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Message From the Management

Dear Valued Customer,

Hotels, unlike any other real estate investments, have a unique nature. Being capital, management and labor incentive, hotels have both: High Investment Risk and High Operating Risk. Therefore ;and in order to both minimize risk and maximize profitability of the Hotel; Hotel Management has to make crucial, fast and IN TIME decisions in less than few minutes to ensure Hotel's sustainability and profitability. **ACT** recognizes this unique nature of hotels industry; the importance of information in making such accurate and fast decision, in addition to the Hotel's Management main objectives of Profitability and Sustainability; It provides the Hotel management with an Integrated system solution that enables it to fulfill all spoken ahead objectives.

ACT provides the Hotel with state-of-the-art hospitality solution (H/W and S/W) that offers:

- 1.High level of coordination between different hotel departments**
- 2. Accuracy and efficiency in making Management decisions**
- 3. Reliable and quality Services for Hotel Guests**

Main systems like: FO, BO, F&B, S&C, call management, CRS, Payroll & Personnel and interfaces are integrated with other sub systems, providing the Hotel Management with SMART (Simple, Measurable, Accessible, Reliable and Timely) Data for the TOP Management decisions as well as the day-to-day operational decisions. Who needs more than that to succeed in a Global, Challenging, Dynamic and IT oriented WORLD.



Hisham Hassan
PMS & Help Desk
Manager

Micros-Fidelio Worldwide News

- MICROS Covers the Globe with the Installation of MICROS 3700 POS Systems in Antarctica
For details: http://www.micros.com/press_room/press_releases/raytheon.asp
- Kempinski Hotels & Resorts Migrating 100-Plus Years of Luxury Tradition to MICROS OPERA Enterprise Solution
For details: http://www.micros.com/press_room/press_releases/kempinski.asp
- MICROS 9700 Solution and Integrated Handheld Units to Serve Club Level Customers at Houston's Reliant Stadium
For details: http://www.micros.com/press_room/press_releases/reliant-aramark.asp
- MICROS OPERA Enterprise is Key to WestCoast Hospitality's Success with Major Web Booking Sites
For details: http://www.micros.com/press_room/press_releases/westcoastads.asp
- Venetian Resort Hotel Casino Chooses MICROS 9700 Hospitality Management Solution with NetVuPoint
For details: http://www.micros.com/press_room/press_releases/venetian.asp

micros FIDELIO

ACT & HP Automate Police Stations

ACT has started to execute the Ministry of Interior ambitious plan for automating all police stations. The Plan is implemented under the leadership of **H.E. Habib El Adly** Minister of Interior, the supervision of Gen/ **Moustafa Radi** the IT & Documentation Dept. Manager and the Management of Gen/ **Mahmoud Gaber**, Computer Department Manager.

The plan aims to automate the police stations and link it with other Ministry of Interior departments in order to achieve high and efficient level of performance in the police stations.

It is expected that after the implementation of the project, citizens will receive fast and high quality of civil and security services.

Eng. Amr Abbas **ACT's** Systems Integration Manager - responsible for the project; announced that: Because of the continuous cooperation between **ACT** and HP company, **ACT** is able to fulfill and implement various projects and ambitious plans for the Ministry of Interior that aim to increase the security efficiency and enhance the level of management in its different departments and police stations.

ESS welcomes The "returned King" by securing his final lodgment



The recently identified mummy of Ramses, first pharaoh of the 19th dynasty, has been returned to Egypt after being exiled in the USA for more than 130 years.

The Mummy was moved to the Luxor Museum, where it is now a part of a new permanent installation:

The Egyptian Army in the Golden Age

ACT ESS (Electronic Security Sector) with collaboration with the Egyptian Ministry of Defense (Egyptian Army) has just finished a Security Project for the returned King in his Homeland.

