



How a unique testing factory model helped Lufthansa Cargo accelerate the roll-out of new systems and applications while ensuring the highest quality standards



## Client Overview

Lufthansa Cargo is one of the world's leading air freight carriers serving over 300 destinations. Operating predominantly in the airport-to-airport freight business, the customer transports more than 1.5 million tons of air cargo every year.



### The Context

Lufthansa Cargo embarked on an enterprise-wide digital transformation program to transition its legacy technology infrastructure into a scalable, future-proof, and digitally mature entity. The program included transitioning from Lufthansa Cargo's existing cargo management system to a leading cloud-based platform and the on-boarding of multiple digital enterprise systems to power critical operations across various business units. The airline was on the lookout for an end-to-end testing partner who could help realize its quality goals for various critical projects under this plan. IBS Software's history of delivery excellence with Lufthansa Cargo during previous projects made it the preferred choice for this engagement.

### Key Challenges

#### Need for a strategic partnership

Lufthansa Cargo needed a strategic partner who could provide them with a consultative approach to ensure the quality of its enterprise applications. The program required the combined inputs of people, processes, and technology to ensure a seamless digital transformation experience.

#### Extensive domain expertise requirement

The airline needed a testing partner who had proven and contrasted exposure to the air cargo industry to ensure that all facets of operations were prepared to be transitioned onto the new platform. Lufthansa Cargo also wanted the testing partner to facilitate seamless integration with existing and future business systems without delays.

#### Limited automation coverage

The digital transformation program was an ongoing activity for the airline that required continuous systems deployments and integrations. There was a need for rapid automation in testing practices to ensure faster go-lives and disruption-free business operations.

#### Unique operational requirements

Lufthansa Cargo wanted a unique delivery model for testing services that would enable simultaneous testing activities across multiple and concurrent application deployments, with consistent performance.

#### Risks due to defect slippage

Defective enterprise applications could adversely affect the airline's business and cause significant financial loss and reputational damage. Lufthansa Cargo wanted to ensure a very low or negligible defect slippage after engaging a testing partner.



© lufthansa-cargo.com



## The Solution

IBS Software was selected as Lufthansa Cargo's strategic testing partner to empower its digital aspirations with high-end quality assurance services. To suit the long-term digitalization ambitions of the customer, a test factory model was established to deliver testing services for new technology transitions and integrations. IBS Software took up the end-to-end ownership of quality assurance for various projects within Lufthansa Cargo's technology landscape and worked as an integral part of the customer's testing team. The partnership ensured that final application deployments and integrations met the highest quality standards.

The test factory covered the entire breadth of technology at the airline, managing acceptance, factory acceptance, systems integration, and 'day-in-life' testing processes. It also provided test data and configuration management support for project testing. For each area, IBS Software's expertise and focus empowered Lufthansa Cargo to achieve effective defect management and release co-ordination.



### Highlights of the Solution

#### Risk-free technology deployments

IBS Software took up the ownership of testing service delivery across Lufthansa Cargo's entire technology landscape for business operations, ensuring the deployment of the right amount of people, processes, and tools for quality excellence. By introducing best practices in dedicated on-shore and off-shore testing activities, the airline continuously rolled out risk-free enterprise applications to support its critical business operations.

#### Compliance to domain standards

IBS Software consultants worked in parallel with Lufthansa Cargo's quality teams to continuously improve the end-to-end testing practice. Extensive experience in enabling digital transformation for leading airlines helped IBS Software introduce several tools and processes to ensure that the customer acquired industry-leading quality and compliance standards to compete in global markets.

#### Automation excellence

Under Lufthansa Cargo's quality assurance group's guidance, IBS Software accelerated automation initiatives with continuous test automation extended to all ongoing projects. Improved levels of automation helped ensure the quality of new product features and their agile roll-out. As a key contributor to productivity enhancement, IBS Software's automation framework supported the release schedule of the airline's projects. Regression suite repository for all product upgrades and major releases along with test environment monitoring scripts accelerated the overall test release cycle. IBS Software also implemented a host of innovative practices, like automated test case design using model-based testing, in-sprint automation, API test coverage using SOAP and REST Java library in addition to bulk data load using JMeter, SOAP UI, and Selenium scripts.

### Lowered quality assurance costs

IBS Software introduced several reusable assets for testing. This, coupled with enhanced automation initiatives and an optimal mix of on-shore and off-shore resources, enabled Lufthansa Cargo to significantly reduce long-term testing costs. The test factory model was instrumental in creating an efficient channel for final acceptance testing of new technology deployments and integrations. The substantial savings enjoyed by the airline made a significant contribution to its ongoing cost optimization efforts.

### Assured annual productivity gains

Optimization and automation of testing services for Lufthansa Cargo's technology landscape offered tremendous return on investments for the airline in terms of year-on-year productivity improvements. The airline's agile approach to digital transformation was strengthened by continuous support and alignment of testing practices with industry-recognized agile and sprint testing standards.



## The IBS Advantage

With over two decades of experience in the air cargo industry, IBS Software offered a highly flexible test factory model to spruce up Lufthansa Cargo's final acceptance testing practice. In addition to end-to-end acceptance testing, IBS Software offered continuous advisory and consulting on best practices, training programs, standards, and tools to enable a sustainable digital transformation program. As a trusted partner with clear focus on execution excellence and customer experience, the collaboration resulted in a multi-year engagement that helps Lufthansa Cargo offer better end-customer services.



## About IBS Software

IBS Software is a leading SaaS solutions provider to the travel industry globally, managing mission-critical operations for customers in the aviation, tour & cruise and hospitality industries. IBS Software's solutions for the aviation industry cover fleet & crew operations, aircraft maintenance, passenger services, loyalty programs, staff travel and air-cargo management. IBS Software also runs a real time B2B and B2C distribution platform providing hotel room inventory, rates and availability to a global network of hospitality companies and channels. For the tour and cruise industry, IBS provides a comprehensive, customer-centric, digital platform that covers onshore, online and on-board solutions. IBS Software is a Blackstone portfolio company and operates from 15 offices across the world.

Further information can be found at <https://www.ibsplc.com>



Redefining the Future of Travel through Technology Innovation

© 2021 IBS Software | For more information: [sales-support@ibsplc.com](mailto:sales-support@ibsplc.com)

