Challenge Leads to Success

What's new in Infor PM 10

➲ Infor PM 10 brings together capabilities for business processes and analytics to deliver a foundation to quickly integrate, analyze, format, and deliver answers to questions about business performance.

Combining business processes and analytics

Infor PM 10 is an integrated suite of Performance Management (PM) software that brings together business process applications from Extensity MPC and analytics from Systems Union MIS to provide a complete, closed-loop offering that can be used to improve operational and financial performance. Infor PM 10 demonstrates Infor's commitment to enrich, extend and evolve its portfolio of software to deliver greater value to customers.

Infor PM 10 provides customers with a foundation to quickly integrate, analyze, format, and deliver answers to questions about their business performance. With Infor PM 10, companies can better monitor, measure, and manage their business through capabilities including:

- Planning and Budgeting
- Forecasting
- Financial Consolidation
- Financial Reporting
- Strategic Management
- Multidimensional Analysis
- Production Reporting
- Microsoft Office Integration

infor™

be enterprising

ACT NEWS

www.act-eg.com

Message From The **Management**

Dear Reader,

Information and Communication Technology (ICT) is a development driver that increases efficiency, reduces costs, and leads to innovation of new products and services.

Recently it becomes quite clear that what we create and what we consume can deeply affect our lives and environment; even it affects how we use our computers and related technologies.

The concept of Green IT becomes the trend of today's life. The field of "green technology" encompasses a continuously evolving group of methods and materials, from techniques for generating energy to non-toxic cleaning products.

The present expectation shows the innovation and changes from such field in our daily life of similar magnitude to the "information technology" explosion over the last two decades. In these early stages, it is impossible to predict what "green technology" may eventually includes, but we can say it is meeting the needs of society in ways that can continue indefinitely into the future without damaging or depleting natural resources. Green IT can have a big impact on the environment by replacing carbon-intensive activities with much more efficient and less-energy-intensive technologies.

In this aspect ACT has adopted the initiative of Green IT through its partners worldwide. Well-established example, but not limited, is Cisco, which expands its TelePresence program and virtual meetings to replace conventional business travel. Also HP unveiled several new additions to its Eco Solutions green IT program, including a new line of servers, printing hardware and software solutions, add to that using secure networks and virtual meeting technologies to allow employees to work remotely. As well Microsoft is focusing now on accelerating breakthrough solutions to environmental challenges.

Hence ACT is trying - as an integrated solutions provider in the ICT market – to customize these solutions according to customers needs in order to improve the efficiency of their business. These aren't only a matter of doing good things for the world; it's kind of generating business opportunities. You will likely spend more money on Green Technology in short-term, but in the long run you will save money, earth, reduce environmental impact, and live happier & healthier life with a well-thought-out and implemented green plan.

Thanks,

Hasanein Tawfiq

Hasanein Tawfiq
ACT Managing
Director

Message From The Management

Story of a Sincere **ACTAWY**

Our Sincere ACTAWY in this issue is Eng. Ahmed Mabrouk, General Manager in Royal Oasis Hotel at Sharm El-Sheikh
Now he is opening his heart to ACT News, telling us about his experience with the company & his journey in the IT field

• why did you choose the IT industry?
I had a degree in computer since, Fidelio was booming at this time.

• How would you describe the years you spent working at ACT?
I enjoyed so much the Best environment I have ever work in it, best friends, best managers and i have best friends........ best environment.

• What is the best thing about ACT's culture and what is the thing you miss the most about it?
I always miss the family atmosphere The family atmosphere and the support you receive from all around you.

• How do you see the company's progress since you left it?
Gain most of the market experience but missed the atmosphere!

• What new technologies ACT offers lately that would further enhance the Egyptian IT sector?
Actually I was impressed by the key lock system, which achieves access control by associating with each accesser only one key and with each resource only one lock.

• How did ACT help your career?
I learned from ACT the team work and , gain experience, and a lot of information about hotel back offices.

• What about your current job?
Planning to get a full system from ACT including the lock system.

• What message would you like to send ACT?
Please back to the family sprite and get not only the high clipper but the educated alsop.

Eng. Ahmed Mabrouk,
General Manager
Royal Oasis Hotel
Sharm El-Sheikh

HP Virtualization Smart Bundles with VMware

Simple, cost-effective virtualization solutions

Are you building or expanding your virtual environment?
Virtualization can reduce costs, improve application availability, and simplify IT management. Getting started can be challenging, however. You need to find the appropriate software, network, server and storage configurations; but some marketplace solutions billed as "simple" may actually reduce availability and limit scalability—leaving you to figure out how to put it all together.

With HP, virtualization is better than ever: we can help you jump-start your project with simplified virtualization solutions that are predefined, tested and flexible enough for you to choose a solution meeting your application and capacity needs. And—best of all—we can uniquely deliver a high-availability solution without complex external storage and without compromising on performance.

What's included?
HP ProLiant Virtualization Bundles are configurations that include everything you need to get started with virtualization—from VMware virtualization software to HP ProLiant G6 servers, HP BladeSystem, HP Insight Software, HP LeftHand P4000 SANs, HP Virtual Connect technology and HP ProCurve Networking solutions.

The HP advantage
- **Unique capabilities.** Avoid costs and keep applications and storage online during site failures with virtual server high availability that doesn't require external storage.

- **One contact for support.** HP sells and supports all the hardware and software products, so you get one service contract and one convenient HP phone number—including VMware software (HP product).

- **Deploy with confidence.** HP has tested each configuration to verify that the solution performs as expected.

HP ProLiant: new performance enhancements and power savings
HP ProLiant G6 servers can run more than twice as many virtual machines on a single server, while reducing power and cooling costs. From January through September 2008, 44% of VMware was deployed on HP ProLiant servers, more than on any other vendor server. As the top-selling industry-standard server brand, HP ProLiant servers let you deploy virtual machines with confidence.

