ACT NEWS

Together To build Our Country

Enter **Let's ACT** Together!

Infor10 Financials Business (SunSystems)

Meet change with confidence.

Your traditional financial management system (FMS) locks you in to rules, structures, and business models that can't evolve to meet your changing needs. But you need to redefine your systems on the fly, and respond to changing requirements and evolving strategies. While you may be able to keep up with change, your traditional FMS can't—you're in a constant battle just to make your system meet the current needs of your business. It's time you got a financial solution that works the way you want it to—so when your needs change, your system can keep up. You can meet change with confidence and easily manage growth with Infor10™ Financials Business (SunSystems).

Adapt to change without changing.

Your financial system should map to your business—not the other way around. But traditional systems are normally based on complex, segmented account codes that are difficult to maintain and change. Mirror your organization's business structure in a way that's easy to configure and extend with Financials Business, which has an innovative design that was developed with change in mind.

Not only will you be able to realign analysis and reporting to meet your evolving business needs, but you'll immediately see and report on any change you make—with smart transactions that capture the detailed data you need in order to change without changing.

Because you'll never again be locked into a static structure, you'll be able to:

- Quickly incorporate new product lines, organizational changes, and acquisitions.

- Ensure measurements and key performance indicators (KPIs) match the state of your business today.

- Protect your investment for the future and limit reliance on IT for business-level needs.

Get the information you need—fast.

It seems like far too often, you can't access the information you need at the time you need it—either because you haven't captured the right information, or because you can't easily retrieve it. But you can take control with the unified ledger in Infor10 Financial Business (SunSystems), which gives you fast, easy access to smart transactions that deliver not just data, but detailed information with context that you define.

Meet change with confidence with Infor10 Financials Business (SunSystems). You'll be able to adapt to change without changing, get the information you need when you need it, and grow in any market.

ACT NEWS

Act Newsletter Issue 38th (Jul - Sep 2011)

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www.act-eg.com

Message From The **Management**

Dear Reader

"Being competitive through providing optimum services with high level of customer satisfaction, meanwhile maintaining the needed business profitability that ensure sustaining the needed growth, is the real challenge facing all the ICT system integrators in the current challenging market place. Such objective force the organization to have high agility, which helps it adapting to the only fixed rule in life which is "Change"

Enterprise Business Sector (EBS) is a newly established business unit (BU) in ACT with this goal in mind. EBS was launched effectively from 1st Jan 2011 as a result of a complex restructuring process among different departments within ACT to ensure highly oriented customer service organization providing high-quality services to its clients, as well as optimum profitability to its employees and share holders.

The restructure was simply founded with the vision of connecting all the departments involved in the sales process with ACT customers (i.e. Sales Pre-Sales and Periodical Maintenance/PM) to be under one management. These departments are mainly responsible for the whole process starting from the opportunity creation till the final closure of the deal and delivering the order to the customer getting his final acceptance. As a result, new divisions like Solution Architect & Bid Management Office, Business Control Unit, and services sales were established, and added it to this new structure to ensure providing realistic and solid proposition to our client and prospect base.

One of the major changes within this new structure is the linking the variable pay of the entire EBS staff with the financial P&L of the generated business. As a result this will ensure having the needed accountability and responsibility by all team members towards:

-Meeting the customer technical and financial requirements and optimized workable solution in a cost effective manner,
-Maintaining the needed business profitability that sustains providing high-level of customer satisfaction and accordingly our business growth.
-Avail the needed forecast tools to the different business and financial managements in a proactive manner.

Worth mentioning is the currently running re-engineering for an end to end sales process by one of the ICT industry consultant. The main objective of this re-engineering is to assign tracking and accountability mechanism for the different team members during different progress phases of each opportunity starting from its creation till it is closure either by winning, or by logging it as a loss. Adding to that, is the mandatory link between the sales process and the logistics, Procurement and financial system which is crucial in providing all the different inputs needed to secure safe and on time delivery in one integrated cycle.

Over the past Three quarters of FY 2011, the results from this new structure proved great success and the pay back from applying it on the ground was very positive at all fronts. I would like to take this opportunity to thank the entire EBS team members for their contribution and cooperation in adopting this new vision translating it into tangible results.

We at ACT, strongly believe that the more we are acting as an integrated team in providing solutions to our customers, the more we gain their trust, meet their satisfaction level, and accordingly sustain the needed growth of our business".

Mr. Hisham Fathi
Senior Director of Sales

Thanks, **So Let's ACT Together...**

ACT implements triple play network in
Tropitel Sahl Hasheesh

Supremely located in the newly and highest developed areas in the Red Sea "Sahl Hasheesh" 14 KM south Hurghada, one of the world's repute resort destination, Tropitel Sahl Hasheesh, offering magical views of the warm Red Sea, with impressive collection of alluring restaurants and cool bars, magnificent beachfront and modern stylish 560 rooms & luxurious 8 suites as well as numerous leisure facilities.

