

★ ★ ★ ★ See Us @ **GITEX** Dubai Hall N° 8 ★ ★ ★ ★

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Message From the Management

Dear Valued Customer,

Alarms and monitors can improve access control and monitoring of equipment at sites where privacy and integrity is highly required. How extensively they are deployed? This depends on a realistic assessment of need and risk. Alarms and monitors track two important conditions for our customers and their technicians: security and system performance. The extent to which systems are deployed is determined by need and risk, which should determine how resources, budgets and bandwidth are used.

Depending on how much control you want to get, there are also motion detectors and closed-circuit television (CCTV) solutions. Digital video linked to motion detectors is also now available, whereby triggering a motion detector sends a "snapshot" of the intrusion zone and the intruder to the central monitoring station.

After discouraging physical access, the next step is ensuring qualified access. Currently, lock control pads that operate with proximity cards, swipe cards or code buttons are in vogue. Such systems have several benefits. They restrict the unauthorized former or current employee. They are more convenient for authorized personnel who may have to maintain and service equipment at multiple sites.

Again, in the empire of "high security," more-complicated systems are available. Once the grist of the spy-movie mill, biometric devices are now a reality in security integration. Biometric devices measure physical attributes or qualities of the person seeking access against a template of authorized parameters. Currently, these include fingerprints, hand geometry, face geometry, eye iris or retinal patterns, and voice recognition.

We in ACT provide our customers with state of the art complete security solutions which are completely integrated with their IT systems, to ensure their privacy and integrity.



Eng. Bassem Khalil
Electronic & Security
Systems Manager

Micros-Fidelio Worldwide News

- MICROS Continues to Roll-out InterContinental Hotels Group With Over 500 OPERA Installations Completed in North America
For details: <http://www.hotelnewsresource.com/article12531.html>
- MICROS Delivers End-to-End Solution to Pizza Hut UK
For details: <http://www.hospitalitynet.org/news/154000353/4020337.html>
- Mexico's Leading Eco-Tourism Theme Parks Adopt MICROS 9700 HMS as Total Solution for Nearly 1,000,000 Guests a Year
For details: http://www.micros.com/press_room/Press_releases/xel-ha-xcaret-qarrafon.asp

micros FIDELIO

Act plays a role in the success of Mövenpick's luxury five-stars resort & spa on the Mediterranean coast of Egypt at El Alamein.

Mövenpick El Alamein is Unique; being the only five-star hotel along the north coast of Egypt with the exception of Alexandria, the completion of this ambitious project has been eagerly welcomed. This applies not only to international travelers, but also to the growing number of locals who spend time in places like Marina or Agami, who will benefit from a superb facility on their doorstep.

ACT and **Mövenpick** has successful long term Business relationship throughout the years. **ACT** as representative for Micros-Fidelio company has always played a role in implementing **Mövenpick** Projects by installing and implementing Micros-Fidelio PMS and POS systems. **ACT**



-as a leading provider of Information Technology solutions for the hospitality industry- has provided **Mövenpick** El Alamein with a fully integrated suite of products, allowing effective and easy deployment for the hotel's operations and activities. **ACT** has installed Fidelio Front- Office Solution and the interfaces that integrate the solutions in one operating suite, in addition to installing Micros - Fidelio Financials and Material Control, Two of the most updated Financial and Food & Beverage Solutions for Hotels, , hence **ACT** has played a role in the success of the establishment of a New Property the carries **Mövenpick's** famous brand name.

Four Seasons Hotel Cairo at Nile Plaza opens with Micros 9700 and OPERA

On the Nile River, **ACT** has passed another success story during the third quarter of the year 2004.

While **Four Seasons** Hotels and Resorts continues its worldwide expansion, **ACT** had successfully shared the opening of **Four Seasons** Hotel Cairo at Nile Plaza by installing the up to date, latest versions of Micros Fidelio products: "**Opera PMS**" and "**Micros 9700 POS**" which are matching with **Four Seasons'** standards.