HP BladeSystem: a smarter way to build an infrastructure to support vital applications
In an all-in-one design you have the essentials to build and maintain your infrastructure from start to finish. We built in the networking to help you reduce cables up to 94%. We added smarter power and cooling systems to save more than 30% on power versus other choices, and great management capabilities to deploy and manage virtual machines to increase server utilization, application availability and maintain high service levels to keep your business running smoothly.

Intel®: new generation of intelligent processors
Intel Next-Generation Virtualization Technology enables best-in-class virtualization performance, superb scalability, enhanced flexibility, and simplified server management. And by basing your server consolidation projects on the new Intel Xeon® processor 5500 series, you can achieve up to a 9:1 server consolidation ratio, reduce operating cost by up to 90% and achieve an estimated 8-month return on investment.[1]

VMware: significant feature and throughput enhancements
VMware vSphere is the next major version of VMware software and the industry's first virtual data center OS. With enhanced features, vSphere increases consolidation ratios and improves application availability, helping your customers dramatically reduce costs while ensuring business continuity.

HP LeftHand P4000 SAN Solutions
HP LeftHand P4000 SANs deliver the performance and features required to simplify storage, provide application availability, and scale your storage while it remains online. The HP LeftHand P4000 Virtual SAN Appliance (VSA) Software transforms server disk drives into shared storage, eliminating the need for external storage—reducing storage costs by up to 35%.[2]

HP ProCurve: reliable networking for a virtualized environment
HP ProCurve managed L2–L4 Ethernet switching products provide superior reliability and proven performance, and reduce complexity and total cost of ownership (TCO). HP ProCurve fixed-port LAN switches received the Miercom Certified Green distinction award for achieving up to 38% energy savings compared to the rest of the industry.[3]

HP Virtual Connect Flex-10 technology: change-ready connectivity for servers and virtual machines
To further expand your virtualization capabilities, HP Virtual Connect offers the lowest cost, most flexible way to connect virtual machines to your network. HP Virtual Connect Flex-10 technology is the world's first technology to fine-tune network bandwidth and quadruple network interface card (NIC) capacity at the server. Each FlexNIC can be adjusted from 100 Mbps to 10 Gbps—assigning higher bandwidth for more critical applications and lower bandwidth for others.

[1] "Intel Xeon Processor 5500 Series—New IH '09 Update," Intel Corporation, effective dates 2/10/09–3/20/09.

[2] Based on list price of comparable system with equivalent capacity and software features.

[3] www.procurve.com/green/energy-savings.htm

ScanFlowStore®
with InterActive client

xerox

Scan Flow Store is an intuitive scanning and storage application that allows you to simply and easily create digital archives by scanning directly from your Xerox multifunctional device.

• Easy to install into your existing network than the competition because Scan Flow Store is built on Microsoft. Net architecture
• Send documents to multiple destinations in the same workflow. Many competitive solutions make you re-send for each destination...a very time-consuming process
• Ensures valid indexing information is entered at the device (Work Centre Pro 200-series devices only) before routing the document to an ECM/ERP system. Many competitive solutions
• allow you to enter incorrect indexing information, which can result in misfile

Why Choose Xerox?
• Scan Flow Store is designed exclusively for Xerox
• Compatible with the most devices - over 40 Xerox Work Centre Pro (including color-enabled devices) and Document Centre devices can be used with Scan Flow Store. The competition›s compatibility within their own product line is much more limited
• Easier purchase process than the competition because your Xerox representative will handle both your hardware and software needs
• Better customer service with one point of contact for hardware and/or software support

Scan Flow Store key advantages
• **OCR:** With the OCR engine that Scan Flow Store uses it is possible to create searchable text. This is obviously necessary for retrieving documents from a digital archive. OCR is available in over 40 languages.
• **Barcode module:** This makes it possible to assign the value of the barcode to the file name of the target file.
So, if a barcode type is already being used within a company, this often can be easily used. You can scan using a cover page, a sticker with a barcode or you can print the barcode on the document itself.
Scan Flow Store support almost all the barcodes fonts used in the market place today.
Multiple destinations scanning: With only one action you can scan to a range of destinations like a printer, business software and e-mail address. This saves time and work.
• **Bates stamping:** Add a secure stamp to the document which contains for example the word 'confidential' or time and date scanned. Especially for archiving usage this is in many cases necessary.
• **Word and Excel output:** It is possible to scan a document with the multifunctional and have that document transformed directly to an editable Microsoft Word document. Also paper documents with tables can be scanned directly to an editable Microsoft Excel sheet (CSV file output).
• **Security:** It is possible to encode a PDF file with a password, once users try to open the PDF file they have a type a password to gain

access to the file.
This means the document will be protected against copying and changing.
Scan Flow Store has the availability for real live communication to select the destination of the document on the MFP.
presents his or her personal set of workflows on the screen of the multifunctional, for example scan to can offer this functionality as well. Either through an Active Directory connection or through the creation of local user in ScanFlowStore, which bring the same possibilities as using authentication

Business Challenge
Wasting time and resources due to inefficient document filing methods
• Lost important documents due to a hardcopies lying around and inadvertently getting thrown out or misfiled
• Breakdown in security due to confidential or sensitive documents lying around the office
• Lost productivity of workers that must spend time searching through filing cabinets for needed documents
• Wasting time, paper, and toner to make copies of important documents to share with colleagues and/or customers
• High expenditures for couriers and long distance faxing needed to distribute important documents

Announcement

ACT SERVICE DESK

ACT **(24/7)** SERVICE DESK
+20 (2) 330-85200 **(100 Lines)**

OUR COMMITMENT TO SUPPORT

At Advanced Computer Technology, we understand the demands and pressures of the day to day operations of your industry, and we know that your success depends on how effectively you can put our products to work. Sharing information, being responsive as well as accessible, and working through problems and solutions together are a part of our commitment to providing you with an effective, comprehensive support program.

Accordingly we (ACT) decide to move from Helpdesk concept to Service Desk concept which is matching also with the recent Information Technology Infrastructure Library (ITIL).