The strategic partnership between Tropitel esteemed establishment with Micros-Fidelio and ACT, using Micros Fidelio products (i.e… Material Control, Micros Fidelio Financial)

Mr. Emile Badir

ACT is proud to implement triple play network in Tropitel Sahl Hasheesh to reflect on guest available services that he can get through his TV.

ACT Triple Play solution implemented in Tropitel Sahl Hasheesh is to supply Data, Voice and TV on the same IP Network to get the most optimized solution that have a full range of services that enhance guest communications with the hotel. Tropitel Sahl Hasheesh can deliver to his guests more than 50 TV channels, with add on many of hospitality services as Wakeup call, View Bill, Welcome Message with Guest Name, check Weather, News, Hotel Promotions, and details about all restaurants in the hotel from his/her TV.

In order to follow up with the high demand of technology we have to apply the latest

technologies in the field and as always trust of the business partner ACT it was Tropitel Sahl Hasheesh choice from the beginning to implement the Triple play Solution with ACT for its high experience in the field of hospitality and the knowledge of its needs and the well trained team for instillations.

"At Tropitel, we are keen to apply the latest technologies which fulfill all our guest's needs, and deliver the highest standards of service and exceed your expectations", said Mr. Emile Badir, Deputy Vice President & CEO Board Member CPA,CIA.

Also added Eng. Micheal Keriakos, Information & communication Technology Manager, "We are happy to deal with ACT, and on this occasion we would like to thank ACT's team for their support and the smooth operation during the installation process"

National Bank of Kuwait
Virtualizes 75 Percent of Servers for 40 Percent Cost Savings

After decades of using mainframe technology, National Bank of Kuwait wanted a scalable server infrastructure that the IT department could rely on to deliver services to employees and customers. However, because of power capacity issues, it was not feasible for the bank to use hundreds of physical servers. In 2008, National Bank of Kuwait implemented Windows Server 2008 Hyper-V technology, in addition to the Microsoft System Center family of products. It virtualized 75 percent of a portion of its infrastructure (30 physical hosts with 125 virtual machines) and developed a private cloud infrastructure. The bank's virtualized infrastructure costs 40 percent less than a physical infrastructure, and the licensing costs are 20 percent less. The bank improved its agility and ability to respond to business needs, and it now has an infrastructure that will help support the bank's growth.

Situation

National Bank of Kuwait is the largest bank in Kuwait with more than U.S.$49 billion in assets. Started by local merchants in 1952, the bank has grown to be the landmark bank of Kuwait, serving more than 60 percent of the country's banking customers with government, corporate, private, and investment banking services. National Bank of Kuwait has 72 branches located within Kuwait and another 100 branches across the globe, in places where the bank's customers do business, such as Bahrain, Jordan, Saudi Arabia, and the United Arab Emirates.

The bank also has locations in China, France Switzerland, Singapore, the United States, the United Kingdom, and Vietnam.

Since its founding, National Bank of Kuwait has experienced significant growth, acquiring regional banks in Egypt and Turkey, each with more than 30 branches. To support its growing operations, the company uses a centralized IT infrastructure with a primary data center at its headquarters in Kuwait. Eighty percent of the infrastructure comprises core banking systems built on mainframe technology. The remaining 20 percent of the infrastructure was built on the Windows Server 2003 operating system and IBM AIX, a proprietary UNIX-based operating system.

> **Electricity in Kuwait is fairly inexpensive, so that was not an issue for us. However, capacity is very limited here. We don't have unlimited physical outlet capacity, so we would quickly run out of places to plug in individual production servers.**

In 2009, prompted by the need for a scalable infrastructure that would support continued growth, which the mainframe technology lacked, the IT department at National Bank of Kuwait decided to redesign its infrastructure architecture. Instead of relying predominately on mainframe computing for its core banking systems, the company decided to move toward a computing model built primarily on Microsoft products and technologies, including Windows Server 2008 R2 Enterprise and Microsoft SQL Server 2008 data management software. However, as the company started designing its new architecture, it realized that electricity constraints in Kuwait would pose a challenge to its desired server-based model. "Electricity in Kuwait is fairly inexpensive, so that was not an issue for us," explains Muntaser Ayyash, Assistant General Manager for IT at National Bank of Kuwait. "However, capacity is very limited here. We don't have unlimited physical outlet capacity, so we would quickly run out of places to plug in individual production servers."

Also, as the company started relying more and more on services running on the Windows platform, the development teams at National Bank of Kuwait requested additional development and testing environments. "These teams are responsible for developing new services for customers, such as Internet banking features and automated teller machine environments, so it's important to deliver the infrastructure they need in order to deliver the best experience for our customers," says Ayyash. "In addition to our production server environment, they needed additional server infrastructure to support robust development, testing, and user-acceptance environments, which was straining our already-limited electricity capacity."

