Total Support Services

The power of T
Airline proven
No two airlines are alike. Especially when it comes to maintenance, repair and overhaul, requirements are just as varied as airline business models: some companies carry out all their maintenance work in-house and use external service providers only when time runs short. Other airlines have reduced their in-house technical facilities to an absolute minimum, purchasing all maintenance services that are subject to aviation regulations from specialized providers in the international MRO market. And a third group has decided, for a variety of reasons, to outsource all its technical operations to one exclusive partner. So much for the theory.

It all depends on the services you need
Even if your airline belongs to one of these three categories, that still says nothing about the services you really need. For example, what your priorities are. Or how much or little of the work you can or want to take on yourself. Or the financial constraints you are working with. So in any Lufthansa Technik partnership, we start by listening. Very closely. That’s the only way we can make you an offer that is tailored precisely to your situation, your means and your ideas. And don’t worry: we won’t try to talk you into anything you don’t want or need. After all, you might be our next customer. And if that’s the case, you’ll become a part of what has been the most important thing to us for the last fifty years.
All airlines are equally important.
To us, anyway
Our services should fit your company. Not the other way around.
Attention to detail makes the difference

Customization is standard
We know from experience that a one-size-fits-all service package is a non-starter. Supporting fleets of every size and mix, we see on a daily basis that it does make a difference whether you fly just a few aircraft or own a sizeable airline. Beyond a market segmentation into regionals, start-ups, medium-sized airlines and globally operating legacy carriers, we truly understand the diversity of our customers’ operating conditions and corresponding needs. Important factors include, for example, the question of ownership: leased aircraft need a different kind of maintenance than your own fleet. Or mergers and takeovers: when two airlines merge, the technical resources at a single location may not be enough for the combined fleet, and the technical staff may lack the know-how or experience to handle a suddenly inhomogeneous mix of aircraft. Taking into consideration these and many other factors that may affect your MRO strategy, we would be glad to sit down with you and talk about an individual service solution for your airline’s particular needs.

Tailor-made in every respect
You alone decide exactly what you want included in your service package, and how much of it. We’re happy to share our experience with a wide variety of typical scenarios, but we consciously refrain from offering out-of-the-box solutions. Instead, the goal is to provide the precise type and amount of the services your airline needs, so that you can concentrate entirely on your flight operations.

Tailored to your needs
In a joint effort with you we develop an individual service package for your airline, which is composed as comprehensive as necessary and as lean as possible. Thus we aim at two main goals: more mobility at affordable prices.
Since the early 1990s, we’ve been continually developing service packages tailored to our customers’ needs, so we can genuinely claim to have invented Total Support products. From the very beginning, our close cooperation with Lufthansa, one of the world’s most successful airlines, has enabled us to develop extremely efficient services. And over the years, the all-around care-free package we originally created for our parent company has become a cost-saving, top-quality service portfolio for hundreds of customers today.

Efficient
From day one, Total Support Services are your key to significantly reducing your costs per flight hour. For starters, you don’t have to invest in repair shops, hire technical staff, or stock spare parts anymore. Compared with the cost of issuing individual purchase orders for services, you’ll discover valuable economies of scale. This enhances your liquidity – and you gain unparalleled planning security. Ask us for details.

Dependable
Today’s airlines want to be able to concentrate on their real business interest – flying. This means they’re increasingly on the lookout for reliable partners for part or all of their maintenance, repair and overhaul work, from repairs to component provision, engines, etc. The right partner will integrate all the work into the airline’s flight operations, relieve the airline of this responsibility, and thus contribute significantly to its mobility.

Your advantages
• Financial planning security
• Maximum cost-efficiency
• Perfect integration
• Optimal turnaround times
• Guaranteed mobility

Totally individual. Totally flexible. Totally responsible
Vision changes expectations. Total Support Services meet them
Our services focus on you. Every step of the way
How far do our services go? As far as your needs

**Total Operational Support (TOS®)**
With TOS®, Lufthansa Technik offers its customers a true worry-free service package extending well beyond just MRO needs. In addition to Total Technical Support, the customer can select from a wide range of complementary services such as flight planning, catering, provisioning of cockpit/cabin crew, training and more.

**Total Technical Support (TTS®)**
TTS® is the leading integrated MRO service package that is precisely configured to fit the specific requirements of its customers. From day one, this comprehensive and integrated service package ensures the all-around technical competence of the MRO market leader. The highest level of integration is achieved through the module Technical Operations Management (TOM); here, Lufthansa Technik links up with the carrier’s flight operations and assumes full responsibility for the customer’s maintenance organization.

**Total Material Operations (TMO®)**
With TMO®, Lufthansa Technik extends the component services offered by TCS® to include operations and complete material supply and logistics, including consumables, expendables and buyer-furnished equipment.

**Total Component Support (TCS®)**
Providing the optimum combination of Lufthansa Technik’s far-reaching in-house component repair capability and first-class component pooling, TCS® offers greater aircraft availability and cost-efficient component services.