Advanced Computer Technology Service Desk is staffed by experienced product specialists, this ensures that not only will you be speaking with someone who understands the product you are using when calling the Service Desk, but also someone who understands the details of your business - someone who understands the impact specific problems can have and the urgency in getting those problems resolved.

Now, we have the pleasure to announce the starting of our Service Desk operation as of 6th of April, 2010.

• CONTACTING ACT SERVICE DESK

To contact our Service Desk, one of the following methods should be used:
Phone: +20 (2) 330-85200 (100 lines)
E-Mail: support@act-eg.com
Fax: +20 (2) 330-58229

• SUPPORT SERVICE DESK MISSION STATEMENT

"Quality, efficiency and transparency - shall be the hallmarks of our entire support organization. We proudly acknowledge the importance of our support organization and accept the responsibility that this puts on us. We are the face of this company. We will never be satisfied by just meeting our service targets, for we are striving to exceed customer expectations at all times! Service Excellence is our goal!"
Attached the support & services guidelines

• RESPONSE AND RESOLUTION TIMES:

Response time and resolution time will be according to priority and severity which are classified from 1 to 5. For more details please refer back to Support & Services Guideline (attached).

• ESCALATION OF SERVICE LEVEL ADHERANCE ISSUES

If at any time the Customer feels that the level of support they are receiving does not meet the defined service level guidelines or expectation, they are encouraged to utilize the following procedures. The escalation process is to be used ONLY after the case has been submitted and exceeded the response & resolution time. We will go into the matter immediately to bring this to satisfactory result.

	Level 1	Level 2	Level 3
Name	Mr. Medhat Gamal	**For Hospitality** Mr. Hisham Hassan	**For Hospitality** Mr. Ashraf Momen
Designation	Service Desk Manager	Hospitality, Acting Services Director	Hospitality Director
Land Line	+20(2)-33010211	+20(2)-33010126	+20(2)-33010116
Mobile	+20(10)-6042899	+20(10)-1700108	+20(12)-3292672
Email Address	mgamal@act-eg.com	hhassan@act-eg.com	amomen@act-eg.com
Name		**For Non-Hospitality** Mr. Ahmed Abdel Raof	**For Non-Hospitality** Mr. Hossam El Sherif
Designation		Customer Service Director	Operation Senior Director
Land Line		+20(2)-33010323	+20(2)-33010124
Mobile		+20(10)-0878630	+20(12)-7430825
Email Address		araof@act-eg.com	helsherif@act-eg.com

• Scope of Support
Service will be delivered through phone and/or remote connections.

• WHAT IS SUPPORTED
Service Desk is defined below by addressing the following support areas:

Support 24/7	Working Days Support
Front Office, Interfaces, Call Accounting, Micros, Systems, HP H/W, and Network	Back Office , Food & Beverage, Sales & Catering , Payroll and HR

For more details please refer back to Support & Services Guideline (attached).

• MONTH END CLOSING
Advanced Computer Technology has been decided to add a new free service starting from September 2009 to offer technical support during month closing for Financial applications, Stores and Food & Beverages applications after working hours during the period from the 25th of each month till the 7th day of next month as follow:
• From Sunday to Thursday starting from 5:00 PM till 12:00 midnight.
• From Friday to Saturday starting from 10:00 AM till 12:00 midnight.
• Service will be delivered through phone and/or remote connections.
   In case of a situation that needs our support engineer to be on site, customers should follow the agreed procedures.
• Normal Call registering procedures should be followed by customer in order to register the issue at our Service Desk by phone (02-330-85200) and/or e-mail (support@act-eg.com).

• CUSTOMER DATABASES
Advanced Computer Technology Service will not accept databases from customer via email or unsecure file transfer. Databases can be mailed to Advanced Computer Technology Service Desk only by utilizing a tracking-based shipping method that requires an accepting signature (i.e. registered Post, FedEx, UPS, DHL, etc.)

• CUSTOMER INFORMATION/PASSWORDS
Advanced Computer Technology Service will not store or manage user account information or passwords for customer systems or applications. It is recommended that customers use unique and strong user-based accounts and passwords for network and application access.
Advanced Computer Technology Service Desk is unable to provide assistance for issues involving lost or forgotten passwords or user account information.

ACT Participation in:
Cairo ICT 2010

In its fourteenth round, Cairo ICT - the leading International Telecommunication, Information Technology, & Media Trade Fair & Forum for the Middle East and Africa – provides a renowned platform for heated debates in fields relevant to ICT, with respect to various sectors in the economy targeting all business decision makers in all fields to help build up their knowledge on improving the business environment.

Exposing our Knowledge, Solutions, and Services to a different audience within a different context under the Slogan "ACT is the integrated Solutions Provider", ACT has participated in Cairo ICT 2010 for the sixth consecutive year in the same venue Hall 2 "ICT Hardware & Electronics" – Stand Number: 2B1 scheduled for 7 -10 February 2010 at the Cairo International Conference Centre to support our customers with the latest technology and foremost business ideas in the ICT field. ACT aimed to provide its visitors with information, production techniques and technological developments they need.

Through this fair ACT has covered the following Solutions:

• Enterprise Asset Management
Enterprising companies recognize that improving their asset performance will not only reduce costs,

but will also enhance their capacity for top-line growth. It helps customers understand the connection between asset performance and top-line growth for years.

• Enterprise Content Management
Focusing on our customers needs, ACT realized that there are many business needs that drive the deployment of ECM solutions, such as the need to ensure compliance with industry standards, regulations, manage the secure creation, archival, and deletion, maximize the value of integrated enterprise content, increase operating efficiency, and help users work together better around the globe.

• IPTV
ACT delivers an end-to-end solution designed to deliver triple play broadcast quality TV and on-demand entertainment service over IP networks. From its inception, ACT/Cisco solution was designed with the scalability, reliability and bandwidth efficiency required to offer new services over existing network infrastructures.

