

ACT

NEWS
www.act-eg.com

17th Issue, January - March 2006

AWARDED BY



i n v e n t

ACT
The BEST
CATEGORY PARTNER
2005

Hewlett Packard's AWARD 2005
For
Best Category Partner
Personal Systems Group

ADVANCED COMPUTERS

Middle-East



invent

شركة الحاسبات المتقدمة ACT

Advanced Computer Technology

BRING BUSINESS INTELLIGENCE TO MORE USERS FASTER

Investor Relations Wants Straightforward Answers

I get quarterly reports on sales, liquidity and operating results. That's just the right dose of information for my needs.

Subsidiaries Want To Be Acknowledged:

Our company's so-called enterprise planning system only. Gives us subsidiaries room to enter consolidated numbers. Therefore, our departments have no other choice but to do the detail work in multiple Excel sheets. And then headquarters wonders why mistakes creep in when we send them our numbers!

CIOs Want Integrated Solutions:

No modern company can function without a data warehouse in today's day and age. But our people need to easily get hold of information. After all, our IT department doesn't have the resources to test hundreds of scenarios for every person in the company!

Category Managers Want Details:

I get weekly sales reports by regions and products. But to steer my sales targets, I need details of the latest numbers.

Sometimes broken down by employees, other times by customers. And this information I need 24-7, whether I am in the office or out in the field.

CEOs Want Performance Management:

To steer our company's growth, I need exact numbers on income and expenses. A tool that lends insight on emerging trends in our data could help me better anticipate the future value of our stock - and save me a lot of time in the process.

Controllers Want Consistent Numbers:

Our Organization has seven different planning and reporting tools...that I know of. No two of them work with the same numbers. This chaos has got to stop.

Marketing Managers Want Budget Control:

These days, my budget dollars have to stretch further than ever before. I need a tool that helps me see which activities are driving sales.

**SYSTEMS
UNION**

SunSystems
Powering Business Decisions

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Commitment to Excellence

ISO 9001:2000

Quality is one of the fore runners of **ACT's** values. We at **ACT** are committed to achieving high standards of quality in all aspects of our business. Quality assurance is an integral part of **ACT's** processes and human resources performance.

IN THIS RESPECT,

ACT is pleased to announce that its departments have successfully passed the ASR Surveillance audit for certification as an ISO 9001:2000 certified.

During the Periodic Assessment, the **ASR** assessor did not identify any major non conformances, indicating that the quality management system at **ACT** continues to operate effectively.

"We aim to adopt global industrial best practice that adheres strictly to international standards."

microsfidelio

N E W S

MICROS and its Subsidiary Hospitality Solutions International to Provide Point-of-Sale Solutions for Hilton Family of Hotels

Carlson Hotels Worldwide Selects the **MICROS OPERA** Enterprise Solution as Cornerstone for Its Harmony Plus Technology Platform

For details: http://www.micros.com/press_room/press_releases/Carlson_OPERA.asp

EGYPT-AIR

ADOPT THE LATEST TECHNOLOGY FOR BRIEFING ROOMS

In its search for excellence and continual improvement, EGYPT AIR has adopted latest state-of-the-art- technology in designing its briefing rooms that became highly equipped to assist pilots obtain all the necessary information to ensure a safe and enjoyable flight.

ACT in cooperation with Promolinks International has offered Egypt Air with a comprehensive integrated solution for its briefing rooms. The proposed solution enables the end user to control what is shown on the screens and update it. This adds an unlimited number of players based on future requirements, which can fit in this solution for future expansions.



According to Eng. Mohamed Abdallah, Airlines IT Manager, "the goal of the project is to automate and ease the flow of information for the pilots before their flight.

