



Cosmos spins off from Lufthansa Innovation Hub to digitize operations

- Cosmos offers an intuitive solution that enhances airline operations by fostering collaboration between airlines and ground handling partners.
- Following a successful pilot and pre-seed investment round earlier this year, Cosmos has secured Lufthansa, Austrian, and SWISS Airlines as its first launch customers.
- Using cutting-edge technologies, Cosmos is aiming to enhance operations across more than 250 airports worldwide.

Berlin, November 26, 2024 // Cosmos spins off as the third venture capital-backed startup from the Lufthansa Innovation Hub. A group of investors and business angels joined Lufthansa Group in an undisclosed pre-seed funding round to accelerate Cosmos' growth and transform collaborations within the aviation industry.

Cosmos aims to achieve operational excellence through enhanced collaboration between airlines and service partners. The startup leverages cutting-edge technologies like machine learning to drive continuous service improvements and sustainably reduce delays caused by process inefficiencies. Additionally, Cosmos facilitates root cause analysis, enabling stakeholders to identify and address underlying issues effectively and up to 80% faster.

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Jörn Messner, Head of Lufthansa Group Innovation and Tech Factory, in charge of operations digitalization, highlights the importance of the venture and its contribution to Lufthansa's efficiency goals: "Operational efficiency is crucial for the airlines of the Lufthansa Group. By bringing data-driven insights and performance transparency to the core of our airport steering processes, Cosmos represents a significant advancement in optimizing our operations and enhancing service quality for our customers."

Fabrice Diedrich, Co-Founder and CEO of Cosmos, added, "At Cosmos, our vision is to transform service providers into true partners, fostering a collaborative environment where all parties are empowered to continuously enhance their service quality. We aim to achieve operational excellence by leveraging innovative tools and strategies that enable rapid adaptation to the ever-evolving and dynamic challenges of today's world. By focusing on transparency and collaboration, we seek to build a network that not only meets but exceeds the expectations of the aviation industry, ensuring sustainable growth and success for all stakeholders involved."

How Cosmos works

Cosmos is an innovative solution that enhances airline operations by fostering collaboration between airlines and ground handling partners. Developed in close cooperation with Lufthansa Group, Cosmos operates independently, using advanced technology to streamline communication and coordination in the aviation industry. It offers real-time data sharing and analytics, allowing stakeholders to manage resources, optimize schedules, and respond to changes efficiently.

A key feature is its ability to track Service Level Agreements (SLAs), ensuring performance commitments are met. By facilitating seamless interaction, SLA management, and root cause analysis, Cosmos reduces delays, enhances service quality, and boosts operational efficiency. With its user-friendly interface, Cosmos empowers effective collaboration, delivering a superior passenger experience and setting new standards in the aviation sector.

Further collaborations planned

Following a successful pilot, Cosmos has secured Lufthansa, Austrian, and SWISS Airlines as launch customers, aiming to enhance operations across more than 250 airports

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worldwide. The platform facilitates collaboration with more than 1,000 service partners, crucial to efficient airline operations. With its proven effectiveness, Cosmos has more airlines on the waitlist eager to be onboarded, underscoring its growing traction and industry demand.

Xavier Lagardère, Managing Director of Lufthansa Innovation Hub, comments on the spin-off: “We are delighted to see our Lufthansa Innovation Hub spin-off portfolio thrive: by addressing core aviation challenges with an outside-in perspective, we not only support our parent company, the Lufthansa Group, but also enhance the operations of travel companies worldwide, ultimately creating value for all stakeholders involved.”

Mareen Fox Rogers, Head of Lufthansa Group Operations Performance Management, remarked, “Cosmos introduces entirely new possibilities for managing our service partners by leveraging modern technology to effectively monitor performance. The pilot has revealed significant potential, and we are eager to see its transformative impact on our operations.”

About Lufthansa Innovation Hub

At Lufthansa Innovation Hub, we are guided by our insatiable ambition to accelerate the next in travel to maximize value across a portfolio of travel companies and products. Our Strategic Intelligence team systematically analyzes new developments in the global travel and mobility tech ecosystem. Our New Business team launches new travel start-ups and business models into the market. Our Transformation team helps the Lufthansa Group to be more innovative.

The Lufthansa Innovation Hub has offices in Berlin and Singapore. With Germany (8th) and Singapore (5th) both ranking in the top ten of the Global Innovation Index.

Links

- [Cosmos](#)
- [Lufthansa Innovation Hub](#)
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