ACT services Include broadcast TV, time-shift TV, Video on Demand, Internet Gaming, Video Telephony and a full suite of Operations Support Systems including Media Asset Management, Subscriber Management, Content Management, Customer Self-Service, Billing and Network Management.

• Digital Signage
ACT/CISCO Digital Signage solution combines leading CISCO technology with proven infrastructure and unprecedented service capabilities. It is a comprehensive solution for flexible and centralized management and publishing of compelling digital media to network, on-premise digital signage displays. With ACT/CISCO Digital Signage, organizations can create new opportunities that can transform their business, generate new revenue streams, and provide strategic advantage over competitors.

• MASARY

Masary® is a registered trade mark for Applications and Payment Systems Development (APSD) s.a.e. APSD is neither a software or solutions company. Masary is in the business of starting and operating fully operational real-time e-payment and m-payment hub operating under a profit motive, while delivering value to our Strategic Business partners, focusing on serving the UnBanked citizens, especially in rural area and governorates.

• E-Learning Solutions

Today, learners of every age, background and location share the same online environments. Evolving technologies like social networking, collaborative online learning and smart devices promise to improve and enhance education in ways we are just beginning to see. But with these advances come new challenges. Learners engage with a variety of systems every day so you are competing for their online time. Complicating matters, employees demand knowledge workers with 21st century skills, and budgets for education are not keeping pace.

In order to meet these challenges, you need much more than a course management system. You need a learning platform that will keep students actively engaged, enable you to assess their learning, and one that is flexible enough to meet both you present and future needs. In other words, you need technology that powers student achievement. Blackboard Learn™ brings engagement and assessment activities together in a single open platform that spans course delivery, community engagement, content management and outcomes assessment.

• XEROX

Xerox EIP is a software platform inside many Xerox MFPs that allows independent software vendors and developers to easily create personalized and customized document management solutions that you can access right from the MFP touch screen. These solutions can leverage your existing infrastructure and databases. To experience the power of EIP, you'll need a multifunction system and software that are EIP-enabled. By itself, EIP is not a product. You can take advantage of applications from industry-leading software providers, or, since EIP is based on web standards, it's easy for anyone with development capabilities to create custom solutions.

Microsoft®
System Center
Data Protection Manager 2007

Attention Windows Server® Administrators… There is a Better Way to Back Up!
If your company relies on Microsoft® server technologies, who will you trust to maximize its protection and recovery?

Database administrators, e-mail managers, and other IT implementers and developers are looking for a better way to protect and recover data from key business applications like SQL Server™, Microsoft Exchange, Windows® SharePoint Services or even simply file shares on Windows Server 2003 and Windows Server 2008. Microsoft has heard from our customers and partners and delivered a complete solution with System Center Data Protection Manager (DPM) 2007.

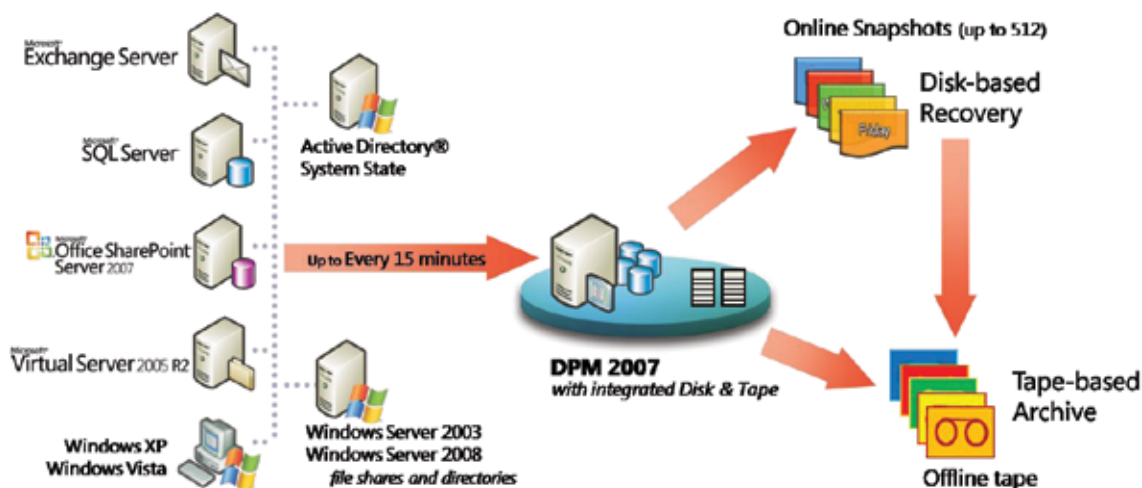## Microsoft System Center Data Protection Manager (DPM) 2007
DPM 2007 is a member of the Microsoft System Center family of management products, which are designed to help IT Professionals manage their Windows Server® infrastructure. Data Protection Manager 2007 sets a new standard for Windows backup and recovery—delivering continuous data protection for Microsoft application and file servers to a seamlessly integrated secondary disk and tape solution on the DPM server. DPM enables rapid and reliable recovery through advanced technology for enterprises of all sizes.

Microsoft protection and recovery for Microsoft applications
Microsoft designed DPM 2007 to provide the best backup and most reliable restore for Windows Server® applications.

Focused on the primary Microsoft server workloads, DPM 2007 was specifically built to protect and recover SQL Server, Microsoft Exchange Server, SharePoint® Portal Server, Microsoft Virtual Server, as well as Windows file services. In addition, DPM 2007 blends the best aspects of continuous data protection (CDP) with traditional tape backup.