**Total Engine Support (TES®)**
TES® is Lufthansa Technik’s top-of-the-line product for engine maintenance, repair and overhaul services. This package includes the entire engine support spectrum – from engine selection consulting to spare engine coverage.

**Total Landing Gear Support (TLS™)**
Under TLS™, Lufthansa Technik accompanies its customers’ landing gear throughout its entire life, assuming responsibility from the moment the aircraft is purchased, throughout its operational life and all the way to resale.

All-inclusive

Our Total Support Services cover the following areas:
- Aircraft Services
- Engine Services
- Component Services
- Landing Gear Services
- Special Services
- VIP & Executive Jet Solutions
- Manufactured Products
- eServices
Convincing arguments

We’re definitely not the only provider offering integrated services. And before you decide on a hopefully long and satisfying partnership with Lufthansa Technik, you should be completely convinced of the advantages of Total Support Services. One thing we can promise you right away: you won’t find a comparable offer. Based on experience alone, Lufthansa Technik is the first address thanks to its decades of cooperation with Lufthansa and many other customers: we understand every aspect of a successful airline, inside and out. Satisfied customers around the globe continually confirm the extraordinary quality of our service spectrum and technical skills, plus the operational professionalism we bring to top-tier maintenance and repairs at more than 30 locations all over the world. And that applies to all common types of aircraft, engines and repair methods.

Genuine partnership

And whatever the details of your service package, you can rely on the fact that your central contact at Lufthansa Technik will always be available to support you with complete information and our best advice, and that only you will be making the important decisions.

A perfect package. Custom(er)ized

One face to the customer

As Total Support customer of Lufthansa Technik you enjoy the support of a central contact person. He is the interface for all organizational, technical and financial matters. And he listens to you carefully.
Quality at first sight. No second thoughts
When is a business decision right? When you are satisfied
Impossible is nothing
No two Total Support Services contracts are identical. Because it doesn’t matter what we offer, but which services your airline truly needs. And this is, of course, your decision.

A promise made is a promise kept

360° services
Our Total Support Services are called that because they focus on a complete individual configuration of our service packages. This process considers all the circumstances affecting your airline, so that we really do only combine those services that add to your company’s mobility, ensure its troublefree operation, and suit your budget – from component services to maintenance and repair work and all the way down to engineering services and seamless integration into your existing facilities. And we factor in your flight operations and IT requirements as well as your personnel and technical resources and your financial situation.

Absolute transparency
Naturally there are no hidden costs or services. We offer you the maximum possible transparency by fully documenting all our processes, and every decision is made jointly with you. At the same time, we’re continually refining our Total Support Services and can adapt the scope of your contract to address changes in your airline’s requirements, even during the contractual period.
Individuality comes in three dimensions

Integrated services
Total Support Services by Lufthansa Technik can be precisely adapted to the situation of your airline: Which services do you need? What are the technical requirements? And which part do you want us to take on?
Product width
The Lufthansa Technik service portfolio covers all aspects of technical operations, with Aircraft Services, Engine Services, Component Services, Landing Gear Services, Special Services, VIP & Executive Jet Solutions, Manufactured Products and eServices being the main business areas. You can choose from all these areas in deciding what to outsource to relieve your airline of work, and how to make the most of our expertise.

Technical height
The level of technical complexity is naturally oriented to your requirements. As a maintenance, design and production organization with worldwide approvals, we can cover any aspects of aircraft maintenance: from supplying the smallest components to pooling spare parts and all the way to complete engine and aircraft overhauls.

Operational depth
Our services can be seamlessly adapted to suit your existing structures. You decide exactly where we should be involved and the extent of our involvement. The spectrum ranges from simply supplementing your own resources for limited periods all the way to complete responsibility for the control and performance of entire task areas.

3D configuration
Our Total Support Services are infinitely adjustable in three dimensions, so you can always select a package that meets your company’s needs.
You can depend on it
With Lufthansa Technik as partner for all MRO services, your flight operations will become safer, smoother and more efficient. We are looking forward to a successful cooperation with you.

Cooperation at eye level
In bare terms, you’re the customer and we’re your MRO provider. But we go beyond that. When we develop an individually customized service package for you, we want to create the best possible preconditions for your airline’s successful future – technically, financially and operationally. And that requires considering a number of other issues in addition to technical requirements and skills: factors such as honesty, transparency, dependability as well as openness and the ability to put yourself in someone else’s place. And while it’s no easy task to document these qualities in a contract, we promise to be as careful about them as we are about even the smallest spare part that we handle for you.

Concentrate on your core business
Thanks to our experience with many other international airlines, we’re a pretty good judge of what your company might need, and what it doesn’t. At the end of the day, together we’ll find the best way to ensure the smoothest possible fulfillment of your MRO requirements within your structural and financial constraints. So that you can concentrate on flying.

A successful partnership begins with trust
Total Support Services starts with T – and never ends
With Total Support Services you are in good hands. The world over