ACT has successfully installed an Integrated Security System for Luxor Museum that consisted of :

- CCTV Camera
- Video Motion
- Detectors Access
- Control Systems
- Fire Fighting Systems
- Wall Security Systems
- Doors Security Systems
- Fire Alarm Systems





New from MICROS

WS4



"WorkStation 4"

*Intelligent, simple to use, reliable and affordable:
the way POS terminals were meant to be.*

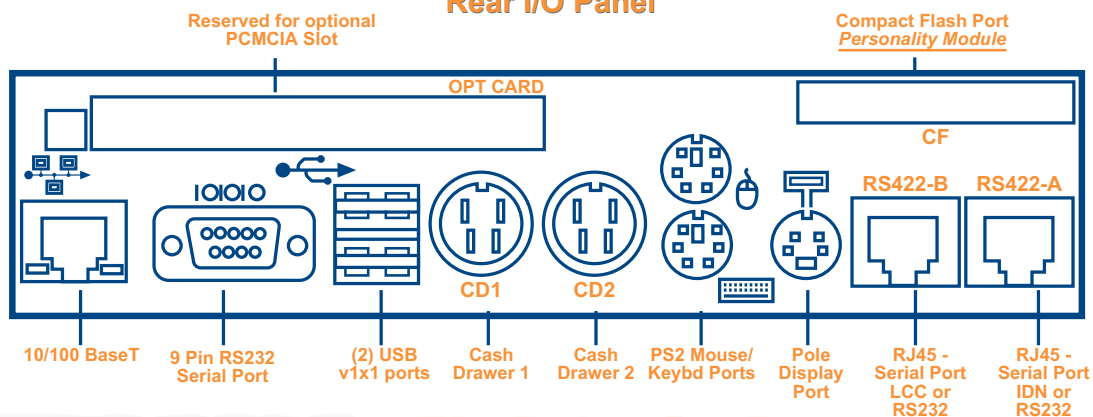
Until now, the hospitality industry faced two unsatisfying choices when it came to point of sale (POS) workstations: either a "fat" PC-based client with excess capability and high operating costs, or a "thin" networked client unable to stand alone. Now, MICROS Systems introduces the MICROS Workstation 4 (WS4), the just-right client: a smart client with the ease of use of a "thin" client, yet boasting the robust and powerful operational features and resiliency of a "fat" client.

Easy and comfortable to use

MICROS WS4 is sleek and stylish, yet rugged enough to withstand the most demanding restaurant challenges, like spilled drinks, heat, and a steady stream of operator activity. Its bright liquid crystal display and responsive touch screen make it easier to use in all light conditions. That translates into fewer operator errors. Because it can accommodate any size of menu, your workstations do not limit your culinary or marketing goals.

The add-on stand and mounting bracket offer ergonomic and space-saving advantages. You can adjust the screen from 25 to 70 degrees, reducing light glare and stress on necks and eyes. Mounted to a wall, WS4 leaves reservation podiums or countertops free for other work.

Rear I/O Panel



Tomorrow's smart workstation today

Supported by Microsoft Windows® CE.NET (a reliable, lower-cost operating system), the WS4 is an open, "smart" client capable of accessing XML web services from enterprise applications in real time. It also arrives preloaded with MICRO S Client Application Loader (CAL), an embedded software agent that automates and simplifies software deployment and maintenance. Users easily access the most current versions of their software with little or no technical support, and they experience improved performance by executing applications locally. While functional and reliable, the WS4 is free from the complexities of a traditional PC-based device. Its design does not require a fan or hard drive. It is therefore more reliable and less costly to run than traditional PC-based devices. Yet its architecture enables seamless integration with legacy software and peripheral hardware throughout the enterprise.

Goes where you need it

The fact that the WS4 can operate as a standalone enhances your control. You can operate the WS4 wherever it's needed: in an outdoor café; banquet with a cash bar; hotel lobby with a lunch cart - any locale where transactions occur. Plus, the WS4 has optional wireless capability, which translates into even more flexibility: Your POS workstation goes anywhere you want, even where there are no connections. That means you can build your business in ways you only imagined before: add a seasonal terrace, offer a movable cash bar, accommodate the post-game crowd in a separate room, and more. Try getting that level of flexibility from your old PC!

Quick replacement, no service calls

The WS4's "depot" capability makes installation as easy as plugging in a telephone, so you enjoy big savings by reducing or eliminating service calls and downtime. The WS4 is designed to be a highly reliable POS appliance, but if it does get damaged, you simply swap it for a handy spare. A removable "personality module" on an off-the-self compact flash card stores a record of key information, letting you move information easily from one workstation to another. Slip the card into the newly installed WS4, and the new workstation assumes the identity of the replaced device - fast, simple, with barely a pause between transactions! Our service providers pick up and repair the inactive workstation at your convenience.

