

PRESS RELEASE

Kenya Airways Enhances Customer Experience with New Codeshare Management Solution from Lufthansa Systems

- SchedConnect; a codeshare management solution will help guests in the KQ network and partners enjoy real-time accurate connecting flights.
- As a member of SkyTeam Alliance, Kenya Airways acts as a fully integrated network carrier with over 22 codeshare partners within and outside the Alliance.

Nairobi, 24th October 2023— Kenya’s national carrier, Kenya Airways (KQ), has boarded Lufthansa Systems to provide a codeshare management solution, SchedConnect, which will enhance the airline's management of partner flight schedules. KQ guests will now enjoy smoother connections on flights booked with partners by KQ. As a member of the SkyTeam alliance, Kenya Airways is a fully integrated network carrier with multiple codeshare partners within and outside the global alliance.

With SchedConnect, Kenya Airways will be able to manage and update its schedule in real time with ease, manage a high volume of changes, and create efficiencies in managing an extensive number of partnerships as the airline sets its sights on growing its strategic partnerships with other airlines. This ushers the airline into a seamless and convenient system across its global partnerships as it moves away from having to manually manage codeshares.

Kenya Airways will now benefit from a central flight repository and a central schedule database where the schedules of all customers and codeshare partners are saved in real-time. This will in turn improve the customer experience for KQ guests as it makes managing codeshare connections easier, thus reducing schedule misconnections and at the same time helping the airline focus on giving customers better partner connections and pricing without errors.

“We are delighted to strengthen our partnership with Lufthansa Systems as we continually seek to innovate and improve the customer experience for all our guests,” said Martin Gitonga, Head of Network and Alliances at Kenya Airways. “Having relied on NetLine Sched and NetLine Plan for close to sixteen years, we trust the quality of their solutions and look forward to faster integration of new codeshare partners without errors as we seek to deliver the best connections with our partners and customers.”

“We look forward to continuing to work alongside our valued customer, Kenya Airways. We are pleased to support them with our reliable and experienced codeshare management solution that is specifically designed to meet the needs of airlines operating in codeshare partnerships, such as SkyTeam alliance members,” added Marco Cesa, Senior Vice President Regional Management Europe, Middle East, and Africa at Lufthansa Systems.



Kenya Airways has been partnering with Lufthansa Systems since 2007 and is a user of the Lufthansa Systems Netline Suite for Planning and Scheduling.

About Kenya Airways

Kenya Airways, a member of the Sky Team Alliance, is a leading African airline flying to 42 destinations worldwide, 35 of which are in Africa. In 2022 the World Travel Awards recognized KQ as Africa's Leading Airline, Africa's Leading Airline Brand, Africa's Leading Airline - Business Class, and Africa's Leading Inflight Magazine (Msafiri). In 2023 KQ was awarded Best Airline Staff in Africa at the prestigious Skytrax World Airline Awards. KQ's fleet comprises of wide body Boeing aircraft that includes its flagship B787 Dreamliner and narrow body Embraer E190 aircraft.

The on-board service is renowned worldwide and the lie-flat business class seat on the wide-body aircraft is consistently voted among the world's top 10. Kenya Airways takes pride in being at the forefront of connecting Africa to the World and the World to Africa through its hub at the new ultra-modern Terminal 1A at the Jomo Kenyatta International Airport in Nairobi.

For more information go to www.kenya-airways.com or call our 24-hour Customer Services Desk: +254 20 327 4747, Twitter: @KenyaAirways, Facebook: KenyaAirways, Instagram: OfficialKenyaAirways

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