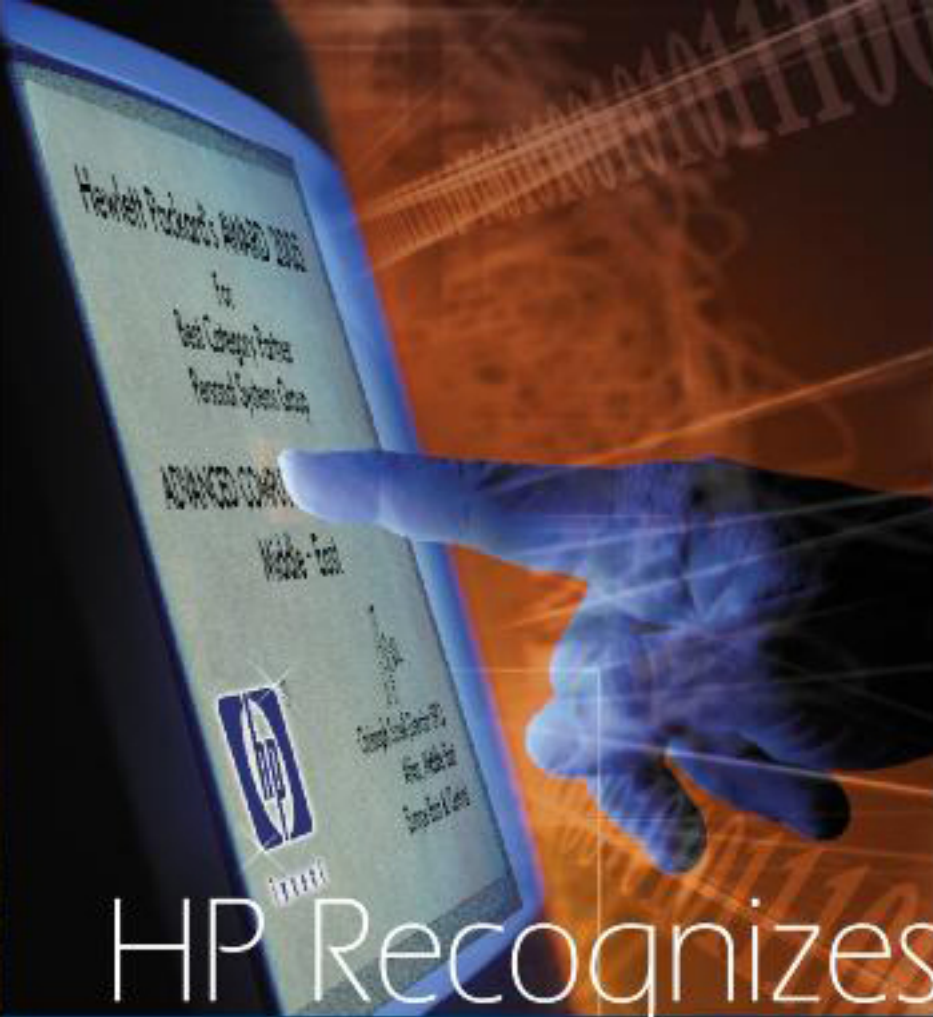
The solution is network based and based on special hardware requirements which are the players PCs which is located in the briefing rooms beside the main server in the control room. The actual feed from the satellite system is one of the News channel like AL-Jazeera, Al Arabia or CNN.

The control room also contains a network switch that connects the server with the briefing room player PCs. Each briefing room contains a plasma screen connected to the player PC, also a sensor box which is the only available input device for the player.



SOFTWARE MODULES

- **Remote Assistance Solution emphasis:** The solution is a tool that lets the system administrator to access any player remotely.
- **Interactive Display Solution:** This solution is based on a new technology that uses Touch Sensors as an alternative option for normal input devices. This facilitates for the user to operate the keys.
- **Satellite Broadcasting Solution:** The solution is connected to the central dish system of the airport using a normal RF Cable, this channel is supposed to carry the channel requested by the users of the system.
- **Reporter Management Solution:** The solution is developed in House. It consists of a client/server application.
- **Scheduling Management Solution:** This solution is responsible of automating the procedures done by the administrator at the control room



Advanced Computer Technology (ACT) is one of Hewlett Packard's channel and preferred partners. Since the foundation of ACT in 1988, ACT was the sole reseller for Compaq in Egypt until the merger between Compaq and HP in 2000. ACT became HP Sales and Service provider (SSP). Since then the partnership between ACT and HP became strong through high level of technical knowledge combined with outstanding implementation methodology and service management skills.

Since its establishment, ACT's portfolio of products and services has been based around IT Service Management. ACT offers its own team, exclusively developed for HP products.

ACT's customers are from different vertical markets that include hospitality, government, oil & gas, telecommunication and industrial sectors. It has an installation base of over 50 companies and agencies with HP products that include desktops, notebooks, workstations, servers, and storage.