Between the power capacity constraints that the bank faced and its increasing need for more servers to support both its core business operations and the needs of internal development teams, National Bank of Kuwait sought a solution that it could use to consolidate server loads. "We simply

Situation

At the same time that National Bank of Kuwait reduced its dependency on mainframe technology, the bank decided that virtualization was the best option for consolidating servers to address the challenges it faced with power capacity. So in 2009, National Bank of Kuwait implemented Windows Server 2008 R2 Enterprise with Hyper-V technology. mplemented a Virtualization Strategy As the first step in developing a virtualization strategy, National Bank of Kuwait set a goal to virtualize all of its front-end servers, such as application servers and middle-tier servers that handle the business logic. With this goal in place, the bank next decided to test just one server running in a virtualized environment. National Bank of Kuwait virtualized a print server, which represents a service that is used by all employees across the company.

The bank added two IBM BladeCenter server racks, each housing 15 physical servers running Windows Server 2008 R2 Enterprise with Hyper-V. With those 30 servers, the company hosts the 125 virtual servers needed for its front-end and middle-tier server environment. National Bank of Kuwait used best practices for Hyper-V on the targeted servers to ensure high availability and performance. "The results from virtualizing that one server were very promising," says Ayyash. "Looking at the footprint of the virtualized server, we saw that it was efficient in making the most out of the hardware infrastructure we had in place, so we decided to move forward vigorously with our virtualization efforts at that point." The bank added two IBM BladeCenter server racks, each housing 15 physical servers running Windows Server 2008 R2 Enterprise with Hyper-V. With those 30 servers, the company hosts the 125 virtual servers needed for its front-end and middle-tier server environment. National Bank of Kuwait used best practices for Hyper-V on the targeted servers to ensure high availability and performance.

" **Including license renewals over a three-year period, we anticipate that we will save 20 percent on licensing costs with a virtualization environment** "

Deployed Interoperable Management Tools for a Private Cloud Infrastructure

In March 2009, once National Bank of Kuwait had virtualized its front-end servers with Hyper-V, the company set out to further optimize its IT infrastructure. "With the infrastructure overhaul and an increased dependency on virtualized servers, I knew that we needed a way to efficiently monitor and manage those servers," explains Ayyash. "It is particularly important because our middle-tier stateless servers are critical to day-to-day banking operations—they are the servers that host our business logic and applications that tellers use to serve customers. This wasn't necessary with mainframe technology because we only had to manage batch jobs for banking transactions. Now, we use a services model that requires around-the-clock monitoring to ensure our business stays up and running." National Bank of Kuwait turned to expit, a Microsoft Gold Certified Partner that provides tailored IT management services to meet the unique business demands of customers in the Middle East region. The company is also a Microsoft System Center Alliance member and, with particular expertise in Microsoft System Center products and technologies, helped National Bank of Kuwait to implement several technologies from the System Center family of products, which the bank licensed through the Microsoft System Center Server Management Suite Enterprise (SMSE) license.

" **compared to a similar physical infrastructure.**
Muntaser Ayyash
Assistant General Manager for IT,
National Bank of Kuwait "

To start, expit helped National Bank of Kuwait implement Microsoft System Center Operations Manager 2007 R2 and Microsoft System Center Virtual Machine Manager 2008, which the bank could use to monitor and manage its server environment, including server state, health, and performance. The bank enabled the Performance and Resource Optimization (PRO) feature in System Center Virtual Machine Manager, which delivers PRO tips to the Administrator Console. The IT department at National Bank of Kuwait relies on the tips to help it load-balance virtual machines between

physical hosts when thresholds are exceeded and to migrate virtual machines to different physical hosts in the event of hardware failure.

Expit then helped the bank implement Microsoft System Center Configuration Manager 2007. "National Bank of Kuwait had made significant strides in transforming its IT infrastructure and virtualizing a significant portion of its server infrastructure," says Khaled Bastaki, Owner and Managing Director at expit. "The next step was to help it get control of its inventory and configuration of its virtual environment with System Center Configuration Manager." By using Configuration Manager, National Bank of Kuwait can quickly apply hardware and server updates from one central location.

Next, the companies worked together to deploy Microsoft System Center Data Protection Manager 2010 to back up the data on its front-end and middle-tier virtualized servers. National Bank of Kuwait uses a multiple-tiered backup plan, backing up not only the virtual servers but also the applications hosted on each virtual server, for an added layer of protection. In addition to backing up virtual servers and the applications hosted on them, the bank backs up mission-critical workloads on its physical servers, such as those running Microsoft Exchange Server 2010.