"Boasting spectacular views of the Nile on one side and the centuries-old Citadel on the other, **Four Seasons** Hotel Cairo at Nile Plaza offers a prestigious new address for both business and leisure guests. Situated amidst the business and diplomatic district, it is also ideally located for access to the city's many ancient monuments and areas of cultural importance." said Mr. Olivier Masson - The hotel's General Manager.

ACT - leading provider of Information Technology Solutions for the hospitality industry in Egypt, has been chosen by Four Seasons to cooperate with Eng. Ahmed Amer - The Director of information technology To provide its new hotel at Nile Plaza with Micros-Fidelio Hospitality Management Systems- one of the leading PMS providers Worldwide. In addition to providing and installing the HP servers, PCs and printers, **ACT** has installed the following



Ahmed Amer
Director of IT

PMS/ POS systems; OPERA PMS & Micros 9700 POS including a new challenge which is NetVUpoint installation for the first time in the area. Moreover The Micros-Fidelio modules were interfaced with the other installed Systems as call accounting, PABX, Electronic door locking and Internet Billing.

ACT project management team under the supervision of Mr. Mohsen Emam, projects manager, has dedicated all its knowledge, skills, tools and techniques to this project in order to meet **Four Seasons** expectations and needs of high quality and timely implementation of the project.

Also the close follow up from **ACT's** top management to such project has been so supportive for a new smooth and successful installation to be registered as a success story for the third quarter of year 2004.



Mr. Olivier Masson Four Seasons General Manager from the right & **Mr. Mohsen Emam** ACT projects manager from the left



CARE PACK SERVICES

■ What is the Care Pack???

HP Care Pack Services offer upgraded service levels to extend and expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your hardware and software investments.

■ What is Covered???

Server hardware, software, and systems Storage hardware, software, and systems Network devices and software Workstations, desktop PCs, notebooks, laptops, and hand helds Printing and imaging devices Software - operating systems and applications.

■ Why Care Pack???

Protect your investment in - HP products Provide consistent, predictable levels of support across your Ease budget planning with fixed-cost support that includes parts and labor Give you direct access to proven technical and problem-solving expertise Offer a choice of response-time and repair-time commitments Deliver prompt, measurable results Are available whenever and wherever you do business Care Pack Support hardware.



■ Care Pack Support

| hardware | premium hardware/software | start-up & implementation | software |
|--|---|---|---|
| <ul style="list-style-type: none"> • next business day • 4 hour same business day • 4 hour 24X7 same business day • 6 hour call to repair • next day exchange • return service • pickup & return • maintenance kit replacement | <ul style="list-style-type: none"> • critical service • support plus • support plus 24 • proactive 24 | <ul style="list-style-type: none"> • education • installation | <ul style="list-style-type: none"> • technical support • technical support 24X7 • update |

Surfing the Web



<http://www.translation2.paralink.com>

PROMT-Online is a free, automatic translation service that removes language barriers across the World Wide Web. It can help you send and receive Email, translates mail documents, or browse international Web sites.

<http://www.isaserver.org>

Get all the latest ISA Server articles, tutorials and tips.

<http://www.msexchange.org>

Get all the Latest Exchange articles, tutorials and tips

<http://www.ittoolbox.com>

ITtoolbox is a leading information provider for the IT market, operating 29 Web sites, 824 online communities, 77 newsletters, 65 expert blogs, and a career service. As the world's leading source of experience-based IT content, ITtoolbox is uniquely capable of facilitating successful IT decision-making

My First SAN Solution-2

In the first article we talked about; What a SAN is and whether you need one or not also we explained what it is going to do to you. In this article we are going to cover the SAN components, and how can a SAN increase the availability of your systems.

SAN COMPONENTS:

As shown in the following graphic, there are five basic components of a SAN:

1/ Servers

Multiple servers, for different vendors, running different operating systems can all be connected to a SAN. The most common and proven way of doing this is with fiber-optic cabling, which use a special fiber-channel card called a host bus adaptor (HBA).