HP Recognizes ACT in Las Vegas, USA

Because of the high level of sales and service provided by its team, ACT has achieved three awards in HP's 25th anniversary of channel partnership in EMEA (Europe, Middle East and Africa) and APJ (Asia Pacific and Japan). HP held a three-day conference during the period from September 13th to 16th 2005. The event took place in Las Vegas, Nevada in the U.S.A. and was attended by ACT's Managing Director Mr. Hassanein Tawfiq. At the conference, HP announced a number of awards. ACT was presented with three awards of recognition.

The awards for ACT were as follows:

Best Category Partner in the Middle East, in tribute to ACT's efforts in developing the personal-systems (PCs – Notebooks – Workstations) market.

Acknowledgment of ACT among the top five HP Partners that sell enterprise systems (Servers-Storage) in Europe, the Middle East and Africa.

Recognition of ACT as one of the best ten companies in EMEA (Europe, Middle East and Africa) and APJ (Asia Pacific and Japan)

2006
Preferred Partner



i n v e n t



In the "City of Peace",
Sharm El Sheikh,

GRAND ROTANA

RESORT & SPA opened a new property in August 2005. The property is located on the relaxing shores of Sharm El Sheikh with its own 450 meters stretch of private beach, hold close by the spectacular land and seascapes of mother nature.

GRAND ROTANA RESORT & SPA

Advanced Computer Technology (ACT) was presented in Grand Rotana Resort and Spa successfully to install and deliver the Property requirements that included PMS system, POS system, and hardware package featuring HP desktops, servers, and printers.

Grand Rotana Resort and Spa has chosen the MICROS 9700 Hospitality Management System, OPERA PMS system along with Opera Vision and Web Booking Engine, Opera Sales & Catering to manage the operation of this exciting resort.

The Micros-Fidelio modules were interfaced with other installed systems as PABX, electronic door locking, and call accounting system CAS.

Eng. Wael Othman, Rotana Area IT Manager, was very pleased with the installation made by ACT team stating "It was a smooth, easy and efficient installation showing high determination and professionalism from ACT team." He added "The project was well organized and the harmony created among my team and ACT's project team including installers hool assisted for a successful installation." As a result of ACT's installation, Rotana decided to extend its assignment to ACT to handle all the upcoming projects for the chain.



Windows on *Microsoft*

SQL Sever Generations

History of Innovation

1st Generation

SQL Server 6.0/6.5

- Differentiation from Sybase database software
- Integration with Windows Server
- First to include Replication

2nd Generation

SQL Server 7.0

- Performance, scalability focus
- XML support management
- First to include Notification
- First to include Data Mining & Reporting

SQL Server 2000

- Re-architecture of relational server
- Extensive auto resource management
- First to include Replication

3rd Generation

SQL Server 2005

- High availability server
- Extensive auto resource
- Developer productivity
- Native XML
- First to include Enterprise ETL and Deep Data Mining

Cross-release objectives

Reliability and Security
Integrated Business
Intelligence

Lowest TCO
Automatic Tuning

Microsoft

SQL Sever2005

Enterprise Data Management



Availability and security advancements

- Database mirroring, online operations for increased availability
- Data security and privacy: encryption, enhanced auditing

Continued focus on manageability

- Integrated management toolset for relational and OLAP
- Expanded self tuning

Performance and scalability

- Scales as the business grows: partitioning, snapshots
- From mobile devices to 64-bit data centers

ACT inside

On October 18th

Hassanein Tawfik

ACT's Managing Director

Welcomed ACT's family in the company's annual iftar gathering that took place in **Marriott** Cairo.

ACT's achievements and contributions to the ICT industry in Egypt during 2005, as well as awarding longstanding employees who completed their 5th, 10th, and 15th year in the company along with a special Award for **"Employee of the year"**

In a family atmosphere, Mr. Tawfik started his word with a warm welcome to ACT's employees, board, and customers wishing them a happy Ramadan and thanking them for their presence. He followed his welcoming note with an enthusiastic speech that covered ACT's success in year 2005 including sales growth, participation in exhibitions, customer satisfaction, and awards acknowledged.

Finally, he wished all, the best for next year hoping for more and more success for ACT.

After Mr. Tawfik's word to invitees, he gave out the awards for employees who have been working with ACT for 5 years then 10 years and finally 15 years.



