ACT News

Advanced Computer Technology

ACT شركة الحاسبات المتقدمة
Advanced Computer Technology

Message From the Management

Dear Valued Customer,

The IT world of today is dramatically different than it was just a decade ago. IT systems are much more complex, with computers and software distributed throughout the organization and often around the world. We spend a lot of time talking with our customers, and one thing we consistently hear is that the growing complexity of today's computing systems is driving up costs and limiting the potential of information technology to work on the toughest business problems. In fact, a study by an independent consulting firm reported that IT professionals spend more than 50 percent of their time maintaining existing systems.

We believe our industry has a responsibility, and an opportunity, to dramatically reduce our customersí costs by seamlessly weaving together all of the devices, services and multiple layers of software into a coherent, efficiently managed technology framework.

In ACT we are planning to design Quality Customer Service Support Programs for loyal customers by which they can manage support more easily, vastly increase efficiency, reduce business overhead. These programs are intended to award those customers by offering them free training, more healthy check visits and even hardware upgrade.

We designed these programs in order to empower IT managers to spend more time making computers really work for their companies by connecting business processes, empowering employees and creating real business value, rather than spending their valuable time worrying about the efficiency and maintenance of their systems

Mohamed Wahba
Acting Service Director

The planned programs came as a result of our belief that our main objective is to build a comprehensive set of solutions to our customers problems, and free up valuable IT Managers to work on higher-value projects, and make our support simpler and more cost-effective.

Micros-Fidelio Worldwide News

- Shangri-La Hotels Launches OPERA Central Reservations and Customer Information Systems
  For details:*www.micros.com/press_room/press_releases/shangri-la1.asp*

- Myfidelio.net Powers Nordic Airlink's Hotel Booking Engine
  For derails: *www.micros.com/press_room/press_releases/hb_flynordic.asp*

- MICROS-Fidelio Financials powered by SunSystems selected by Hilton International for its Egyptian hotels
  For details:*www.micros.com/press_room/press_releases/mff_hilton_international.asp*

micros·FIDELIO

Sol Y Mar Solitaire Resort- Marsa Alam
Joining Micros-Fidelio Parade of Success

A unique Experience, Solymar is currently operating many Hotels and Resorts in different unique locations in Egypt. Solymar will make your dream come true.

- Sol Y Mar Hotels & Resorts Company is the leading tourism and leisure group in Egypt provides superior holiday destinations.

- Committed to Quality, ACT has successfully implemented and installed integrated Micros ñFidelio PMS & POS Systems in addition to interfaces and network solutions in all Iberotel Hotels & Resorts operating in Egypt, Magic Life Hotel located in Sharm El Sheikh and ROBINSON club Suma Bay.

- Recently, ACT has succeeded to add SOL Y MAR Solitaire Marsa Alam hotel is currently powered by Micros-Fidelio after implementing and installing a Micros-Fidelio Integrated PMS & POS Systems: Fidelio Back Office, Micros-Fidelio Financials, Fidelio Food & Beverage and Micros 9700.

- In other words, Sol Y Mar Solitaire Marsa Alam has joined Micros-Fidelio Parade of Success in Egypt. Sol Y Mar Hotels & Resorts offers truly "A Unique Experience".

My First SAN Solution

Digital information is a critical component of business today. It not only grows in volume continuously, but increasing it has to be available right around the clock. Inability to access your information - when running a system backup, for example ñ is no longer an option.

Add to that a shrinking IT budget, and youíre presented with a real challenge. How do you provide efficient storage, management and availability of your data?

The solution can be found in highly flexible, intelligent and easy-to-manage storage solution, that is also cost-effective. The storage area network.

How can ACT and HP help you?

Storage area networks (SANs) are regularly perceived as being suitable only for companies with vast budgets and specialist IT knowledge. This is not always the case. This solution article will demonstrate that they are a truly viable option for all types and sizes of business.

We'll look at:

- What a SAN is and whether you need one.

- A breakdown of the key hardware and software components of a SAN.

- The technologies and techniques HP provides within its SAN offering.