Servers can be connected to a SAN with either a single or dual connection. A dual connection gives you a fallback should one connection fail.

Benefit of a SAN:

Allows multiple servers to share storage for greater efficiency and increased availability.

2/ SAN infrastructure

The SAN infrastructure (or "fabric") comprises the hardware, cabling and software components that enable data to move into and within the SAN. Host bus adaptors and fiber-channel switches form the foundation, enabling servers and other storage devices to connect to each other.

Switches can detect failed or congested connections and intelligently reroute data to the correct device. And when linked together (cascaded), they increase the number of available San connections - providing greater performance and resilience against individual connection failures.

Benefit of a SAN:

Creates a high-performance, resilient infrastructure that can easily be modified as your needs change.

3/ Disk storage

Disk (or RAID) arrays provide dedicated storage for servers. Data is written to multiple disks within the array, so if one disk fails, the data will still be accessible from another. Disk arrays provide high levels of fault tolerance; a modular design to grow capacity and performance; and shared access for different servers running different operating systems.

Benefit of a SAN:

Provides increased availability and capacity usage, plus simplified management, by consolidating data in a disk array.

4/ Tape storage

Within a SAN, any disk storage (disk array or internal to a server) can be connected directly to a tape library via fiber channel. This provides a fast and dedicated pathway for data backup, and frees the corporate LAN to perform its primary functions with greater efficiency. Modern San solutions can also perform server less backup. This enables the backup-and-restore process to take place without data passing through the server,

enabling users to dedicate more of their resources to business

Benefit of a SAN:

Reduces your backup window with centrally managed, high-performance tape backup.

5/ Management software

Although it is often overlooked, the management software is perhaps the most important part of any SAN. It helps you configure and optimize individual components for the best setup. It can then monitor the entire network for performance bottlenecks and areas of potential failure.

It also automates time-consuming tasks such as data backup, and provides usage statistics that enable you to cross-charge SAN users. In addition, virtualization functionality lets you manage all available storage as one virtual pool, regardless of where it's located.

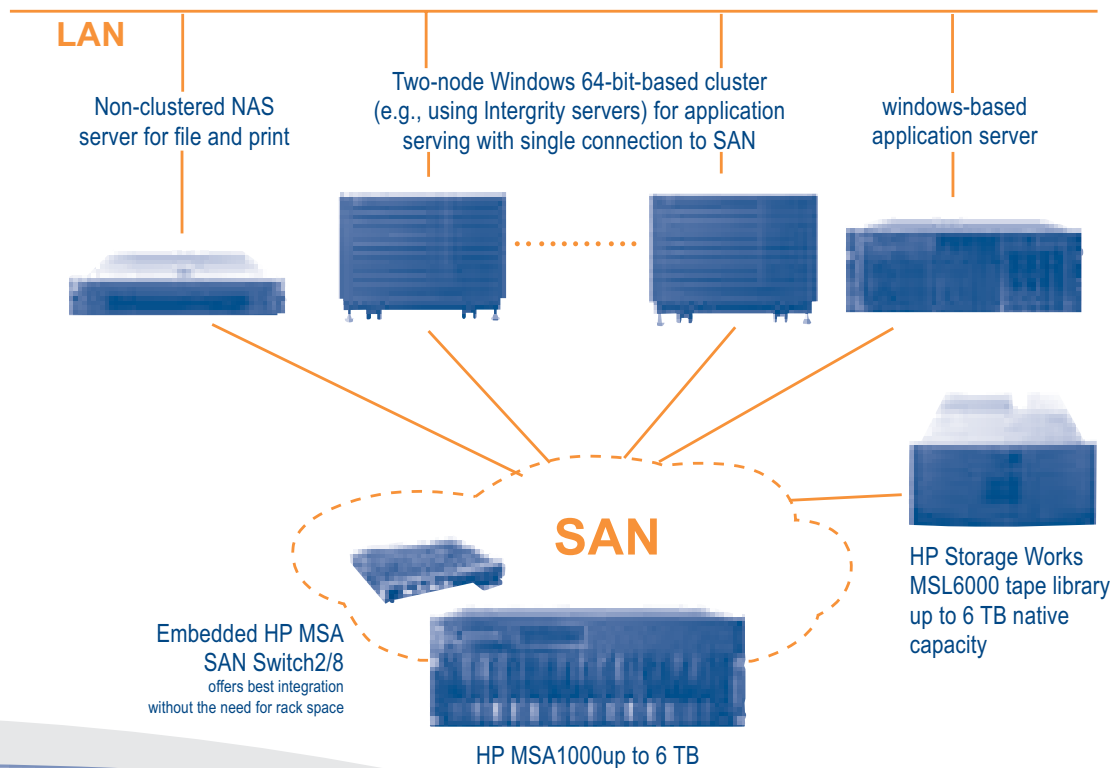
Benefit of a SAN:

Enhances efficiency further by managing your consolidated storage from one location.

A SAN MAKES IT EASY TO INCREASE AVAILABILITY ...

Today's IT environments require increasing high levels of availability at all times. SANs can offer 24x7 availability thanks to a fully redundant architecture. The following elements are building blocks for increased SAN availability.

My First **SAN** Solution-2



Server clustering

Configuring two or more servers in a cluster provides the following advantages. It distributes processing requests evenly between servers in the cluster (load balancing).

And it allows a recovery server to take over the operations of a primary server should failure occur. Clustered servers need access to the same data, which requires an external storage system.

A SAN is recommended as it provides multiple storage connections and scalability to meet changing needs.

Multi-Pathing

The connection between server and networked storage solution has several components - HBA, switch, cables, array controller. If one breaks, your connection will fail.

Multi-pathing guards against this. With redundant components, traffic can be swapped from one component to the other should a failure occur. HP storage Works secure path software detects failed connection and initiates automatic failover.

Storage replication

Storage replication maintains access to data - even if your entire storage system fails - by continuously copying it to a remote secondary array (e.g., at the second data centre).

While higher-end environments perform this directly between two disk arrays, smaller environments are more suited to replication between servers connected to a SAN over an IP network. This enables one-to-one, one-to-many and many-to-many replication, and data is synchronized in incremental blocks to minimize network traffic.

MICROS Releases Workstation 4 Wireless Kit

MICROS Systems, Inc. is pleased to announce the release of its new **Wireless Workstation 4 (WS4)**.

Utilizing the 802.11b standard, the MICROS **Wireless WS4** has all the same benefits and features of a regular WS4 without the need for costly network cabling. **The Wireless WS4** will decrease installation time, reduce costs to the End User and reside in areas where network cabling is not possible.

The Wireless WS4 will consist of an additional PCMCIA daughter board, a Cisco Aironet 350 PC card and an omnidirectional antenna. Driver support for the Aironet 350 is built into the operating system to eliminate the need to install third party software. The wireless network card will be detected and enabled automatically during the WS4 start up processes.

The Cisco Aironet 350 PC Card offers simplistic configuration with 40-bit encryption, static Wired Equivalency Protocol (WEP) and 802.1x for security. The Aironet 350 is also on the Microsoft® CE .NET Hardware Compatibility List (HCL) and the only card approved by MICROS for use in the WS4.

The combination of Windows® CE .NET and Cisco's Aironet 350 in the WS4 can work in many wireless



infrastructures. It can join an existing wireless network, work in combination with a wired network, co-exist with Mobile MICROS and communicate in Adhoc mode that does not require an Access Point. Like other wireless devices the Wireless WS4 offers:

- Flexible Installations
- Improved Customer Service
- Mobility
- No Costly Network Cabling
- Works with Mobile MICROS

With a wireless installation we are no longer restricted to locations with network cabling.

The Wireless WS4 can be placed in difficult to cable locations, making it perfect for unconventional locations like kiosks, banquets and temporary areas. Existing sites that want to add **Wireless WS4** is can do so by adding an Access Point in an appropriate location.

