

# How Lufthansa Transformed Passenger Litigation Management

From fragmented processes to modernized high-volume passenger-rights claims with a secure data hub and AI-powered legal workflow automation.

JUNE Case Study

## AT A GLANCE

Lufthansa faced rising volumes of passenger claims and lawsuits requiring rapid, evidence-based responses across dispersed data systems.

By combining a central Data Hub with JUNE's AI-powered case management platform, the airline replaced manual, fragmented processes with automated, data-driven workflows. The integrated solution dramatically reduced response times, improved accuracy, enabled secure collaboration with external counsel, and allowed legal experts to focus on strategic work.

## KEY RESULTS



**20 MIN**

Response time through fast case data assembly

- Structured, automated, data-driven operations.
- Legal teams focus on strategic work rather than repetitive data collection
- Improved consistency and accuracy
- Efficient collaboration between internal teams and external law firms
- Passengers receive faster, clearer responses, strengthening trust and loyalty

## CHALLENGES

### High-volume passenger lawsuits

- Fragmented and hard-to-access data across multiple systems
- High volume and complexity of passenger lawsuits
- Manual, time-consuming processes and lack of a centralized platform for cooperation

## OBJECTIVES

Lufthansa's objective was to digitize and automate passenger lawsuit handling to resolve cases faster, more accurately, and with secure collaboration.



Digitization of documents



Collect case-relevant information in a central, digital database



Automatic detection and extraction of relevant information

## WHY CONVENTIONAL SOLUTIONS FAILED

### Traditional legal software failed to impress.

- ⊗ Lack of legal specialization to handle documents and processes
- ⊗ Insufficient data-integration capabilities within the ecosystem
- ⊗ Limited automation and AI to drive legal workflows

## WHY THEY CHOSE JUNE

- ✓ Automatic organization of legal documents
- ✓ Secure integration with internal systems
- ✓ Fast data-driven workflows and seamless collaboration

*"We benefit enormously from the collaboration with JUNE and can use the AI-based platform to process a large number of claims automatically and efficiently. This not only saves us time and costs, but also offers our customers added value thanks to fast and streamlined claims processing."*

## JUNE IN PRACTICE



### Maximum efficiency in passenger lawsuit handling

Lufthansa, Germany's leading network carrier, faced growing challenges in managing passenger claims under EU Air Passenger Rights regulations. With hundreds of thousands of flights and millions of passengers annually, disruptions such as delays and cancellations generated a flood of lawsuits. The legal department struggled with fragmented, manual processes that required gathering data from multiple systems, slowing response times and sometimes leading to unnecessary settlements. Collaboration with external law firms was also inefficient due to reliance on separate tools and email chains.

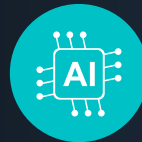
To address these issues, Lufthansa launched Project Paladin, aiming to digitize and automate claims handling while ensuring secure collaboration. Initial evaluations of existing tools fell short due to lack of legal specialization, poor data integration, limited automation, and strict security requirements. The solution was a two-part architecture: the Paladin Data Hub, which centralized operational data, and JUNE, an AI-powered case management platform designed for legal workflows.

JUNE enabled intelligent document classification, data extraction, workflow automation, and secure collaboration spaces for internal teams and external counsels.

The implementation transformed Lufthansa's legal operations from manual, fragmented processes to a streamlined, data-driven system. JUNE integrated seamlessly with Lufthansa's IT environment, allowing lawyers to focus on analysis rather than administrative tasks. Automated workflows and centralized data improved transparency and compliance while reducing complexity in multi-party collaboration.



Transparent  
cooperation with  
legal partners



Efficient processes at  
scale



Secure integration with  
existing systems

## EFFICIENCY AT SCALE



The results were significant: response times dropped from days or weeks to about 20 minutes per case, accuracy improved through complete data access, and passenger trust increased thanks to faster, clearer communication. Productivity soared as legal teams shifted to strategic work, while secure collaboration spaces eliminated redundancies. Overall, Lufthansa achieved a major operational shift toward efficiency, transparency, and data-driven decision-making.

Additionally, Collab Spaces allow Lufthansa to have a full overview of all documents and processes, while partners are only granted access to the information and documents required to provide support.

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