DPM 2007 continuously protects the core Microsoft server workloads to a DPM server or appliance, which then provides disk-based recovery and tape-based, long-term archival storage for a complete data protection and recovery solution.
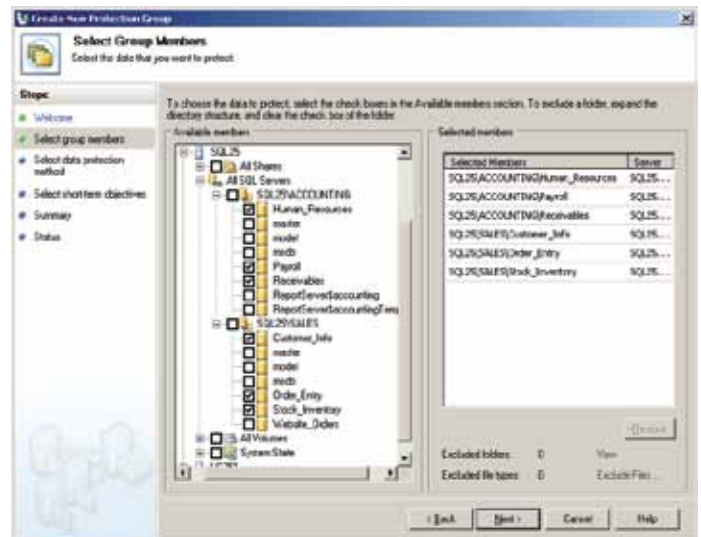
DPM 2007 sets a new standard for Data Protection in Windows® Environments

- **Continuous Data Protection for Windows Application and File Servers -** DPM protects core Windows Server workloads by continuously capturing data changes with application-aware byte-level agents, providing an easy-to-manage and robust disk/tape back-end platform, and one-click lossless application recovery.

- **Rapid and Reliable Recovery** - DPM enables IT administrators & end-users to easily recover data in minutes from easily accessible disk instead of locating and restoring from less-reliable tapes.

- **Advanced Technology for Enterprises of all sizes** - DPM brings together the best aspects of CDP real-time protection with traditional tape backup/restore to provide a comprehensive disk-to-disk-to-tape data recovery solution. Combined with Microsoft's experience in Windows Server technology, DPM 2007 provides a technically advanced and comprehensive data protection solution for the most demanding Windows environments – from the SMB to the Enterprise.

Maximizing protection of Microsoft workloads with Microsoft backup & recovery

DPM 2007 is designed for the application stakeholder, a **SQL or Exchange Administrator** or an IT generalist and uses wizards and workflows **to help ensure that you can protect your data** – without requiring an advanced degree, training or certification in storage and backup technologies.

DPM 2007 presents the data to be protected in the same context as users access it. This empowers SQL Server administrators to select databases or Exchange managers to choose Storage Groups. SharePoint farms, Virtual Server guest machines and Windows Server file shares are all selectable – with DPM then determining the files and components to protect.

Meeting Microsoft Customers' Needs

Common customer questions about their existing backup:

"Who can help me restore?"
During a crisis, as part of the data recovery, many customers are frustrated when bringing in multiple support organizations to help restore their data. The third-party backup vendor may say that the data restored successfully. But, Microsoft Product Support Services may say that the data appears un-mountable. And the systems integrator, the database administrator or the lone IT professional can be stuck in the middle. Having a Microsoft backup product protecting a Microsoft SQL Server, Exchange Server or SharePoint platform means that customers don't have to worry about misunderstandings between vendors when restoring their data.

"My backup product does some things well, but protecting my advanced Exchange configuration isn't one of them."
Because third-party backup products try to back up a wide variety of applications, it is very difficult to protect every application well, particularly with flexible applications like mirrored SQL Server 2005 databases or a CCR/LCR cluster under Exchange Server 2007. Microsoft is dedicated to making sure that our backup solution is one of the very best for protecting our application workloads. Microsoft protects our own enterprise SQL & Exchange servers with DPM, beginning early in the beta process. This helps ensure that no DPM build will go to a customer that Microsoft IT hasn't signed off as tested in our own demanding production environment.

Take a look at how DPM 2007 can protect your Windows Server® infrastructure

Microsoft is committed to listening to our customers and partners – to help shape the products and services that we offer. While most customers currently have some form of tape backup technology, there are many who are discontent with the current offerings, either looking for better support of key business applications like Microsoft Exchange Server 2007 or SQL Server 2008, or looking for better than nightly protection to a medium other than tape. Data Protection Manager 2007 addresses those needs.

If you depend on Microsoft Server-based platforms, including SQL Server, Microsoft Exchange or SharePoint Services to manage and deliver information within your company, take a look at how DPM 2007 can help you protect your business critical data.

ACT participation in CeBIT 2010 for the sixth consecutive year

CeBIT is the world's largest trade fair showcasing digital IT and telecommunications solutions for home and work environments. The exhibition is organized by the German company "Deutsche Messe" in Hanover every year since 1986. Visitors came to CeBIT with specific ICT projects in mind. CeBIT 2010 has turned aspirations of growth into concrete business orders. The industry has weathered the crisis and is now back in business. 4,157 companies from 68 countries exhibited at it from 2-6 March.

This Year Advanced Computer Technology (ACT) has participated for the sixth consecutive year under the Egyptian Pavilion hosted by ITIDA on the stand J03 (Hall 3) with other nine Egyptian IT companies with the slogan "Egypt-On" focusing on the successes of the Egyptian IT sector and showing what makes Egypt a hotspot for global outsourcing. Add to that the Egyptian participated companies in the fair hold a meeting with the Serbian delegation upon their request in order to explore the co-operation's methods between the two sides.

Worth mentioning that ITIDA is keen to support the Egyptian participated companies in such internationals trade fairs to increase their competitiveness, penetrate international markets and establish new business relationships. In addition such trade fairs reflect Egypt as one of the main leaders in outsourcing worldwide.

The participation was the sixth straight for the company ACT, catering to the company's identification of industry developments and to meet customer potential and continue to campaign promotion and marketing as one of the leading integrated solutions and leading role in the outsourcing industry to others in a coordinated manner to ensure presence intensive Egyptian in international forums related to information technology.

ACT@ ITB

The whole world meets at ITB Berlin: People, working in the travel industry and people, who want to catch up on the most beautiful travel destinations. The combination of trade exhibition, public exhibition and the biggest professional convention worldwide attracts tens of thousands of visitors, exhibitors and media representatives every year.

