

OPERATIONAL SIMPLICITY AND EFFECTIVENESS

Lufthansa Technik is the leading provider of aircraft maintenance, repair, overhaul, and modification services for civil aircraft, from commercial to VIP and special mission aircraft.

Lufthansa Technik prefers to use internal IT staff to deliver innovative applications supporting its primary mission and outsource mundane IT support and maintenance tasks - a costly and time-consuming distraction.

To achieve this, Lufthansa Technik selected TBS as a preferred Managed Services provider for professional network, server, and storage engineering services, along with 24/7 Support Desk.



4

Locations

Bulgaria
Malta
Hungary
Puerto Rico



250+
Devices

TBS SUPPORTS LUFTHANSA TECHNIK WITH:



24/7 Support Desk
with strict SLAs for
incident response
and resolution



Network
infrastructure
migration, visibility,
and observability



Redesign and
optimization of
Wi-Fi
networks



Minimum IT
engagement
into daily
maintenance

EXCELLENCY IN MANAGED SERVICES

The project started in 2017 and evolved from a single small site in Sofia to 4 countries, with overall 250+ devices.

Tailor-made backup and service delivery management are also included in the scope of work.

Outsourcing IT support to TBS lets Lufthansa Technik focus on their core business and stay competitive in the skies through predictable budget for services and hardware, improved service and support levels, reliable and visible infrastructure, international coverage without sacrificing quality and complete confidence in outsourcing IT support

WHO WE ARE?

A successful engagement with a managed service provider depends on technical capabilities and organizational culture fit.

TBS delivers on both, as our team of 150+ certified engineers work with clients in 40+ countries, across 4 continents.

BENEFITS



TBS secures essential network services availability for Lufthansa Technik across its worldwide locations and our experts are seen as an extension of the Lufthansa Technik in-house IT staff.

Lufthansa Technik acknowledges the following benefits and operational outcomes from work with TBS:

1

Transparent and predictable OPEX model for services and hardware.

2

Improved and consistent service and support levels.

3

International coverage without compromise on quality.

4

Full confidence in outsourcing supporting IT.

5

Improved infrastructure reliability and visibility.