



Digital Achievements @ FRA CX in the last 3 years

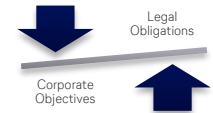
09.04.2019

Tina Schumann, FRA CX

What are the main challenges within Lufthansa tax department

- Being compliant by meeting all legal obligations while working as efficient as possible requires high developed and reliable software as well as well-trained users
- Highly complex processes with a variety of successive steps lead to many interfaces between employee and different IT-Tools
- Fast-growing requirements and legislative adjustments issued by the tax authorities are forcing the tax department to continuously develop its tools and know-how
- A growing and worldwide expanding Lufthansa Group makes a homogeneity system landscape with comparable financial KPIs more difficult
- Achieving of an adequate tax rate to reduce tax payments

Balancing legal obligations with corporate objectives



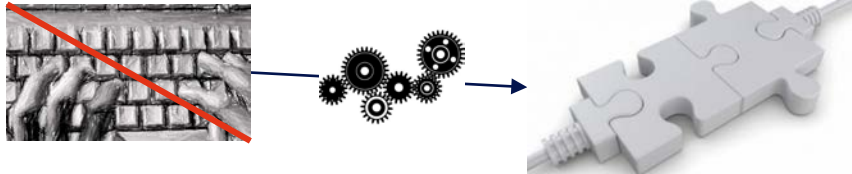
All those challenges can be approached by an innovative, digital and open-minded tax department:

Welcome to FRA CX

Digitalization of the Lufthansa Tax Department Achievements 2016 – today

Part I

- Analyzing all IT-based sub processes
- Identification of all interfaces between different systems
- Continuously replacing of manual by automatic interfaces



- Increasing quality of input and output data
- Decreasing amount of used tools by bundling tasks
- Implementing data analysis (e.g. VAT) as well as monitoring tools and processes

Digitalization of the Lufthansa Tax Department Achievements 2016 – today

Part II



Digitalization of the Lufthansa Tax Department Achievements 2016 – today

Part III

- Change way of daily work
 - Implementation of digital archive with workflow management for the „everywhere-work“
 - Digitalize inventory and incoming documents
 - Transfer of know how with a digital database
- Designing customized IT-solutions with external developers
- Implementation of a TCMS to identify and monitor risks and penalties
- Integration of robotics and AI solutions for recurring tasks
- Providing tax audits with modern software for communication with tax department
- Implementing digital communication of tax-software and tax authorities



Fulfilling of all legal and corporate requirements by combining a highly developed IT landscape with specialised tax-knowledge

What would you need to be even better prepared?

- Increase the quality of processable data of entire Lufthansa Group
- Speed up development and integration of different LH Group accounting software (e.g. SAP, Datev etc.) into SAP HANA
- Eliminate all manual interfaces
- Increase awareness of communication of relevant information for tax department within Lufthansa Group



Increase even more awareness of importance of tax department in whole LH Group

Lufthansa Group



Digitalization does not only require a change in tools and systems, but also in our mindset and behavior. How do we have to adapt our behavior and mindset to be successful and effective in a digital work environment?

- Digitalization mostly means a change of the current status
 - Be open-minded to change
 - Accept change as something good and see stagnation as regression
- See digitalization as a support for processes
- Digitalization can help to understand and control a company

Be innovative by yourself –
think about new ways of
handling tasks by using
modern technologies



Thank you very much
for your attention

