

Lufthansa Group Advances NDC Technology with Integrated Service Solution

05/08/2025



Lufthansa Group is addressing post-booking service issues with a hybrid NDC solution that integrates proven booking stability (17.2 schema) with advanced servicing capabilities (24.1 schema). Thereby creating a comprehensive platform that meets the full spectrum of operational requirements.

This solution combines reliable booking infrastructure with innovative service technology with the goal of eliminating the performance gaps that have affected NDC adoption. An integrated approach like this ensures partners can deliver exceptional service throughout the entire customer relationship.

Key Features:

- Enhanced customer service efficiency and response times
- Sophisticated automation capabilities for corporate client management
- Streamlined NDC implementation with reduced operational risk
- Strategic technology investment aligned with industry development

By establishing this modern servicing framework as the foundation for all future development, we're ensuring partners maintain a sustainable advantage as the NDC landscape continues to evolve.