Same as every year ACT has joined Micros-Fidelio Booth in ITB from March 10 – 14, 2010. Such opportunity helps ACT to explore what's new in the technology of Hospitality industry, also enables us to go through new markets. MICROS-Fidelio is the first information technology company to offer multi-property, fully integrated hotel system that includes property management, sales and catering, central reservations, revenue management, material management and back office applications. This Year Micros-Fidelio has offered a unique bundle of solutions such as:

- **Fidelio V8:**
Showing latest version of Fidelio V8 and enhanced features, i.e. Mobile simulation, Internet Reports, IP Telephony integration, New CRM version, etc.

- **Opera PMS:**
Showing Opera full suite with new integration to Voice/Mobile Door Looking system, enabling the hotel guests accessing their room entry through Mobile Phones and other new enhanced features.

- **Opera Revenue Management (ORMS):**
Demonstrating Opera Revenue Management module and its positive effect to the hotel sales & revenue operation.

- **Kiosk Solution:**
Kiosk station was loaded with Opera PMS with the possibility to Book/Reserve hotel room, and also guest access to self check-in and check-out (in case of Credit Card Payment). It was also announced that Fidelio V8 Kiosk version is under test currently in 4 hotels and proven to be working fine so far.

- **MyFidelio.net:**
Fidelio offered state-of-the-art technology by the revolutionary added modules [MyStay Manager, Fidelio Face and new MyLink] and it was a great point of attraction to almost all booth visitors.

أكت شريك رئيسى بمعرض سيسكو أكسبو2010

قامت شركة الحاسبات المتقدمة (أكت) برعاية معرض سيسكو إكسبو مصر 2010 والذي عقد في الفترة بين يومي 12 و 13 يناير تحت شعار «الفيديو كتجربة حية.»

ويعتبر المعرض من أكبر المحافل التكنولوجية في مصر حيث شارك فيه اكثر من 1500 من المسئولين وكبار التنفيذيين وصناع القرار في مصر من مختلف قطاعات تكنولوجيا المعلومات والاتصالات، وعلى مدار يومين تم مناقشة وتجربة أحدث اتجاهات التكنولوجيا المبتكرة التي تهدف لتنمية اعمال شركاء سيسكو في مصر.

وتأتى رعاية شركة أكت لهذا الحدث الكبير بصفتها من اكبر شركاء الاعمال لشركة سيسكو فى مصر ، حيث تعد شريكا فضيا لشركة سيسكو ، كذلك أكت تهدف لتعريف المشاركين بأحدث ما توصلت إليه بالإضافة إلى كونها فرصة مثالية للتفاعل وتبادل الخبرات ومناقشة التوجهات التقنية الرئيسية في الصناعة والإطلاع على أحدث الحلول في قطاع الاتصالات العالمي والإقليمي والمحلي.

وقد أستغلت أكت هذه الفرصة لعرض أحدث حلولها وهي نقل شبكات التلفزيون عبر بروتوكولات الأنترنت (IPTV) بأستخدام تقنيات (VDA) . حيث يمكن للمستخدم تصفح صفحات الأنترنت من خلال شاشة التلفزيون ، كما يمكن أستخدامها في الفنادق من خلال توصيل جميع الأجهزة بالغرفة على متحكم (Controller) والتحكم بها من خلال ريموت كنترول كالأضاءة والتكيف وجرس الباب. هذا بالأضافة الى أنه يمكن تغير شكل Interface ليلائم ديكور الغرفة.

هذا بالأضافة الى تكنولوجيا Digital Signage التي يمكن من خلالها تقسيم شاشة العرض لأكثر من جزء وعرض عدة معلومات عليها مثل شريط الأخبار والأعلانات ودرجات الحرارة ومقاطع فيديو.

كما تضمن معرض سيسكو إكسبو مصر 2010 سلسلة من الندوات على مدار يومين شارك فيها نخبة من كبار التنفيذيين بشركة سيسكو حول العالم لمناقشة أحدث التطورات في اتصالات سيسكو الموحدة وتقنيات المساهمة والتعاون المشترك وتطور مركز البيانات والاتصالات النقالة وأمن المعلومات بالإضافة إلى التحديات المالية والتحولات الاقتصادية التي تجري في الدول.

هذا بالأضافة الى أن المشاركون قد شهدوا عروضا تفاعلية لأحدث وأفضل الحلول التكنولوجية المصممة لتحسين الإنتاجية وكفاءات الأعمال في المؤسسات التي تلبى متطلبات المستهلكين المخضرمين وتعمل على تقليل تكاليف التشغيل. تم عرض تكنولوجيا سيسكو TelePresenceTM الفريدة من نوعها لأول مرة خلال المعرض بصورة عملية حية.

بحضور وزيرى التعليم والنقل.. جمعية «اتصال» تعقد لقائها السنوى

عقدت جمعية» اتصال» لقائها السنوى يوم الأربعاء 24 مارس 2010 بفندق جراند حياة، والذى كشفت فيه الجمعية عن انجازاتها ونتائج أعمالهاعن العام الماضى، كما قامت بعرض خطط الفعاليات والانشطة التى تسعى جمعية «اتصال» للقيام بها خلال العام الحالي، وقد حضر اللقاء الدكتور أحمد زكي بدر، وزير التربية والتعليم، والمهندس علاء فهمى وزير النقل.

وجـاء بعد الجمعية العمومية التى اقامتها «اتصال»، لقاء موسع شارك فيه خبراء صناعة تكنولوجيا المعلومات والاتصالات في مصر، بهدف استعراض المشروع التى نفذتها الجمعية او شاركت فيها خلال 2009، والمشروعات التى تنوى «جمعية اتصال» تنفيذها بالتعاون مع وزارة الاتصالات وتكنولوجيا المعلومات، وهيئة تنمية صناعة تكنولوجيا المعلومات.

والجدير بالذكر أن شركة أكت شاركت في فاعليات اللقاء كراعي ذهبي للقاء ، وعرضت خلاله أحدث حلولها في مجال التعليم عن بعد وذلـك مـن خـلال شراكتها مـع شركة BlackBoard العالمية.