Expit deployed Microsoft System Center Virtual Machine Manager Self-Service Portal 2.0, a web-based portal that enables National Bank of Kuwait to automate its virtual machine provisioning and deployment scenarios. For instance, if the bank has a virtual server to which it needs to add storage, it would need to configure the machine, configure the network, and configure for load-balancing. Traditionally, this would be a multiple-day task, but by using Self-Service Portal 2.0, the company defined the scenario and can now automate the task.

As the final phase, expit implemented Microsoft System Center Service Manager 2010 so that National Bank of Kuwait could control the change-management processes related to its virtual environment. "By using Service Manager, there is full accountability when someone wants to deploy a virtual server," explains Bastaki.

Benefits

"Now, the IT department knows who the virtual machine belongs to, when it was created, what purpose it serves, and the configuration. It is tremendous visibility into the change-management process and the IT infrastructure."
The result of implementing Hyper-V with the System Center solutions is a private cloud infrastructure model in which cloud resources are confined inside a firewall and the company controls the infrastructure. National Bank of Kuwait now has not just server management but end-to-end service management, with deep insight into its virtual server infrastructure.

By using Hyper-V technology and the System Center family of products, National Bank of Kuwait transformed its IT infrastructure into one that delivers services across the company and, by using a virtualization solution, reduced its dependency on allocated power capacity. The bank reduced costs in a number of ways through dramatic server consolidation, minimizing both the hardware costs associated with physical servers and the server software licensing costs. The IT department has improved its agility and is able to respond to business needs more quickly. It is now prepared for the continued growth of National Bank of Kuwait.

Reduced Need for Additional Power Capacity
By moving to a virtualized server environment, National Bank of Kuwait accomplished one of its critical goals: to reduce dependency on power capacity. Its move away from older mainframe technology was projected to require more than 100 physical servers. National Bank of Kuwait reduced the number of servers needed to only 30 physical servers and 125 virtual servers. "With the capacity constraints we have with electricity in Kuwait, plus a shortage of space, we would not have been able to support the server environment that we envisioned, much less have any room to grow," says Ayyash. "By using Hyper-V, we reduced the physical servers needed by 75 percent and have the flexible, agile infrastructure we need to support our business."

" Before virtualization, it would take at least six hours to prepare a server for production, and now it

at least six hours to prepare a server for production, and now it takes less than three hours—a 50-percent improvement.
Muntaser Ayyash
Assistant General Manager for IT, National Bank of Kuwait "

Reduced Licensing Costs
National Bank of Kuwait also reduced costs for its software licensing by taking advantage of volume licensing from Microsoft. For example, in the virtualization environment, National Bank of Kuwait can run up to four instances at a time in the Windows Server 2008 Hyper-V environment under a single server license. In addition, with one Microsoft System Center Server Management Suite Enterprise license, the bank can manage the physical operating system environment and up to four virtual ones on a single licensed server. "The licensing options that Microsoft offers for virtualization helped make this massive undertaking more affordable," says Ayyash. "Including license renewals over a three-year period, we anticipate that we will save 20 percent on licensing costs with a virtualization environment compared to a similar physical infrastructure."
Improved Business Agility
The IT department at National Bank of Kuwait is now able to respond to business needs that are specific to the banking industry in the Middle East region. Specifically, by taking advantage of virtualization and moving more toward a private cloud infrastructure, the IT department can quickly scale up its virtual infrastructure to meet compute-intensive tasks and to handle server traffic during peak banking times.
National Bank of Kuwait reports that it can now handle busy seasons at the bank with more agility thanks to its virtualization efforts. The holy month of Ramadan is the busiest period of the year. In the middle of the month-long observance, customers visit the bank more often, making cash withdrawals in preparation for the celebration at the end of the month, where it is common to give children gifts. This increases the demand on its banking applications and customer-relationship management software. Then,

the day after the observance is over, Internet banking and telephone banking increases by up to 300 percent overnight. "With virtualization, we can deploy servers on demand to handle the increased traffic in the branch, online, and on the telephone," says Ayyash. "Before virtualization, it would take at least six hours to prepare a server for production, and now it takes less than three hours—a 50-percent improvement."
Prepared for Future Growth
By using Hyper-V technology and the System Center solutions, National Bank of Kuwait has established the foundation for a private cloud infrastructure model that helps ensure that the IT infrastructure is prepared for ongoing business growth. "We have gone through significant growth in recent years, including expansion within the Middle East region and bank acquisitions in other parts of the world," says Ayyash. "By moving to a private cloud model, I am comfortable that we can support this growth. We can now publish services, such as Internet banking, without requiring that new branches outside of the country build an entirely new infrastructure. Branches do not have to build their own interface adapters and middleware to have their core banking system connect to our data center in Kuwait. Instead, they connect to our private cloud—something we wouldn't have been able to accomplish under another model."
As the bank continues to move toward a private cloud infrastructure, the IT department can focus on strategic IT efforts that help prepare the bank for success. While previously, the IT department focused much of its efforts on provisioning servers from specific requests, such as when the development teams need additional testing environment, now it can address strategic service delivery challenges. For instance, by implementing the fundamental components for a private cloud infrastructure, such as the interoperable management tools that automate provisioning and change-management tasks, the IT department is no longer inundated with requests to fill. Instead, it can change its focus to delivering new services, such as mobile banking, that not only support the business but help move it forward.