Employees who have been in ACT company for 5 years

- Helmy Hamouda in Accounting
- Mohamed Shoukry in General Business Sector
- Abdel Hameed Kamel Abdel Hameed in Security
- Hassan Saleh Hassan in Security
- Ibrahim Rabee Mohamed Abdel Kheir in Security
- Suzan Napoleon in Security
- Khaled Salama in Accounting
- Mohamed Zaki in Technical Support
- Karam Shakra in Administration
- Medhat Gamal in Technical Support
- Montassir Hashhash in Customer Service
- Feiby Sawiris in Quality
- Al Hady Al Sharif Mamoon Mohamed in Security

Employees who have been in ACT company for 10 years

- Mohamed Abdel Fadeel in Accounting
- Ahmed Hossam El Din Ragab in Hospitality Sales
- Soad Mohamed in Customer Service
- Mohamed Abdel Fatah Mahmoud in Customer Service

Employees who have been in ACT company for 15 years

- Mohsen Al Moteily in Administration

For his professionalism and performance throughout the year, the employee of the year went to: MAGED TAHA



After the awards, the event was continued in Marriott Café, where employees and their families enjoyed a traditional Ramadan atmosphere with music. The gathering illustrated the strong relationship between ACT and its employees as it was more of a family gathering filled with cheerfulness and delight.



ACT & TELECOM EGYPT

Win

The FIRST IP Telephony Project

Hurghada Hills Resort

ACT cooperating with TELECOM EGYPT has successfully won a project to implement the New IP Class Technology for connecting the First Resort at HURGHADA.

Hurghada Hills Resort owned by Mr. Amr El Alfy, has more than 500 Cabins - as its first phase. The resort will be totally covered by IP Telephony with more than 1000 IP Phones. Connecting to Hurghada New IP Central Office (Owned by Telecom Egypt) using Fiber Optic Cables, the resort will receive all Voice and Data Services using single converged network. Using that Model, Hurghada Resorts/Chains can use the same technology to connect their premises at anytime. The project will be implemented using CISCO Electronics, CISCO IP PHONES, TYCO Cabling Infrastructure, and TELECOM EGYPT - ACT Expertise.

The Implemented Network will be able to carry TV Broadcasting, Video on Demand, Security Equipments, Fire Detection, Curtain Control, Door Locking System & many other Hotel Services.

Sample of existing Application for the Project - AD



HP STORAGE WORKS ENTERPRISE VIRTUAL ARRAY (EVA) NEW FAMILY



Today's business climate requires that you do more with less, are available 24/7 and have all relevant information available at the click of a button. To be able to respond the demands of your business, you need IT processes that manage costs, mitigate risk, increase quality of service and enable enterprise agility. HP takes a horizontal, integrated approach to designing, implementing, measuring, monitoring and operating business processes. This approach provides you simplicity without compromise, change without chaos and growth without limits. The HP StorageWorks Enterprise Virtual Array (EVA) new family of products provides the power and simplicity that you need to respond to the more demanding and changing needs of your users, customers and applications.

THE RIGHT SOLUTION FOR TODAY AND TOMORROW

HP combines storage virtualization and software in the HP StorageWorks Enterprise Virtual Array (EVA) new family, to provide you with the simplest storage management experience, compared to managing traditional arrays. This allows you the flexibility and scalability to respond to specific business needs instantly, providing your IT staff with the focus they need to

manage other daily IT tasks, not just storage. HP StorageWorks EVA4000/6000/8000 hardware family

The HP StorageWorks Enterprise Virtual Array family is designed for mid-range and enterprise-class environments where IT challenges must be met head on. They help eliminate storage shortfalls that can produce a domino effect across your network.

HP EVA STORAGE DEVICES PROVIDE THE FOLLOWING FEATURES & BENEFITS

High availability, no single-point-of-failure, high performance—provides industry-leading automation, simplified storage management, helps ensure that business-critical data and applications are available to your users when they need them. Highly modular/scalable—scales up to 72TB, offering storage consolidation for mid-range and enterprise organizations. State-of-the-art virtualization—automatically manage and optimize the storage array, saving time and lowering overall total cost of ownership (TCO). Compatibility across major operating systems—simplifies storage management. Cost effective—manage more data with fewer IT resources; provides industry-leading TCO.