وتعد جمعية «اتـصـال»، واحـد مـن اقدم الجمعيات المصرية والعربية، والتى تعمل علي تنمية صناعة تكنولوجيا المعلومات والاتصالات وتأسيس مجتمع معلومات مصرى متطور، والجمعية عضو فى «الاتحاد العالمي لتكنولوجيا المعلومات والخدمات» والذي يعرف اختصاراً باسم «WITSA «ويتسا »، والتى تعد اكبر منظمة عالمية غير حكومية (NGO) متخصصة في صناعة تكنولوجيا المعلومات والاتصالات. وتجمع في عضويتها أكثر من 70 دولة.

Eitesal
اتصال

3D

CeBIT
2-6 March 2010

قدمت الشركات المتخصصة في إنتاج الأجهزة الالكترونية الترفيهية في معرض سيبت الدولي آخر الصيحات في عالم الشاشات التلفزيونية، والمتمثلة في الأجهزة المزودة بتقنية العرض ثلاثي الأبعاد، والتي يصفها الخبراء بـ (تقنية المستقبل).

تحتدم المنافسة بين الشركات الكبرى المصنعة لأجهزة الترفيه الالكترونية في تقديم تلفزيونات مجهزة بتقنية ثلاثية الأبعاد، فقد أعلنت تقريبا كل الشركات المصنعة للتلفزيونات عزمها طرح أجهزة ثلاثية الأبعاد خلال العام الجاري. وفي إطار معرض سيبت الدولي لتكنولوجيا المعلومات، الذي استمر من الثاني من مارس/آذار وحتى اليوم السبت ٦ مارس/ آذار، خُصصت إحدى قاعات العرض لتقديم الأجهزة ثلاثية الأبعاد المخصصة للاستخدام المنزلي أو في أماكن العمل.

وتقنية عرض مشاهد ثلاثية الأبعاد ليست بالأمر الجديد، بل هي معروفة منذ نحو مائة عام، وكل ما يتطلبه هو عرض لقطتين لنفس المشهد مأخوذتين من نقطتين مختلفتين، وتعرضان في نفس اللحظة حتى يمكن للمخ تكوين المشهد الثلاثي. وقد اعتمد السينمائيون قديماً في هذا الأمر على فلترة الصورة التي تراها كل عين من خلال النظارات ذات العدستين، الواحدة حمراء والأخرى خضراء. أما التقنية الجديدة فهي تعتمد على عرض الصور بشكل متتالي وبسرعة فائقة، الأمر الذي يقلل من إضاءة الصورة ومن دقتها، وهو أمر كان يصعب تطبيقه على شاشات أجهزة التلفزيون القديمة التي تعتمد على تقنية أنبوب أشعة الكاثود.

لذلك، فلا عجب أن الطفرة في التطبيقات ثلاثية الأبعاد جاءت مع أجهزة التلفزيون المسطحة والعالية الدقة، بحسب بيرند دوكشتاين من

معهد هاينريش هيرتس في برلين، واحد من ضمن ٦٠ معهدا تابع للمؤسسة الألمانية فراونهوفر. ويصف دوكشتاين عملية تجسيم المشاهد بطريقة ثلاثية الأبعاد، قائلاً: «تعتمد التقنيات الحديثة على أن يرتدي المشاهد نظارة خاصة تظهر الصور للعين اليسرى ثم اليمنى بشكل متتابع: فعندما أرى بعيني اليمنى صورة ما، تكون العين الثانية مغطاة والعكس صحيح، ويحدث ذلك بتسلسل فائق السرعة، وهنا يكمن التطور التقني. وبالتالي بإمكان أجهزة التلفزيون الحديثة تغيير الصور بتردد فائق لدرجة لا تجعل المشاهد يلاحظ بالمرة هذا التغيير.»

من جهتها، أعلنت كل من سوني وتوشيبا وسامسونغ وال.جي عزمها طرح موديلات جديدة من التلفزيونات قادرة على عرض الصور بالتقنية الثلاثية الأبعاد. وتؤكد أولريكيه كولمان، المحررة في مجلة «كمبيوتر سي تي» أن هذه التقنية ستغزو الأسواق، لافتة إلى أن ذلك الأمر قد يتطلب فترة من الزمن.» ولكنها تقول إن «من يريد بداية من الشهر القادم رؤية أفلام أو برامج تلفزيونية بالتقنية الثلاثية الأبعاد، فيتعين عليه اقتناء جهاز تلفزيون مجهز بتلك التقنية ونظارة خاصة ومشغل أقراص «بلو راي» ثلاثي الأبعاد، مقابل ما لا يقل عن ٣٠٠٠ يورو.»

خصص معرض سيبت لتكنولوجيا المعلومات قاعة للشاشات ثلاثية الأبعاد
أما معهد هاينريش هيرتس، فيعرض تقنية أخرى لعرض مشاهد ثلاثية الأبعاد تتميز بصور فائقة الدقة والوضوح دون الاعتماد على نظارات، بيد أنه يتعين على المشاهد أن يقف تماماً أمام الشاشة، يفصله عنها خط مستقيم، وإلا فإنه يرى بدلا من ذلك صور

مزدوجة. ويصف بيرند دوكشتاين هذه الأجهزة بالشاشات الثلاثية الأبعاد المخصصة للمشاهد الواحد، وبالتالي فلا يمكن لعدد من الأشخاص الجلوس معاً لمشاهدة التلفزيون. لكنه يلفت في الوقت نفسه إلى أن هذا الجهاز، الذي يتميز بصور فائقة الدقة، قد صمم للاستخدام في المجالات العملية، في تطبيقات الأجهزة الطبية أو التدريس والتدريب أو في مجال التحكم عن بعد في أجهزة الروبوت التي تعمل في مناطق لا يمكن للإنسان الوصول إليها مثلاً، أو التحكم حركة أجهزة ما، فهذه الشاشة تمكن الشخص من رؤية المحيط بشكل واضح تماماً وبالتالي من التحكم الصحيح في الجهاز.