Video Business
Sales Expert Workshop

ACT has been among the participants of the Video Business Sales Expert Workshop implemented by CISCO Systems.

Only the top CISCO partners were invited to this special workshop as part of CISCO's initiative to spread awareness about video and telepresence benefits for companies and organizations. The workshop also aimed at generating interest for video utilization as part of today's productive tools.

Opposite to the common understanding of such workshops, this one was different in terms of focusing on the customers' needs and how video and teleprecence technologies can address those needs.

Of course, in today's business environment communicating in person is not always possible. But video provides a means to the next best thing: instant virtual in-person communication. Telepresence and video conferencing are powerful multimedia tools that allow for natural, face-to-face communication even when people are miles—or continents—apart.

What does that mean for your business? Many organizations consider telepresence and video conferencing to be critical cost-reduction tools. It is true; almost 90 percent of video collaboration technology users identified reduced travel and cost savings to be a benefit of the technology. Cost, however, is only one element of a video strategy that can also include increased productivity, environmental responsibility, and work-life balance.

Video collaboration affects the way that business is conducted across an entire organization. With video, you can interview job candidates remotely, enhance telework programs, get real-time feedback from suppliers straight to the manufacturing floor, and record training sessions and CEO messages, and much more.

Today, organizations use video for more than just meetings from conference room to conference room. Video collaboration can be a very personal experience when people at all levels of an organization can choose the solution appropriate for them and participate in video calls with anyone, anywhere.

Research has found that 90 percent of frequent users say video collaboration technologies save them at least 2 hours of valuable work time a week.

Video collaboration can deliver immediate benefits to your organization. Not only will video save you money and improve productivity, but video can also help you create a competitive advantage.

For more information about Cisco Telepresence: http://www.cisco.com/web/EA/products/telepresence

Call Handling Process

Service Desk Main Contact 24x7
Tel: +20(02)–33085200
Email: support@act-eg.com
Fax:+20(02)-33058229
24 hour support may not apply to all products
Please refer to relevant support contract, for further details and exact hours of operation

SERVICE DESK ESCALATION PROCESS

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ARUBA Gold Certified Partner Announcement

Advanced Computer Technology **(ACT)** always looks into the needs and wants of their customers througe presenting them varieties of state-of-art solutions, which meet all their needs.

ACT announced being Aruba Gold Certified Partner effective Sunday, September 04, 2011. Aruba Partner Edge Program is designed to offer partners unique opportunities for top and bottom line revenue growth with their industry-leading Distributed Enterprise Network solution.

We are extremely pleased to have attained Gold Certified Partner status in the **Aruba Partner Edge** Program.

This allows us to clearly promote our expertise and relationship with **Aruba** to our customers. The benefits provided through our Gold Certified Partner status will allow us to continue enhancing the offerings that we provide for customers.

Customers are looking for partner companies that can bridge the gap between their business demands and technology capabilities.

They need to trust in a company that can act as an expert adviser for their long-term strategic technology plans. Aruba Gold Certified Partners, which have certified expertise and direct training and support from Aruba, can build a positive customer experience with their technologies.

As one of the requirements for attaining Gold Certified Partner status, **ACT** had to declare an **Aruba** Competency.

Aruba Competencies are designed to help differentiate a partner's capabilities with specific technologies to customers looking for a particular type of solution.

Each competency has a unique set of requirements and benefits, formulated to accurately represent the specific skills and services that partners bring to the technology industry.

Why partner with Aruba?

Why partner with Aruba?

- Global leader in Distributed Enterprise Networks and #2 market share in the Enterprise WLAN market

- Recognized as "leader" in Gartner's Magic Quadrant for WLAN

- Innovative, award-winning products and services

- Rapidly growing worldwide base of 9000+ customers

- A leader in the education, healthcare, government, retail, hospitality and finance markets

ORASCOM DEVELOPMENT

Holding rolls out Infor financial solutions provided by ACT to improve reporting and forecasting for Egyptian conglomerate

Egypt's Orascom Development Holding has rolled out two applications provided by ACT from Infor to improve financial planning and reporting.