EVA 4000



EVA 6000



EVA 8000



	EVA 4000	EVA 6000	EVA 8000
Drive Capacity	56 drives	112 drives	240 drives
Random reads	13k I/O/sec	26k I/O/sec	54k I/O/sec
Sequential reads	350MB/sec	650MB/sec	1300MB/sec
Sequential writes	290MB/sec	500MB/sec	500MB/sec
Host ports	4	4	8
Device ports	4	4	8
Loop switches	0	2	4
Drives supported	10k rpm 72/146/300 GB, 15k rpm 72/146 GB, 250 GB FATA	10k rpm 72/146/300 GB, 15k rpm 72/146 GB, 250 GB FATA	10k rpm 72/146/300 GB, 15k rpm 72/146 GB, 250 GB FATA
Operating systems supported	Windows 2000, windows 2003, HPUX, Linux, Tru64, Open VMS, Solaris, AIX	Windows 2000, windows 2003, HPUX, Linux, Tru64, Open VMS, Solaris, AIX	Windows 2000, windows 2003, HPUX, Linux, Tru64, Open VMS, Solaris, AIX

THE LARGEST MICROSOFT ENTERPRISE AGREEMENT IN THE EGYPTIAN OIL & GAS SECTOR

ACT and MS Partners have signed the largest MS Enterprise Agreement with Gulf of Suez Petroleum Company (GUPCO), a leading Petroleum company in Egypt.

ACT has successfully signed the agreement that includes MS license for 1200 users and more than 40 servers. It also provided GUPCO with Microsoft premier support.

Valuing the importance of maintaining sustainable operation environment in order to maintain and achieve market growth, GUPCO has signed the agreement with ACT that allows GUPCO to acquire the following benefits.

PRODUCTIVITY BENEFITS

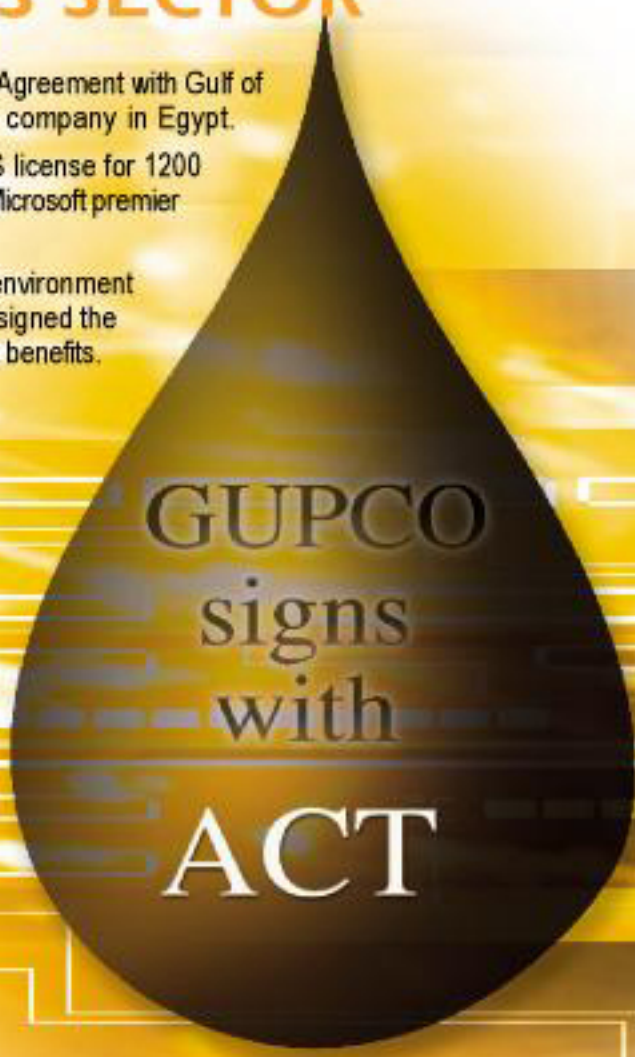
Home Use Program (HUP)
Employee Purchase Program (EPP)
Training Vouchers
eLearning

SUPPORT BENEFITS

TechNet Online
TechNet Plus
Problem Resolution Support
Extended Lifecycle Hot-fix Support

MANAGEABILITY BENEFITS

Windows Pre-installation Environment (WinPE)
Spread Payments
New Version Rights



GUPCO
signs
with
ACT



SURFING THE WEB

How Things Work - useful science site built around intriguing questions.

<http://howthingswork.virginia.edu/>

Olympic Games - official site of the world's premier sporting event - the Olympic Games.

<http://www.olympics.com/>

Profit Patterns - Quality business resource, insights to enhance competitive advantage, top take-away (PDF) resources, excellent site design & quality Flash presentations

<http://www.profitpatterns.com/>

Europages - European Business Directory includes over 500,000 companies in 30 countries. A top business resource in six languages.