وقد تغزو هذه التقنية كافة المجالات الحياتية، بما ذلك صالة الجلوس والمكتب والمصنع والمطبخ أيضا، فقد أنشأ معهد هاينريش هيرتس في معرض سيبت الدولي مطبخا تقوم فيه امرأة بالتحكم في عدد من الأجهزة عن بعد. ويقول دوكشتاين: «إن الأمر ليس غبيا كما قد يبدو للبعض في الوهلة الأولى، فكل واحد منا يمكنه تخيل الموقف إذا ما كان بصدد خلط عجين ما يحتوي على الكثير من الدهون، واضطر إلى تصفح كتاب طبخ، فمن الأكيد أنه ينزعج جدا عندما يرى بقعا دهنية على الكتاب.» ويؤكد الخبير إنه من خلال هذه التقنية، يمكن تصفح الكتاب فقط بمجرد تحريك الإصبع عن بعد، دون الحاجة إلى لمس الكتاب.

منقول عن موقع الدويشيه فيلليه

كلمة العـدد

عزيزى القارىء،

يعد قطاع الأتصالات وتكنولوجيا المعلومات هو المحرك الرئيسي للتنمية ، حيث يساعد على رفع كفاءة العمل وتقليل التكاليف ، كذلك يؤدي الى أبتكار منتجات وخدمات جديدة.

وقد لوحظ في الآونة الأخيرة أن كل ما نخترعه أونستهلكه ، يمكن أن يؤثر بشكل مباشر وقوي على حياتنا وأيضا على البيئة التي نعيش بها ، حتى أنه يؤثر على كل ما يتعلق بكيفية استخدامنا لأجهزة الكمبيوتر ووسائل التكنولوجيا المتعددة.

لذا فقد أصبح مفهوم التكنولوجيا الخضراء هو الاتجاه السائد في حياتنا اليومية ، حيث يشتمل هذا المصطلح على مجموعة من المفاهيم والأدوات ، والتي تبدأ من تقنيات توليد الطاقة لتصل الى منتجات التنظيف غير السامة.

والتوقع الحالي هو أن هذا المجال سيجلب العديد من الابتكارات والتغيرات في حياتنا اليومية مثل ما حدث من تطور في مجال تكنولوجيا المعلومات على مدى العقدين الماضيين، في حين إنه من الصعب التكهن في هذه المرحلة المبكرة بما يمكن أن يشتمل عليه مفهوم «التكنولوجيا الخضراء»، ولكن نستطيع القول انه يعد تلبية لأحتياجات المجتمع بشكل يمكن أن تستمر لفترة طويلة غير محددة دون إلحاق أية أضرار أو استنزاف للموارد الطبيعية. يمكن لتكنولوجيا المعلومات يمكن أن يكون لها تأثير إيجابي كبير على البيئة من خلال استبدال مشتقات الكربون بوسائل تكنولوجية أكثر فاعلية وأقل في أستهلاك الطاقة.

ومن هذا المنطلق قامت شركة أكت بتبني فكرة مبادرة التكنولوجيا الخضراء بمساعدة شركائها في مجال تكنولوجيا المعلومات في جميع أنحاء العالم . فعلى سبيل المثال ، لا الحصر ، نجد سيسكو — وهي أحد الشركاء الأستراتيجيين لأكت — تعمل على التوسع في مجال تطبيقات "Tele Presence" والاجتماعات الافتراضية لتحل محل الأجتماعات التقليدية والسفر . كما قامت شركة إتش بي بطرح العديد من الإضافات الجديدة إلى حلولها التكنولوجية بشكل يسهم في الحفاظ على البيئة ، بما في ذلك الخط الجديد من الخوادم ، وأنظمة الطباعة والبرمجيات ، هذا بالإضافة إلى أنظمة الشبكات الأمنة والاجتماعات الأفتراضية التي تسمح للموظفين للعمل من أي مكان . كذلك تقوم شركة مايكروسوفت الان بالتركيز على سرعة أبتكار حلول متقدمة تواجة بها التغيرات السريعة بالبيئة. وعليه تحاول شركة أكت - كواحدة من اكبر شركات الحلول المتكاملة - من خلال شركاتها مع كبرى المؤسسات العالمية في مجال تكنولوجيا المعلومات توفير هذة البرامج والأنظمة وتعديلها وفقا لاحتياجات العملاء من أجل تحسين كفاءة أعمالهم.

وهذه ليست فقط مسألة القيام بأشياء جيدة بالنسبة للبيئة ، ولكنها تعد أيضا وسيلة لخلق فرص عمل جديدة . حيث إنه من المحتمل أن تنفق المزيد من المال على مجال التكنولوجيا الخضراء في المدى القصير ، ولكن على المدى الطويل ، سوف توفر الكثير من المال ، وتقلل من التأثيرات البيئية من حولنا ، كذلك تساعدنا على أن نحيا حياة سعيدة وصحية من خلال دراسة جيدة لمجال التكنولجيا الخضراء وتنفيذها بشكل جيد.

وشكرا

حسانين توفيق

حسانين توفيق
العضو المنتدب

أكت نيوز

المحتويـــات

www.act-eg.com

Our Partners

Blue Coat

micros FIDELIO

SensorTec
Canada

Bb
Blackboard

Microsoft
GOLD CERTIFIED
Partner

symantec.
Symantec Registered Partner

CISCO
PARTNER
Silver
Certified

OPEN TEXT
CORPORATION
Hummingbird

TIGER
communications plc

2010
Preferred Partner
GOLD

hp

ORACLE

ThinPrint
Authorized | Channel
Partner

INFOR

PARADYNE
by ZHONE

tyco
Electronics

itracks

ResPAK

xerox

VDA
Inter**a**ctive TV

Integrated Solutions Provider

www.act-eg.com

التحدى يقود للنجاح