Orascom Development Holding has deployed Infor Performance Management (PM) solution at its Cario head-quarters, along with Infor FMS SunSystems financial management application.
The PM solutions will automate and centralise financial data from Orascom's 115 subsidiaries worldwide. The fsolution includes project management tools, budgeting, forecasting, and reporting features, to enable the company to better plan and report on activity across the group.

The Infor FMS SunSystems application provides financials management that meets global standards, as well as analytics.

Mahmoud Zuaiter, SVP and chief financial officer, Orascom commented: "The centralized data system provided by Infor is a welcome relief to Orascom as we can now consolidate the financials as well as non financial data of all our subsidiaries and use readily available tools for analytics and reporting. With Infor PM we expect to reduce our time taken for budgeting and reporting by more than half. Furthermore, system adoption by existing and new staff will be rapid, as the system is very easy to use."

Infor's local partner ACT provided support, project management and consultancy services to Orascom for the deployment, and also helped with tailoring the solutions to meet the various vertical sectors within the Orascom Development Holding.

"We have already worked extensively with Orascom over the last six years to successfully deploy SunSystems across their Middle East operations. Now strong financial performance management is the next step towards excellence", said Maged Taha, Senior Applications Marketing Manager, ACT. "While using external auditing agencies has proved long and tedious to date, we expect Orascom to see an immediate ROI due to the automated data capture and the minimal staff required to use the system."

"With cautious optimism growing in the Middle East market, financial information is of utmost importance now more than ever. We are thrilled to have deployed Infor's Performance Management solution across the construction, real estate and hospitality industry of Orascom Development Holding. Infor's Performance Management solution will provide timely and accurate financial information, with thorough analytics in real time as well as during statutory and regulatory reporting periods," Paul Hammond, Middle East general manager, Infor.

أوراسكوم القابضة تختار «حلول إنفور لإدارة الأداء»

□ المال-المبوب

● أعلنت إنفور عن نجاح شركة أوراسكوم بتطبيق نظام إدارة الأداء من إنفور INFOR PM من إنفور في مقرها الرئيسي في مدينة القاهرة، ويوفر هذا النظام تخطيط الموارد المالية والميزانية، وإعداد التقارير وتقديم الدعم لفروع الشركة التي يبلغ عددها 115 فرعا، بما يحرر الدقة في العمل، كما يوسع هامش الأرباح ويرتقي بمستوى الدقة في العمل.

وسيساعد نظام إنفور لإدارة الأداء في تجميع وتنظيم البيانات المالية الواردة من فروع أوراسكوم البالغ عددها 115 والتي تنتشر في جميع أنحاء العالم، بما فيها أوراسكوم القابضة لتنمية، وتتضمن الحلول المالية من شركة إنفور المطبقة في مكاتب أوراسكوم نظام إدارة الأداء INFOR PM ونظام الإدارة المالية INFOR FMS SUNSYSTEMS.

ويعتبر نظام إدارة الأداء من إنفور بمثابة حل متكامل يتضمن أدوات للإدارة الاستراتيجية والتخطيط وإدارة الميزانية والتتبع والإندماج وإعداد التقارير وتحليلها. كما أنه سيمكن أوراسكوم من استخلاص مجموعة متنوعة من المنهجيات والتخطيط والسيناريوهات لمواجهة الاحتمالات المختلفة. كما سيساعد نظام إدارة الأداء غرفة أوراسكوم على وضع ميزانيات واقعية والخروج بتنبؤات دقيقة فضلا عن تحديد اتجاهات وإعداد التقارير إلى صانعي القرار وأصحاب المصلحة بكل ثقة.

أما نظام الإدارة المالية INFOR FMS SUNSYSTEMS فسيمكن أوراسكوم من تلبية المعايير المحلية والعالمية في الشؤون المالية، وذلك لتوفير تحليل شامل ومن للأعمال، مع تحليل للأعمال المتشابكة معه.

وفي معرض تعليقه على الموضوع قال الثاني الأول لرئيس والمدير المالي في أوراسكوم محمد زعيتر؛ «إننا في أوراسكوم نرحب باعتماد نظام البيانات المركزي من إنفور، إذ أنه يمكننا من سحب البيانات المالية وغير المالية الواردة من كافة الفروع، واستخدام الأدوات الجاهزة لتحليل وإعداد التقارير، وإننا نتوقع أن يؤدي اعتمادنا على نظام إدارة الأداء من إنفور إلى تخفيض الزمن اللازم لإدارة الميزانية وإعداد التقارير أكثر من النصف، في حين سيتفاعل الموظفون الجدد والقدامى مع هذا النظام بعرضه تقرأ لسهولته الكبيرة في الاستخدام».