<http://www.europages.com/>

ACT ASSISTS TELEMISR SATISFY ITS CUSTOMERS

Every successful organization has one main goal

“ACHIEVING PROFITABILITY AND GROWTH IN THE MARKET”

In order to achieve this goal, organizations depend on three main engines: Sales, Marketing, and Services. Imagine these engines are automated? This will result in a more flexible, easy, monitored and convenient flow of the work. Customer Relationship Management known as CRM is the tool for automating the core engines of any organization.

ACT -a leading ICT company- has been always in continuous search for promising, effective and stable solutions that assist its clients achieve their goals. Recently **ACT** has successfully implemented an important CRM project with a respectable client, **TELEMISR**, which has sold over one million TV for the Egyptian market nationwide. Due to their vast number of clients and sales, **TELEMISR** Management has decided to improve all of their Sales, Marketing, and Service departments' performance to keep its leadership in the market.

Saleslogix CRM is able to store vast amount of customer information, allows integration with call center application and infrastructure, allows integration with Back office applications,

allows Importation/ Exportation to and from other documents, allows web access, Geographical reporting and analysis, and allows Customization.

Saleslogix CRM has three main modules: Marketing, Sales, and Service.

Marketing module includes: Campaign management, Competitor Analysis, Profitable/ Non-profitable Customer segments.

Sales module includes: Automates Sales Process, Contact Management, Account Management, Shows graphical pipe line.

Service module includes: Service Request Management, Defect/ Complaint tracking, Problems/ Resolutions, Reports and Analysis. Saleslogix other modules include: Telesales, Telemarketing, Customer Service Management, Partner relationship management.

Hospitality Sector

Completed Projects

- | | | | |
|--------------------------|--------------------|---------------------------|--|
| • Baron Sharm: | MFF | • Ocean Blue: | FO |
| • Cataract Aswan: | MFF | • Porto Marina: | IFC |
| • Coral Red Sea: | Micros 9700 Ws4 | • Sheraton Luxor: | Opera PMS, & IFC |
| • El Bustan Palace Oman: | ResPAK | • Sheraton Oran: | Opera PMS |
| • Four Season Damascus: | Opera PMS | • Sofitel Winter Palace: | MFF |
| • Grand Azure: | Opera PMS, & IFC | • Sonesta Cairo: | MC |
| • Imperial Ship: | MFF | • Sunrise Royal Makadi: | Opera PMS, IFC, MFF, MC, Micros 9700 Ws4 |
| • Mercure Romance Alex: | MFF | • The Grand Rotana: | Opera PMS, IFC, Opera S&C, Micros 9700 Ws4 |
| • Movenpick Pyramids: | Payroll & Personal | • Tropicana Garden Plams: | Opera PMS, IFC, MC & MFF |
| • Movenpick Pyramids: | Payroll & Personal | | |
| • Ocean Blue: | FO | | |

Under Installation Projects

- | | |
|-------------------------------|---|
| • Baron El Aqaba Hotel Sharm: | Micros 8700 Ws4 |
| • Golf El Solmaneya: | 3700 Eclipse |
| • Movenpick Heliopolis: | S&C |
| • Movenpick Taba: | Opera PMS, MFF, MC, & IFC, Micros 9700 uws4 |
| • Orascom Holding: | MFF |
| • Orascom Hotels: | Opera PMS & IFC |
| • Telecom Egypt: | Business Intelligent |

إدارة الدول المتكاملة

المشروعات المنفذة

- وزارة الخارجية: بنك معلومات
- وزارة الاتصالات والمعلومات: تجهيز مبنى الوزارة بالقررة الذكية بشبكات بلازما ٥٠ بوصة وطاقمات فلكية القمرية).
- وزارة الداخلية: مشروع غرفة إدارة الأزمات.

مشروعات تحت التنفيذ

- وزارة الداخلية: تطوير نظام المعلومات لمطابقة كاية الشرطة.
- دعم دخول الجهات على شبكة معلومات الوزارة.
- تطوير نظام المعلومات بالإدارة العامة لشئون المجندين.



Print your Copies!

Top Copiers are in the AIO/NEP Market



Choosing the right HP multifunction printer (A4, A3)

+

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Workgroup/
Department



HP LaserJet 1000
• 100 ppm
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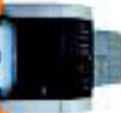


HP LaserJet 1000
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HP LaserJet 1000
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Small office/
home office



HP LaserJet 1000
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