



One Platform, Hundreds of Airlines United

Standardizing mission-critical remote access worldwide with Rocket® ETX™



Lufthansa Systems, a Lufthansa Group subsidiary based in Raunheim, Germany, is a leading airline IT provider. It serves more than 350 airlines with mission-critical platforms, including the Lido and NetLine portfolios.



“Partnering with Rocket Software was really the right decision. It was an easy way to **expand our landscape to ETX**, and the team support made it seamless.”

OLIVIER STOLZ, Executive Director and Head of Global Operations and Services, **Lufthansa Systems**

CHALLENGE

A fragmented remote access landscape

Lufthansa Systems ran multiple remote access tools across its NetLine platform, while Lido Flight already relied on ETX™. **This split created operational complexity and inconsistent experiences**, for roughly 4,000 users across more than 110 airlines, with downtime risking costly flight delays.

- **Fragmented tools**

Running parallel remote access solutions duplicated maintenance and created inconsistent user experiences.

- **High stakes**

With thousands of users depending on the platform daily, stability and secure access were non-negotiable.

- **Limited innovation**

Extra maintenance effort and multiple processes restricted the ability to adopt new technology like AI.

SOLUTION

One standardized platform with Rocket ETX

01 Unified migration

NetLine transitioned off heritage tools step-by-step, joining Lido Flight on a single ETX environment.

02 Flexible architecture

ETX supported hybrid setups per airline customer, keeping the migration smooth at scale.

03 Simplified vendor management

Consolidating on one platform streamlined infrastructure and vendor oversight simultaneously.

04 Accelerated cloud shift

The migration aligned with a broader move from license management to SaaS delivery in the cloud.

RESULTS

A reliable, unified global platform

Zero outages

ETX delivers lower latency and stronger resilience, with no recorded outages in recent years.

Lower costs and complexity

Breaking down silos onto one platform cut operational costs and maintenance overhead.

Consistent global performance

Thousands of users across hundreds of airlines get low-latency access, even in bandwidth-limited regions.