وبدوره قال مدير التسويق الأول في غرفة ACT ماجد علي: "لقد عملنا بجد مع غرفة أوراسكوم طوال ستة أعوام لأغر واستخدام نظام SUNSYS و TEMSA لتتحكم بمنطقة عملياتها في منطقة الشرق الأوسط، والخطوة التالية الآن في تطبيق إدارة قوية للأداء وصولا إلى التميز في الأداء، وفي حين أن الاعتماد على جهات خارجية لتدقيق هو عملية طويلة ومعقدة، فإننا نتوقع أن تحقق أوراسكوم باعتمادها على النظام الجديد عوائد أفضل في الاستثمار، وذلك بسبب تجميع البيانات بشكل آلي أو تلقائي، والحاجة إلى عدد صغير من الموظفين لاستخدام النظام.»

تطبيقات الموبايل تحقق ١٠ ملايين دولار للفنادق

احجز الفندق ومدة الإقامة من خلال موبايلك .. هي التجربة الجديدة التي قررت شركة الحاسبات المتقدمة ACT بتفعيلها في فنادق مصر.. وتعتمد خدمة Mobile Integrated System على تقديم الخدمات للعميل عبر الموبايل من خلال تحميل البرنامج على تليفون العميل ومن ثم الوصول إلى ما يريد دون الحاجة للاستعانة بأحد أفراد الفندق وهذا البرنامج يمكن تحميله على أنواع بلاك بيري وسمارت فون وأي موبايل يدعم نظام موبايل ويندوز. وأشار المهندس أشرف مؤمن - رئيس قطاع الفنادق بالشركة- أنه يتم تقديم البرامج التدريبية المناسبة للموظفين والتي تساعد على تحسين الإدارة داخل الفندق.. وتم تطبيق ذلك على ٤٢٦ فندقا و ١٢١ منتجعا.. وأضاف المهندس إيهاب ذكي مدير تسويق منتجات مايكروس فيديليو لقطاع الفنادق بالشركة-

إنه يمكن زيادة الأرباح بنسبة تبلغ ١٠ مليون دولار باستخدام تطبيقات الموبايلات. وأيضا يمكن توفير ٦٠٠ ألف جنيه ورق وحبر ملقاة في سلة القمامة سنويا.

تقدمها شركة «ACT» بالتعاون مع «Infor» الأمريكية

3 ملايين جنيه تكلفة ميكنة «DHL» السعودية وإدارة أصول باركليز

المال - خاص

كشف حسانين توفيق، رئيس مجلس إدارة شركة ACT للحاسبات المتقدمة في تصريحات خاصة لـ «المال» عن توقيع شركته مؤخرا اتفاقية تعاون مع شركة Infor الأمريكية، المتخصصة في إدارة الأصول وأعمال ERP» إدارة الموارد على مستوى مصر ومنطقة الشرق الأوسط للقيام بميكنة إدارات شركة «DHL» بالسعودية لأعمال الشحن والنقل السريع، فضلا عن القيام بأعمال إدارة الأصول «Asset Management» لبنك باركليز مصر.

ولفت حسانين إلى أن الاتفاق تضمن رصد تكلفة استثمارية بقيمة 3 ملايين جنيه للقيام بهذين المشروعين.

وأوضح رئيس مجلس إدارة شركة ACT للحاسبات المتقدمة، أن شركته بدأت في تنفيذ المشروع الأول بحلول شهر يونيو الماضي، على أن يتم الانتهاء منه بنهاية شهر ديسمبر المقبل، في حين بدأت في تنفيذ المشروع الثاني في بداية شهر سبتمبر الحالي على أن يسلم في الفترة نفسها.

للمرة الثانية على التوالي فازت شركة أكت ببطولة الدورة الرمضانية السابعة لشركات الاتصالات وتكنولوجيا المعلومات

"

تم تتويج شركة الحاسبات المتقدمة (أكت) بعد فوزها ببطولة الدورة الرمضانية التى تقام على ملاعب القرية الذكية لشركات الاتصالات وتكنولوجيا المعلومات للعام السابع على التوالي تحت رعاية وزارة الاتصالات وتكنولوجيا المعلومات ، والتي بدأت الأربعاء الماضي 10 أغسطس 2011 ، حيث أستطاعت ان تحصل على كأس البطولة بعد فوزها على منافسيها من الشركات الأخرى. وتسهم هذه البطولة في تنمية وتقوية المهارات البدنية والرياضية للعاملين بالشركات ، وخلق نوع من التواصل والمنافسة بين الشركات.

وقد قام السيد حسانين توفيق بتكريم فريق أكت الفائز بالبطولة وتسليمهم جوائز مكافأة لهم على المجهود المبذول خلال المباريات ، كما ألقى كلمة قام من خلالها بشكرهم على الفوز وتحفيز الاعبين لتحقيق مزيد من الأنجازات.

