

# Equipment as a Service for Lufthansa Technik Sofia

With some 35 subsidiaries and affiliates, the Lufthansa Technik Group is one of the leading providers of technical aircraft services in the world. Certified internationally as maintenance, production and design organization, the company has a workforce of more than 25,000 employees. Lufthansa Technik's portfolio covers the entire range of services for commercial and VIP/special mission aircraft, engines, components and landing gear in the areas of digital fleet support, maintenance, repair, overhaul, modification, completion and conversion as well as the manufacture of innovative cabin products.

Since it was established in 2007 Lufthansa Technik Sofia has become one of the leading MRO facilities in Europe with total area of 50 000 square meters and more than 1 000 highly qualified employees. The company is specialized in line and base maintenance services for Airbus and Boeing narrowbody aircraft.

*"Sofia is the first location where we choose Telelink Business Services as a service provider for Equipment as a Service. We started the project in Sofia in March 2017 with LAN and WLAN delivery, implementation, and managed services and in August expanded the project with solution for IP telephony. We are extremely satisfied with the professionalism, dedication, flexibility, and transparency Telelink demonstrated during the project delivery and the way it is managing the solution under strict SLA of 24x7x4", Rosen Rangelov, Program Manager "Central Infrastructure Services" in Lufthansa Technik Sofia*

## Key facts for Customer:

- **Customer:** Lufthansa Technik Sofia
- **Company size:** >1 000 employees
- **Industry:** Professional Services
- **Products and Services:** Maintenance, repair, and overhaul of Boeing and Airbus aircrafts

## Key Facts for Solution:

- **Vendor:** Telelink Business Services
- **Solutions:** LAN Networking, Wireless, IP Telephony, Identity Service Engine
- **Services:** Equipment as a Service, including Design, Implementation, Migration, Support, Managed Services
- **Product Partner:** Cisco

## Challenges

- High operational costs of the existing solution
- Legacy solutions with separate infrastructures
- Single point of failure for the critical components
- Absence of visibility and control over the network
- Wireless coverage gaps for business critical applications
- Missing control over the network access, identity and management
- Deviation from SLA of the delivered services

## Solutions

- Unified platform with fully redundant data, wireless and voice architecture and high speeds of 10Gbps data transfer
- One IP platform for voice services via Cisco Unified Communications Manager
- Boost 802.11ac Wave 2 performance with full wireless coverage, mobility, roaming, RF visibility and protection via Cisco Wireless Controller and APs
- Awareness and policy management of the network access via Cisco Identity Service Engine
- Single plane of glass via Cisco Prime Infrastructure that provide full visibility and management of the whole network

## Results

- Unified technology Blueprint for all Lufthansa Technik locations worldwide
- Lower total cost of ownership (TCO)
- Single point of Contact
- Easy access, mobility and flexibility in the provisioning of services
- Complete control and visibility on the IT infrastructure and service delivery
- Reduced support and configuration time due to intelligent services such as self-service VoIP telephony
- Customer tailored solution that enables for performance boost of the Lufthansa Technik's IT Department