

In Real-time around the World with vitero

Case Study: Use of vitero at Lufthansa Group

The Lufthansa Group is a global aviation group with a total of 540 subsidiaries and equity investments. Its fleet heads for more than 270 destinations in over 100 countries. This makes Lufthansa Group airlines one of the leading companies in passenger transportation and airfreight in the world. The company is operated centrally from Frankfurt on the Main. Sales trainings, roadshows and on-the-job training in new products and offers are coordinated and realised here and in the company-owned training centre in Seeheim (Hesse) – for employees in Frankfurt to Rio de Janeiro and Mexico City to Tokyo.



20 h Flight Time for 1 h Training

Trainings, exchange of experiences, direct talks to the person in charge: Things that are not easy to organise in small businesses, become a decisive cost factor in globally operating enterprises. Is it possible to keep thousands



The Lufthansa Group employs around 120,000 people worldwide. Their efficient training, information and organisation is a challenge which the enterprise solves more and more virtually.

of employees worldwide up to date? Can face-to-face trainings be more effectively prepared and followed up? In the areas Lufthansa Group airlines and Lufthansa Cargo as well as the service company Lufthansa Global Business Services (LGBS), virtual events with **vitero** are the solution.



Handling & Bandwidth

An intuitive user interface, flexible and dedicated technical support and efficient usage of bandwidth (which can be very low due to infrastructural reasons in some locations) were crucial factors for implementing a virtual classroom tool according to Ms de Buhr (Cargo), Ms Macdonald (Passage Airline Group) and Mr Urgast (LGBS). "We compared the tools available on the market and cross-checked those on functions and data security with the requirements set by our committees. In the end, the recommendation was **vitero**", Mr Urgast says. When it comes to handling, data security and user interface, **vitero** convinced. "The table metaphor is a nice and easy approach", says Ms Macdonald. And **vitero** also runs reliable with very low Internet connections.



Cargo

"We wanted to train small groups of employees specifically in our products and product-specific sales

Customer



Lufthansa

Requirements

- Worldwide virtual trainings and webcasts with colleagues, partner companies and subcontractors
- Works with low bandwidth; flexible support
- Save time and money with the application

vitero Solution

- Ergonomic software that works worldwide
- Consultation on how to handle low bandwidth and technical support upon request
- All-round support including trainings, technology, methods and use cases

