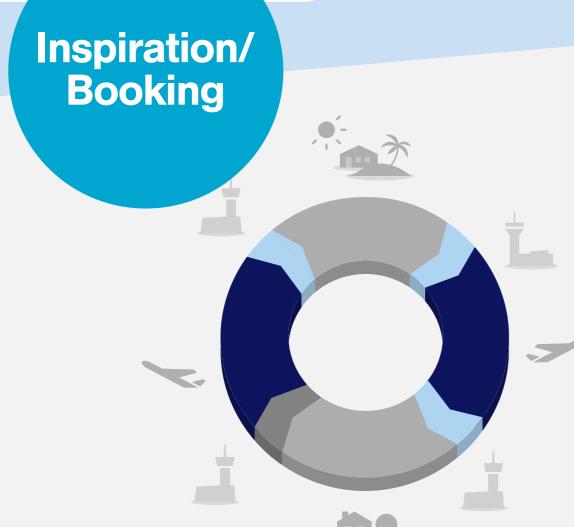
digital innovations in the Lufthansa Group



1. SMILE

Customers receive tailormade products, services and communication along their entire travel experience, based on big-data analytics.

Lufthansa Aswiss Austrian



Experience

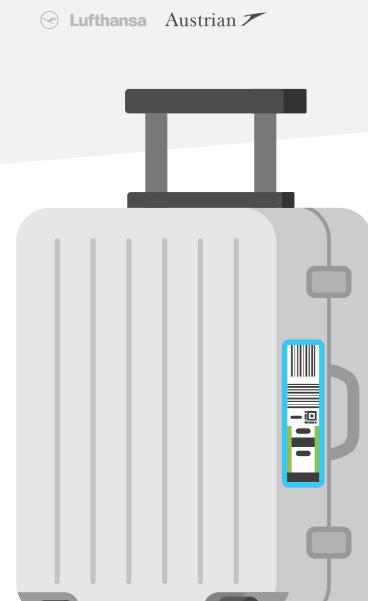
2. VR & 360° videos

Customers can get to know travel classes, airplanes and possible travel destinations using 360-degree films.

Lufthansa LSWISS Austrian Feurowings

3. Chatbots

Virtual contacts in the Facebook Messenger App that help customers search for travel times and the best prices.



6. Rimowa **Electronic Tag**

Digital baggage tags that are transferred directly by smartphone via the Lufthansa App to luggage items outfitted with the "Rimowa Electronic Tag".

Lufthansa



7. inTime

Lufthansa Systems' in Time app

and still get to the gate on time.

shows how much time users can

still spend at their current location

5. Linea

A digital self-directed compensation solution that allows customers to choose between different forms of compensation if their baggage is lost.



8. Augmented Reality **Snackbox** Viewed through the lens

of a smartphone or tablet, the snack box opens virtually animated worlds.

LSGgroup.



On

Board

9. FlyingLab

In a "flying lab" passengers are given the opportunity to test new ideas for products and services by the Lufthansa Group and external partners.

Lufthansa

10. NiceView **Mobile** A system that allows users

to track their own flight live in 3D on a tablet or smartphone using actual satellite images. **Lufthansa Technik**



11. FlyNet on **Short- and** Medium-**Haul Routes**

Very soon, passengers will be able to use WiFi broadband internet access on their mobile devices even streaming will be possible.

Support

Lufthansa

in Ops The new eye-tracking technology analyses the eye movements of operations controllers and assists

12. EyeTracking

them in their complex task. **Lufthansa Systems**

Condition Analytics by LHT combines condition monitoring and proactive maintenance in a

13. Condition

can predict when components will have to be exchanged. Lufthansa Technik

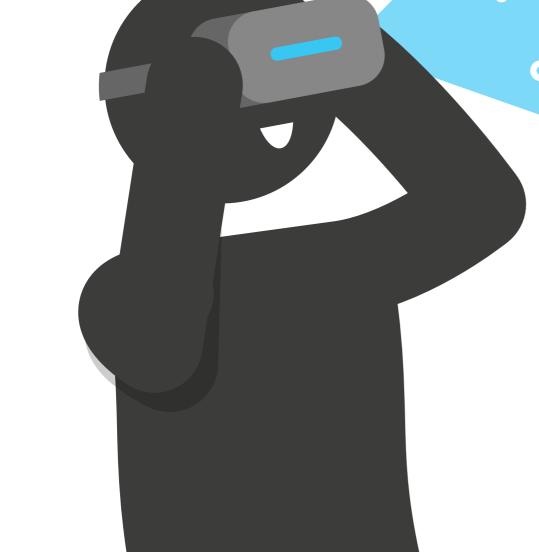
14. Augmented Reality

Analytics single platform. For instance, it

Using Augmented Reality and 3D contours, Lufthansa Cargo ensures improved utilization of the space in freight aircraft and optimal loading of pallets.

App for Freight Logistics

Lufthansa Cargo





Aviation Information Wall The time- and location-independent information platform A:Wall makes it possible to monitor the

current traffic situation live using

15. A: Wall,

maps, charts, KPIs and news. Lufthansa

ning flights with VR goggles. Aviation Training

realistically prepared for their first trai-

For more digital innovations from

Lufthansa Group go to: http://newsroom.lufthansagroup.com/

en/themes/digital-aviation.html