"

ويتكون الفريق من:

1. مصطفى سكر – كابتن الفريق
2. محمد الشامى
3. محمود عيد
4. شريف محمد
5. مصطفى سكر
6. محمود يوسف
7. محمود سعيد
8. حسام مصطفى
9. اسلام جمال
10. محمد حسن
11. عبد الرحمن

المدير الفنى : سمير سعد الدين
المدير الاداري : محمد صبحى
المعالج : رضا موسى

كلمـــة العـــدد

عزيزي القارئ

القدرة على المنافسة هى التحدي الحقيقي الذي يواجه معظم شركات الحلول المتكاملة التي تعمل في مجال تكنولوجيا المعلومات في الوقت الراهن وذلك من خلال تقديم أفضل الخدمات مع الحفاظ على أعلى مستوى من رضاء العملاء، وفي نفس الوقت الحفاظ على الربحية التجارية اللازمة والتي تكفل تدعيم النمو المطلوب في ظل المناخ الحالي للسوق. وهذا ما يضع الشركات تحت ضغط وجوب التمتع بقدرة عالية من المرونة ومحاولة التكيف مع الأوضاع المتغيرة.

ومن هذا المنطلق، تم تأسيس قطاع "مبيعات المشاريع" بداية من يناير ٢٠١١ والذي هو نتاج لإعادة هيكلة عدة إدارات وأقسام داخل الشركة كذلك إستحداث إدارات وأقسام جديدة لتكون جميعها تحت إدارة واحدة حتى تصبح مسئولية خلق فرص أعمال جديدة تم تطويرها الي أن تصبح مشروعات فعلية وحتي تسليم هذه المشروعات لعملاءنا هي مسئولية مشتركة لفريق عمل واحد نحو هدف واحد يسعي نحو تحقيقه الجميع.

لذلك فقد تم دمج إدارة " خدمات ما قبل البيع " مع " إدارة المبيعات " بجميع قطاعاتها (الإتصالات ، الحكومة ، البيع العام) مع إدارة متابعة وتنفيذ المشروعات ، كذلك إستحدثت إدارات وأقسام جديدة لخدمة نفس الهدف كإدارة" تصميم الحلول والعروض " كذلك وحدة " مراقبة جودة الأعمال " كما تم أيضاً إستحداث إدارة " مبيعات خدمات ما بعد البيع ".

وكما سبق ذكره ، فإن الأهداف من إندماج هذه الإدارات تحت الكيان الجديد بإدارة واحدة يمكن تلخيصه فيما يلي :-
١-إرساء مبدأ المسئولية المشتركة لجميع أعضاء فريق العمل نحو هدف واحد وهو خدمة العميل.
٢-التأكد من أن الخدمة المقدمة هي الأنسب فنياً

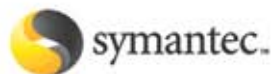وبأفضل الأسعار ، وفي نفس الوقت قابلة للتنفيذ حسب الجدول الزمني المناسب والمتفق عليه مسبقاً مع العميل.
٣-المحافظة علي الحد الأدني للربحية الذي يمكننا من توفير عامل الإستمرارية في تقديم الخدمة للعميل بالصورة التي تنال رضاه.
٤-ربط حوافز المبيعات لجميع أعضاء فريق العمل بالربحية الفعلية المحققة بما يوفر مبدأ العدالة لجميع العاملين كذلك المساهمين في رأس مال الشركة.

وحتي نوفر أعلي درجات النجاح الممكنة للكيان الجديد تم الإستعانة بأحد مستشاري صناعة تكنولوجيا المعلومات في مجال دورات عمل شركات المبيعات وذلك لإعادة هيكلة دورة العمل والدورة المستندية الداخلية بين هذه الإدارات وعلاقتها المرتبطة بالإدارات الخدمية الأخري الموجودة بالشركة والتي تقدم خدمات أساسية للعملية البيعية وهي إدارات المشتريات والمخازن والحسابات كذلك إدارة خدمــة ما بعد البيع.

وخلال التسع الشهور الماضية من العام المالي ٢٠١١ حققت عملية اعادة الهيكلة تقدمًا كبيرًا محققة نتائج ايجابية بالنسبة للأهداف التي تكونت من أجلها على جميع المستويات.

وبهذه المناسبة أود أن أغتنم هذه الفرصة لأشكر جميع أعضاء فريق العمل بقطاع "مبيعات المشاريع" لمساهمتهم وتعاونهم الجاد في تبني هذا الفكر العملي وترجمته إلى نتائج ملموسة.

ونحن في أكت، نؤمن بقوة بأنه كلما زادت قدرتنا على العمل كفريق متكامل من أجل توفير الحلول المتكاملة لعملائنا، فنحن بذلك نكسب ثقتهم، ونلبي كافة احتياجاتهم، وبالتالي نحافظ على معدلات النمو اللازمة لتطوير أعمالنا بصورة أفضل.

شكراً،

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المحتـويـات

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