- An overview of the HP product portfolio.

- A selection of typical solutions to help you assess whatís best for your needs.
- A simple decision tree to help you choose the right solution.

What is a storage area network?

The simplest way of understanding a storage area network is to compare it to an already popular type of IT infrastructure solution -the local area network (LAN).

LANs enable multiple PCs to share key IT resources such as applications, servers, shared files and printers. SANs provide similar resource sharing, but are specifically designed for servers to share storage devices such as disk arrays or tape libraries.
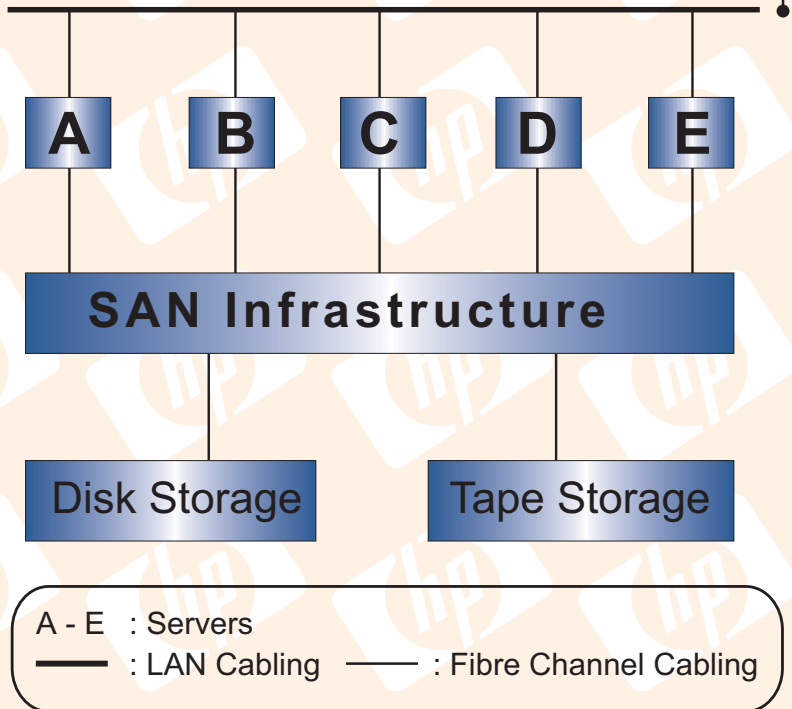
TYPICAL SAN DESIGN

What will it do for you ? ? ? ?

If you need to store and manage growing amounts of data more efficiently, while simultaneously cutting operational and management costs, a SAN will bring you the following benefits:

• Online scalability - so you can add storage with to ease to meet changing capacity requirements.

• High levels of availability ñ ensuring your data and applications are fully accessible at all times, even during backup.

• Simple and centralized management - saving you vital human resources.

• High utilization of disk capacity - for improved cost efficiency and near-instant returns on your investment even in the event of component failure or during backup.

• Faster data restoration - to return your business to full

| A | B | C | D | E |

SAN Infrastructure

Disk Storage   **Tape Storage**

A - E : Servers
▬▬▬ : LAN Cabling   ——— : Fibre Channel Cabling

In this issue we have covered the most important aspects of **MY First SAN Solution** in terms of: what is it, and what it will do for users. In the next issue we should make more emphasis on **SAN Solution's** components, benefits and how to Manage it.

SUNSYSTEMS STRENGTHENS RELATIONSHIP
WITH MIDDLE EAST THROUGH
ACT ACCREDITATION

On May 2004, ACT in cooperation with SunSystems has successfully implemented a seminar to launch SunSystems Business Intelligence Solutions in Egypt, during which Eng. Emad Osman, Act General Manager has signed a strategic alliance agreement with Hugh Stafford-Smith, SunSystems Managing Director, by which ACT has been awarded accredited partner status by SunSystems, thereby extending its alliance with the leading provider of financial management and business intelligence software solutions. In addition to the accreditation, ACT has become the first partner to be commissioned to deliver and support an Arabic language version of SunSystemsí world-class financial and business management solutions to customers throughout the region.