ACT's Alliance with FCS Computer Systems

ACT has successfully signed a partnership agreement with **FCS Computer Systems**, by which **ACT** has been appointed as **FCS's Valued Business Partner** that has the right to **Market, Promote** and **Resell FCS** products in ■Egypt ■Saudi Arabia ■Algeria ■Kenya ■Libya ■Tunisia ■Sudan ■Ethiopia ■Somalia ■Uganda.



FCS *WinSuite*

WinSuite “ A stable and accurate billing solution for the Hotel with multiple PMS and PABX interfaces”

FCS WinSuite is a Windows based call charge and billing system that manages the costs of telephony and service usage in a Hotel. Another important function of **FCS WinSuite** is the **PABX, FOS and third party interfaces that are built into it.**

ACT'S Alliance w



FCS *Voicemail*

Voice messaging designed specifically for Hotels.

FCS VoiceMail is a Windows based Voice Messaging System designed specifically for hotels, and unlike an ordinary office voicemail system, **FCS VoiceMail** works seamlessly with the hotel telephone system (PABX) and the front office system (FOS). **FCS VoiceMail ensures that all guest messages are handled confidentially, delivered efficiently and conveyed accurately.**

FCS

TECHNOLOGY TO SERVE YOUR GUESTS



FCS Connect

FCS Express Connect "One-touch Solution enhancing service to guests."

With **FCS Express Connect**, guests need only touch **ONE** button on their phone to make any type of service request. It couldn't be easier!

FCS Express Connect is a sophisticated small-scale in-house call center solution that enables hoteliers to implement "one touch" service request capabilities to all guest phones. When a guest makes a service request, their call is delivered immediately to the appropriate Service Fulfillment Agent, and the request is tracked till completed or escalated when necessary.



FCS Netcentre

"Dial-up and Wireless LAN in-room Internet access and billing solution"

FCS NetCentre & IP NetCentre is another innovative add-on module for the FCS WinSuite that **provides guests with in-room Internet access with the added convenience of receiving and checking messages from the same front end.**



FCS Winfax

"Personalized Fax services for Guests."

FCS WinFax is a Windows based fax messaging system that **provides personalized fax services to your guests. During check in, FCS WinFax assigns each guest with a private fax number and fax mailbox for personal use during their entire stay.**

ACT Assists Vodafone Relocating to its New Headquarters

Vodafone Egypt, expanding its operations and activities in the Egyptian Mobile Market, transferred most of its operations and departments to a new location in **6th of October city**. The new premises is designed to work as a Technological castle rather than a normal company building.

ACT- committed to quality-has efficiently assisted **Vodafone** in moving, securing and operating more than 1000 office equipment in a non-stop 1280 hours in Week ends holidays only so that nothing could affect Vodafone's day-to-day operations.

ACT - also- has successfully Re configured, RE-installed and Re-activated **Vodafone's** servers that store all company's information, employee's filing systems, emails and archives,hence it stores all important, vital and confidential data for a Leading Company in Mobile Services in EGYPT.

Because of the importance of this project, **ACT** has dedicated more than 40 of its best engineers, technicians and admins to devote both their time and experience in order to accomplish this mission with **ACT** (Accuracy, Commitment and in Time)

Surfing the Web



STARTING FROM THIS ISSUE ACT WILL PROVIDE YOU WITH BUSINESS & FUN SITES THAT YOU MIGHT FIND USEFUL.

Microsoft

Find out how Windows XP can help you work smarter. How-to articles are grouped by topic on this page. You can also view a complete list of all how-to articles. If you manage Windows XP in a corporate environment, or for advanced how-to information, see the Windows XP Professional How-to Articles for IT Pros page. There is also a list of How-to Articles for Small Business.

<http://www.microsoft.com/windowsxp/pro/using/howto/default.asp>

HP

This is a useful URL on which you can download all the drivers and bundled software originally distributed with the HP products.

<http://welcome.hp.com/country/us/en/support.html>

Whatis.com

Definitions for thousands of the most current IT-related words.

