



One Platform, 350 Airlines, Zero Compromise

Unifying mission-critical remote access across a global airline network with [Rocket® ETX™](#)



Lufthansa Systems

Lufthansa Systems, a subsidiary of Lufthansa Group, is one of the largest airline IT providers in the industry, based in Raunheim, Germany. It serves more than 350 airlines worldwide with mission-critical platforms spanning network and flight planning, takeoff, and landing, including the Lido and NetLine portfolio.



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

Untangling a fragmented remote access environment

Lufthansa Systems operated a heterogeneous environment with different remote access solutions running simultaneously across its NetLine platform, while Lido Flight had already run on ETX™ for many years. The result was a fragmented setup that introduced operational complexity, parallel maintenance streams, and an inconsistent user experience for the teams and airline customers depending on the platform every day. With roughly 4,000 users across more than 110 airlines relying on Lido applications alone, the scale of that fragmentation carried real weight.

The stakes went well beyond convenience. In airline operations, downtime doesn't just frustrate users; it can quickly lead to costly flight delays. Stability, minimal disruption, and secure access were non-negotiable evaluation factors, since the applications themselves needed protection just as much as the networks connecting to them.

Each additional tool meant more to manage, more to support, and more standing in the way of strategic progress. The burden wasn't

just operational, it was strategic. As Olivier Stolz, Executive Director and Head of Global Operations and Services, put it: “These multiple environments to remote access in our applications led to quite some pain in our organization. We had multiple processes to serve our customers, extra maintenance efforts, and it limited us in our ability to move forward and bring in innovation like AI.”

CHALLENGE

Running two to three remote access solutions in parallel created operational complexity, duplicated maintenance, and an inconsistent experience across hundreds of airline customers.

With Lido Flight already running on a stable, proven ETX environment, the path forward was clear. Harmonizing the entire landscape onto a single, reliable platform became an obvious and urgent priority.

SOLUTION

A standardized, seamless landscape built on Rocket ETX

Lufthansa Systems moved decisively to standardize on Rocket ETX across its entire remote access environment. NetLine transitioned off its existing tools step by step, joining Lido Flight on one proven enterprise platform. The flexible architecture of ETX supported hybrid setups for each airline customer throughout the migration, keeping the process smooth even at scale.

“Rocket Software’s flexible architecture allowed us to transition NetLine off the previous solutions seamlessly, supporting hybrid setups for each customer, and move to a standardized ETX environment,” said Stolz.

Consolidating on a single vendor also simplified infrastructure and vendor management at once. The move ran in parallel with a broader shift from license management to SaaS delivery in the cloud, accelerating Lufthansa Systems’ modernization journey. “With ETX and Rocket Software, we were able to speed up this migration into the cloud, which was really helpful,” Stolz added.

ETX is now embedded as the standard operational remote access platform within Lufthansa Systems, delivering access to NetLine and Lido Flight for thousands of users at hundreds of airlines, 24/7. Beyond the technology, the relationship itself made the difference. “With Rocket Software, working together felt like a partnership from the first moment on. I feel that I’m listened to and my problems are understood,” said Stolz.

“

With ETX, we achieved lower latency and a far more resilient setup. In fact, I can’t remember a single outage in the past years, and that reliability is exactly what our airline customers need.”

OLIVIER STOLZ

Executive Director and Head of Global Operations and Services
Lufthansa Systems

SOLUTION

Rocket ETX reduced multiple remote access tools to a standardized enterprise platform, unifying vendor management and infrastructure while accelerating the migration to cloud.

RESULTS

Breaking silos to build a unified, high-performance landscape

Standardizing on Rocket ETX enabled Lufthansa Systems to break down operational silos and consolidate onto one harmonized landscape. Costs and complexity dropped, while the day-to-day experience improved for the dispatchers and network planners who depend on the platform around the clock.

“With Rocket Software, we were able to break silos, move into one harmonized landscape. This reduced operational costs, complexity, and ultimately improved the user experience,” said Stolz.

Reliability became a defining outcome. With ETX now serving thousands of users at hundreds of airlines on a 24/7 basis, the platform delivers lower latency, stronger session resilience, and far less maintenance overhead than the previous fragmented setup. “With ETX we achieved lower latency, a more resilient setup, and in fact, I cannot remember any outage in the past years,” Stolz noted.

The performance gains are felt across every region. “With the global presence of our airlines, we have quite some bandwidth challenges, and with ETX we have a perfect setup, because we really can serve customers with low-latency graphics, even in regions with limited bandwidth,” said Stolz. The alternative, he emphasized, wasn’t viable: “Reverting back to a fragmented setup would cause

extraordinary costs, complexity, all that our airline customers try to avoid, as do we.”

For Lufthansa Systems, the decision to standardize also reinforced its position as an innovator in aviation IT. “Rocket Software reduced operational complexity and reinforced our role as an innovator in the IT aviation market,” Stolz concluded.



Lower latency, globally

ETX delivers low-latency graphical rendering worldwide, even for customers in regions with limited bandwidth.



Session resilience at scale

Thousands of users across hundreds of airlines rely on ETX around the clock, with zero outages over years of mission-critical operations.



Reduced maintenance and operational cost

Consolidating onto a single platform cut maintenance effort, support overhead, and operational costs across the entire environment.



Accelerated cloud migration

Standardizing on ETX aligned with Lufthansa Systems moving from license management to SaaS, accelerating its broader move to cloud delivery.

PRODUCT HIGHLIGHTS

Rocket ETX

Key features

- High-performance, low-latency access for mission-critical airline applications.
- Flexible architecture that supports hybrid setups and large-scale migration.
- Session resilience that maintains continuity through network disruptions.
- Centralized delivery for thousands of concurrent users across hundreds of airlines.
- Simplified vendor management through a single remote access solution.

At a glance

- Unified remote access for NetLine and Lido Flight across more than 350 airline customers.
- Reliable 24/7 access for thousands of users across hundreds of airlines.
- Low-latency performance across global regions, including bandwidth-constrained markets.
- Lower operational costs and reduced infrastructure complexity.
- Accelerated migration from license-based to cloud SaaS delivery.



Modernization. **Without Disruption.**™

Visit RocketSoftware.com

Explore more