Martin Kaczmarek, general manager for SunSystems in The Middle East commented: Last year ACT was accredited to sell our MICROS-Fidelio Financials solution into the hospitality space. Since then, ACT has consistently demonstrated extensive commercial and technical skills when delivering solutions to an expanding user base throughout the Middle East region. So it is particularly pleasing that we are able to award the team with accredited partner status, which will enable them to extend their

SunSystems expertise across other vertical market sectors while continuing to build on their success in the hospitality sector.

SunSystems has been working with ACT as part of the UK Trade Mission in London, an initiative designed to promote and strengthen business relationships and investment between the UK and middle-eastern organizations. The success of this initiative is further endorsement of the two companies commitment to working together to develop business opportunities across the region, while effectively supporting its expanding user community.

Hassanien Tawfiq, managing director of ACT explained:

SunSystems is an internationally renowned solution with market leading financial and business intelligence capabilities that consistently deliver global, low risk, cost effective solutions to many thousands of users. We believe that as a direct result of both of our accreditations and the success of the UK trade mission we participated in with SunSystems, our users in the Egyptian market stand to benefit not only from functionally rich technology but also from the best practice standards we employ across the development, delivery, implementation, and support for each SunSystems project we deploy. Also Egypt will benefit from the outsourcing servicesí revenue from all our accredited consultants.

It is worth mentioning that the Seminar was honored by the presence and speech of Dr. Ashraf Abd Alwahab, MCIT representative in addition to the presence and quality presentation for prominent figures in SunSystems Company: Hugh Stafford-Smith, SunSystems Managing Director and Martin Kaczmarek, General Manager Middle East, Andrew Turton, Global Solutions Director, Peter Raue, Brian Hughes and Dee Houchen.

The sessions of the seminar covered and demonstrated new range of financial management and business intelligence solutions including Budgeting, Forecasting, Enterprise Planning, Subsidiary Management, Consolidation, Risk Management and Pan-application Reporting.

SunSystems
Powering Business Decisions

Business Intelligence Modules are:

- DecisionWare
- Enterprise Planning
- Risk Management
- Consolidation
- Subsidiary Management

SunSystems Solutions are:

Financial Management including the following modules:

- Ledger Accounting
- Multi-currency
- Corporate allocations
- Fixed Assets

Purchase management & Purchase requisitioning

Sales Order Management & Inventory Management

Project Accounting & Resources Management

Integrated Analytics

Integration & Technology

For more than 20 years SunSystems has delivered global, low-risk solutions that are designed for rapid, low cost deployment. The accreditation of ACT to serve the Egyptian market is a key step in SunSystems expansion into the Middle Eastern region.

Micros Offers Software Key Trade-In Program for RES 3000 and LES 9000 MICROS Systems, Inc. is pleased to announce the availability of a Software Key Trade-In Program. This program will allow customers using a parallel port software key to trade-in for a USB software key.

The Software Key Trade-In program applies only to the following products with the following required versions in order to support the USB software key:

- **RES 3000**   **Version 3.2 and higher**

- **Enterprise Management**   **Version 3.2 and higher**

- **LES 9000**   **Version 1.7 and higher**

Surfing the Web

http://www.fiercecio.com/

FierceCIO is a free weekly email service for chief information officers **(CIOs)**, chief technology officers **(CTOs)**, and other senior IT managers. In one quick email per week, **FierceCIO** gives you a quick, authoritative briefing on the latest "must know" news, trends, and best practices in executive IT management.

http://www.palowireless.com/bluetooth/

The original and definitive internet guide to **Bluetooth technology**.

http://www.iqtest.com

free, fast and fun **IQ Test**. While you smirk, it accurately measures your IQ score.

http://www.idocs.com/

complete guide to **creating** web pages

HP:

http://h71019.www7.hp.com/ActiveAnswers/Render/1,1027,1-6-100-225-1,00.htm

Active Answers: The online solutions authority where HP shares its experience and best practices for planning, deployment and operation of Enterprise Solutions. It includes up-to-date technical information, the system configurator, server sizers and storage and performance tools.

