



Lufthansa Innovation Hub and Munich Airport Terminal 2 partner up to drive innovation in aviation

- The goal is to improve operational stability and sustainability.
- Pilot projects with startups serve as a key lever for implementing innovative solutions.
- Two robots by robotics startup Ottonomy are currently deployed at Munich Airport Terminal 2.

Berlin, April 15th, 2025 // Lufthansa Innovation Hub, the Berlin-based innovation center of Lufthansa Group, and Munich Airport Terminal 2, have signed a Memorandum of Understanding (MoU).

As the aviation industry continues to evolve, several challenges must be tackled on both the customer and business sides. Innovation plays a key role in addressing these challenges, offering opportunities to digitalize, automate, optimize, and re-invent. By signing the MoU, both parties are recognizing the mutual benefits of collaboration and express their intention to explore joint initiatives to drive innovation in the aviation sector.



The partnership focuses on:

- Identifying pain points of the aviation industry related, but not limited to efficiency, operational stability, passenger experience, and sustainability.
- Ideating and developing pilots with innovative startups, including LIH ventures, and conducting them at Munich Airport Terminal 2.
- Facilitating knowledge exchange and other collaborative opportunities such as sharing of best practices, methods and tools.

“Innovation in travel is an ecosystem-driven endeavor,” says Dr. Stefan Nothelfer, Senior Director and Head of Corporate Venturing & Strategic Growth at Lufthansa Innovation Hub. “We are excited to partner with Munich Airport Terminal 2 to collectively enhance the customer experience and optimize operations across the entire travel journey.”

“At Terminal 2, Europe’s first five-star terminal, we have always focused on delivering best-in-class service to our passengers,” says Matthias Langbehn, Managing Director of Terminal 2 Company. “In a world that is changing ever faster, we need to rely on competent partners who help us broaden our views on innovation and find solutions to further enthrall our guests. Lufthansa Innovation Hub is the ideal partner to continue our success story.”



Pioneering robotics at Munich Airport Terminal 2

A concrete example for jointly driving innovation in airport operations by conducting pilot projects is the collaboration with the robotics startup Ottonomy.

Starting this week, two autonomous robots developed by Ottonomy, are being deployed at the gates and baggage claim area of Munich Airport Terminal 2. The robots are designed to perform various tasks to facilitate seamless customer interactions ranging from assisting passengers with information to promoting the services of Lufthansa Airlines.

By scanning a QR code on the robot with their phone, passengers are directed to Lufthansa's chat assistant for self-service options. They can access flight information and manage processes such as rebooking or requesting refunds. The robots also provide essential information on airport-related topics such as tax refunds and lost & found services, further enhancing the passenger experience.

Thanks to integrated containers, Ottonomy's robots can also be used for transporting goods—for example, in the future, to distribute bottled water to passengers.

Autonomous robots can improve efficiency and customer service

“Our mission is to offer our guests the best travel experience in Europe,” says Marcus Schnabel, Vice President Ground Operations Hub Munich. “Embracing digital solutions is crucial to this endeavor, and we are delighted to be a testing ground for pioneering innovations.”



The pilot project with Ottonomy is one of the initiatives resulting from Startup Gate, Lufthansa Group's venture clienting arm. Startup Gate connects Lufthansa Group teams with cutting-edge startups, enabling the teams to adopt their technologies swiftly, facilitating lean and cost-effective collaborations.

Ottonomy is deploying robots at airports, hospitals, and for last-mile deliveries across the globe. "Our robots, powered by Contextual AI, are enabling enterprise customers to drive innovation, delivering better customer experiences and operational efficiencies in the aviation industry," said Ritukar Vijay, CEO of Ottonomy. "A partnership with forward-thinking industry leaders like Lufthansa brings this vision even closer to reality."

About Lufthansa Innovation Hub

At Lufthansa Innovation Hub, we accelerate the NEXT in travel. Founded in Berlin over a decade ago, we bring together entrepreneurial minds and jointly lead progress in shaping the future of the travel industry. By continuously expanding our footprint in the ecosystem, we actively shape industry conversations and secure valuable partnerships and innovation opportunities.

The NEXT in travel is built today: With focus, ambition, and purpose, we develop solutions to drive and enable (y)our innovation agenda.



About Munich Airport Terminal 2

Terminal 2 at Munich Airport is a state-of-the-art facility, operated by Terminal 2 company, a joint venture of Munich Airport and Lufthansa. Handling approximately 30 million passengers annually, Terminal 2 serves as Lufthansa's premium hub, offering unparalleled service and efficiency. Renowned for its exceptional quality, it is ranked among the best terminals in Europe by Skytrax. With its modern design, seamless operations, and focus on passenger comfort and innovation, Terminal 2 stands as a key gateway for international travelers.

Links

- [Robot footage](#)
- [LIH website](#)
- [MUC T2 website](#)
- [Ottonomy website](#)
- [Startup Gate](#)