

Service

Lufthansa's subsidiary Delvag uses the alarm and conference server system by TAS, a company situated in Mönchengladbach.

in Times of Crises



Delvag aircraft insurance plc started out in 1924 – today its subsidiary Albatros is one of the biggest names among aircraft insurance companies worldwide. Pilots were then considered dare devils: With regard to annuity insurance they were on a level with high-wire circus artists. In our time aircraft insurance has become a complex business. It involves claims settlement as well as a comprehensive service for crisis management. A good dozen parties from the crisis management group, air traffic management and legal or claims department of the insurance company, then have to get together. Everything depends on a clever solution with respect to an alarm system and conference guiding. Delvag has optioned for the Alarm and Conference Server by TAS Telefonbau Arthur Schwabe. This is what Matthias Erler from AIRPORT Safety • Security • Service talked about with the responsible Delvag proxy Winfried Loll.

Mr Loll, how does your company proceed when facing a crisis? Can you give me an exemplary situation?

W. Loll: Scenarios go from aircrafts slipping off the manoeuvring area to airplane crashes and terrorist attacks. Nowadays aircraft fleets are insured by several insurance companies collectively within the scope of an insurance policy. Anyone involved holds – in accordance with his business policy and risk-bearing capacity-responsibility for some part, partly in self-retention and which he partly passes on to the reinsurance market. In case of losses we are first contact for insurance holders. With help of a loss support hotline we wish to assist insurance holders competently. At the same time we are tied to the co-insurers, who are promptly informed by us on the extent of damages.

Acting quickly is fundamental, because it is all about being there when the survey of damages is performed. In addition to determining cause of loss and size of claim we try – together with the claimants – to minimise the extent of damages by means of on-the-spot-aid measures. We also work to have the insurance holder obtain the compensation for damages he is entitled to. Hull losses (that is damages on the aircraft itself) can normally be settled within few days. The service idea is predominant. The insured is not only to be assisted by a call center, but to receive competent assistance right from the beginning. This is why we are available 24 hours a day via the Support Hot Line.

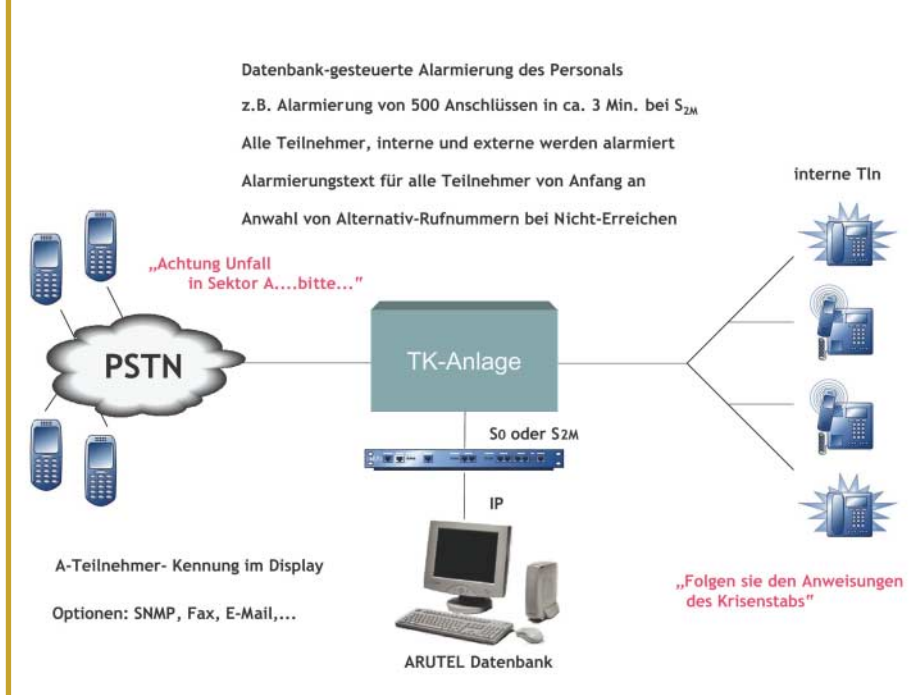
What would such a scenario be like and who would be involved?

W. Loll: Every airline has a “Red Portfolio” worked out in accordance to the requirements of the individual airline and which will come into use in catastrophe cases. It contains regulations for emergency procedures. We have provided the insured with a Hotline Number, which they can use in such a case to reach the insurer. Delvag experts can be reached by phone using this Hotline.

How did you cope with this before? What crucial functions does the TAS system fulfil and what are the vital advantages of this system?

W. Loll: When the line of action of the Delvag group was primarily focused on Lufthansa Airline, mobile phone, fax and telex were the means of communication. But since the clientele had increased far beyond this group, we were looking for a solution that would be both professional and affordable.

Specific specialists can be alerted by means of any telephone system. An alerting call can be transferred relatively easily to several end devices at the same time, regardless of whether it is a company end device, mobile phone or private phone. If the answering machine switches on or the child of a crisis management group member takes the call from a private end device, the alerting process will be terminated. This is why its professional use requires an alerting server who makes sure that the relevant persons will actually be reached. You need a conference server



affordable solution. We also appreciate the fact that the Server can be used via Web-Browser and that all data can be documented. Data alterations can be implemented by our own employees. This allows us to react quickly.

The solution can be used for other purposes also. We thus set up a Hotline for information exchange between board of management, press department, etc. for crisis cases. Also in case of climatic disturbances and a possible fire our TAS server initiates an alert – even when problems occur in our computer system.

A crucial decision criteria in favour of the TAS solution was the fact that every 15 minutes a silent alert is initiated. This is how the functionality of the server is tested. Malfunction is reported via acoustic alert signal. This way we want to make sure that the alerting process does not fail due to a server defect.

acting as the interlink between the called employees and the insurance holder during a conference call. A professional solution like the one by TAS always redials new numbers as long as one or several Delvag employees have proven themselves to be authorised by means of punching in their codes. The insurance holder is meanwhile informed via automatic response that a conference call is being established and is asked to hold the line.

**Have you considered alternatives to this system?
 Why have you finally chosen TAS?**

W. Loll: The market offers alerting solutions with considerably higher dimensions, which are used for example for evacuating huge building complexes. This is what we do not need. What we rather need is an alerting and conference solution designed for a medium-sized company. This is exactly where TAS offers an easy and

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