Microsoft:

http://office.microsoft.com/templates/default.aspx?CTT=6&Origin=EC790020111033

In this link you will find hundreds of templates to use with Microsoft Office XP and 2003.

Spot Light

HP SERVERS

HP is focused on meeting the needs of all its customers, from small businesses to large, enterprise businesses. Today HP introduces servers that offer customers of all sizes the latest technology, enabling businesses to choose the best solution for their needs.

● ProLiant DL145 ●

The ProLiant **DL145**, optimized for the HPC market, is designed with industry-leading performance features including **AMD** Opteron 200 series 2.2GHz processors, up to 16GB of 2-way interleaved **PC2700** memory, embedded dual-channel Gbit **NIC** and a **133 MHz PCI-X I/O** expansion slot. The 1U size, low power consumption, dual Opteron processors, and large memory footprint†provide HPC customers with an ideal†low cost, high performance, density-optimized solution. Full specifications and pricing are available now in your local country, first shipments are expected to commence beginning of April.

● ProLiant ML110 ●

HP introduces the newest addition to the ProLiant 100 series, the ProLiant ML110. The ML110 is an affordable server with appropriate technology at the price of a desktop server. Practical performance, such as Intel Pentium 4 processing, ECC memory, and PCI-X support deliver the IT functionality small businesses require.

● ProLiant ML150 ●

HP EMEA offers an affordable 1/2P Tower server for value conscious growing business seeking maximum productivity and efficiency at minimum cost and efforts. Utilizing Intel Xeon 2.8GHz/512 processors, available in hot plug and non hot plug models, the HP ProLiant ML150 server combines superb reliability, performance and ease of installation, whilst maximizing expendability. The ProLiant ML150 represents HPís entry-level, dual-processor pedestal server for small networks.

● ProLiant DL585 ●

delivers the highest 32-bit performance and best price: performance of any 4-way server. In addition, the DL585 will support 64-bit computing, enabling customers to deploy one 4-way system for their 32-bit and 64-bit computing requirements

ACT's New Signed Contracts and Installations

Newly Signed Contracts:

- **Ghazala Hotels**
  (Movenpick Alamein).
- **Nova Park Co.**
  (Four Seasons at Nile Plaza).
- **Imbt (Holiday Inn Taba).**
- **Marhaba Tours**

Completed Projects:
(Hotels & Restaurants)

- **Movenpick Heliopolis**
  Micros System 9700
- **Sun Rise Palma De Mirette Hurghada**
  Micros System 8700
- **Three Corners Kirosiz Sharm**
  Micros System 9700
- **The Desert Rose Hurghada**
  Micros System 3700
- **Kiroseiz Resort Naama Sharm**
  F.O, IFC, F&B ,MFF
- **Sonesta Beach Resort Sharm**
  MFF
- **Hilton Taba**
  MC

- **King Tute**
  F.O , IFC
- **Sunrise Palm De Mirette**
  F.O, IFC, F&B, MFF
- **Dana Beach**
  F.O, IFC
- **Dreams Beach Resort**
  MFF
- **Sun Rise Holiday**
  MFF

Projects under implementation
(Hotels & Restaurants)

- **Intercontinental Heliopolis "City Stars"**
  Opera, S&C, MFF
  Micros System 9700
- **El Golf Solimaina**
  F.O, F&B, MFF
- **The Grand Hotel**
  MFF
- **Grand Hotel**
  MFF
- **Cairo Sheraton**
  Opera PMS

- **Grand Resort**
  MFF

Completed Projects (SIS)

- **Ministry Of Interior**
  Work Permits.
- **IDSC**
  Active directory
- **Ministry Of Interior**
  Press & General Relation Depts.

Projects under installation (SIS)

- **Egypt Air**
  Offices Automation
- **Ministry Of Interior**
  Updated information Systems
- **CAPMAS**
  Database Information Systems

ASR AMERICAN SYSTEMS REGISTRAR
Certified since 1998

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- **Escalation Procedures**

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