<http://www.whatis.com>

Online Books

Books on this site include these: Active Server Pages, Teach Yourself ActiveX in 21 Days, Teach Yourself Web Publishing with HTML in 14 days, Internet Unleashed, Intranet Unleashed, Java Developer's Guide, Teach Yourself JavaScript 1.1, Teach Yourself TCP/IP in 14 Days, Using VRM, Microsoft Visual Interdev, Teach Yourself SQL in 21 Days, Teach Yourself Oracle 8 in 21 Days, Oracle Unleashed, Teach Yourself Photoshop in 14 Days, CGI Developer's Guide, Client/Server Computing, Unix Unleashed.

http://iwi2-biw.iwi.unisa.ch/sw_support/

The Computer Technology Documentation Project

This site contains computer documentation and information in various technical areas including markup and web languages, operating systems, hardware, programming, and networking suited for beginners to experts. There are various tips, editorials, and web links in several categories.

<http://www.comptechdoc.org/>

HP Compaq Business Notebook NX 7000 and Intel Centrino Mobile Technology

THE HP COMPAQ BUSINESS NOTEBOOK NX7000

delivers high-performance technology and the freedom of mobile computing in a simple yet powerful package.

The super-bright 15.4-inch widescreen display provides exceptional clarity and productivity while Intel's new **CENTRINO™ MOBILE TECHNOLOGY** and large capacity hard drives deliver compelling features in a sleek, thin, lightweight design.



Whether you are an or business owner considering a purchase, you will find the **HP COMPAQ NX7000** conforms to our long-standing philosophy of delivering reliable, flexible, and simple products that are highly compatible with industry standards in a way that directly addresses your business needs.



INTEL® CENTRINO™ MOBILE TECHNOLOGY is Intel's new technology designed specifically for mobile computing with integrated wireless LAN capability and breakthrough mobile performance.

It also enables extended battery life and sleek, easy-to-carry notebook PCs. This is Intel's first integrated computing technology designed from the ground up for wireless notebook PCs.

INTEL® CENTRINO™ MOBILE TECHNOLOGY supports

some of the leading wireless security hardware, and software, as well as with leading, access-point providers to allow users to stay connected and productive on the go for a truly mobile lifestyle.

INTEL® CENTRINO™ MOBILE TECHNOLOGY, three components work together to enable outstanding mobile performance, extended battery life and integrated wireless LAN capability in thinner and lighter notebooks



**MOBILE
TECHNOLOGY**

ACT's New Signed Contracts and Installations



Newly Signed Contracts:

- Iberotel Dahabia Dahab.
- Al Azhar Park Coffee Shop.
- Al Azhar Park Restaurant.
- Grand Makkadi Resort.
- King Tut Hurghada.
- Imperial Restaurant.
- Palm and Mirette Hotel.
- Hard Rock Cafe Hurghada.
- Albatros Dana Beach Hurghada.
- Solyamar Marsa Alam.

Completed Projects

(Hotels & Restaurants)

- Royal Albatros Moderna Resort
FO, F&B, PayRoll, MFF, FCS
- Renaissance Golden View Sharm
F.O & F&B & MFF
- Ramada Plaza Ras Suder F&B
• Magic Life CRS
- Interconti Abo Soma
F.O & Payroll & MFF
- Holiday Inn Sharm MFF
- Sonesta Cairo MFF
- Sonesta Hotel - Portsaid MFF
- Interconti El Taif MFF

- Steigenberger La playa Taba MFF
- Ramses Hilton FCS
- Nile Hilton MC
- Solyamar Marsa Alam
F.O & F&B & MFF
- Kiroseiz Resort - Sharm
F.O & F&B & MFF
- Iberotel Dahabia
F.O & F&B & MFF

Projects under installation

(Hotels & Restaurants)

- Hilton Taba: MC
- Sonesta Beach Resort Sharm: MFF
- Reef Oasis : MFF
- Palme & Mirette:
F.O & F&B & MFF
- El Golf Solimaina
F.O & F&B & MFF
- Solyamar (Iberotel):
F.O & F&B & MFF

Completed Projects (SIS)

- Ministry of Interior:
Infra Structure works for MOI Intranet System
- Ministry of Interior:

IT development for Different Departments

- Ministry of Interior
IT development for Assurance & Pensions Department

Projects under installation (SIS)

- National Authority for Remote Sensing and Space Science(NARSS)
- Ministry of Interior
General Department for Press & Relations

Completed Projects (ESS)

- Monuments Authority- LUXOR Temple:
Total integrated Security solution (Ticketing & security systems)
- Monuments Authority- Monuments Warehouses
Implementation of total integrated security solution for 7 warehouses (Closed Circuit TV, Fire Alarm, Fire Fighting, And Fences Security)

Contacts

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