The **Wireless WS4** can also join an existing wireless network. For those sites that already have a wireless infrastructure, the **Wireless WS4** can be added to the network just like any other wireless device. In ad hoc mode, the **Wireless WS4** can communicate with one (1) other wireless device without the need for an Access Point or wireless infrastructure.

Micros 8700 To Micros 9700

Last Extension for Micros 8700 To Micros 9700 Migration Plan

We are pleased to announce that the free upgrade program from 8700 to 9700 for SEL paying customers, will be extended until **30.6.2005**.

It is worth mentioning that this Date **30.06.2005** is irrevocable and no further extensions will follow for the free upgrade program from 8700 to 9700 for SEL paying customers.





HP iPAQ 6300 Series Specs

The HP **iPAQ 6300** will be the first to include virtually every wireless option there is: quad band GSM/GPRS, Bluetooth and - 802.11b (WiFi). The phone will be able to be used almost everywhere, while the WiFi option will allow rapid data transfer at Hotspots or personal/corporate networks. The Bluetooth option supports wireless headset profiles and will enable the connection to other Bluetooth devices like printers.



| | |
|-------------------------|---|
| Manufacturer | HP |
| Model | iPAQ h6300 |
| Description | This iPAQ will have a 3.5 inch transfective display with 65,000 colors, an integrated VGA camera, SDIO slot, a removable 1850mAH Lithium Ion battery, 64MB RAM/64MB ROM, Bluetooth, WLAN 802.11b, and Quad- band GSM/GPRS (class 10) built-in. A business model will have the same specs, without the digital camera. |
| Operating System | Windows Mobile 2003 |
| Dimensions | 4.5" h x 2.9" w x .7" d |
| Weight | 6.5 ounces |
| Processor | TI OMAP 1510 |
| Wireless | Bluetooth, 802.11b, Quad-band GSM/GPRS |
| Memory | 64MB RAM, 64MB ROM |
| Expansion Slot | Secure Digital (I/O) |
| Battery Type | Removable 1850mAH Lithium Ion |
| Audio Out | Speaker, headset jack |
| Audio In | Microphone |
| Display | Transfective |
| Graphics Card | None |
| Viewable Image | 3.5 inches |
| Resolution | 240 x 320 pixels |
| Keyboard | Onscreen |
| Handwriting Recognition | Yes |
| Digital Camera | Integrated VGA, one model without camera |
| Other Hardware | USB sync/charge cradle |

ACT's New Signed Contracts and Installations

Newly Signed Contracts:

- Renaissance Alexandria Hotel.
- Four Seasons at Nile Plaza.
- ACCOR Novotel Airport.

Completed Projects:

(Hotels & Restaurants)

- Sheraton Cairo: Opera
Micros System 9700
- Cairo Movenpick Heliopolis
MFF, MC
- Maxim Plaza Garden Beach
F.O, IFC, MFF, F&B
- Belvedere Resort SSH
F.O, IFC, MFF, F&B
- Movenpick El Alamein
F.O, IFC, MFF, F&B
- Melia Sinai Paradise Hotel
F.O, IFC, MFF, F&B
- Reef Oasis
MFF
- Solymar Marsa Alam
Micros 9700

- Movenpick Resort & Spa El Alamein
Micros 9700
- Le Note Marina
Micros 2700
- Melia Sinai Paradise Sharm
Micros 9700
- Ramses Hilton (re-install Micros system)
Micros 4700

Projects under implementation

(Hotels & Restaurants)

- Four Seasons Nile Plaza
Opera, Micros 9700
- El Golf Solimaina
F.O, F&B, MFF
- Hostmark Oriental
F.O, F&B, MFF
- Sharm El Sheikh Marriott Beach
MC
- Hilton Hurghada
MC
- Grand Makadi
MC

- Intercontinental City Star
Micros 9700

Completed Projects (SIS)

- Egypt Air
Work Permits.
- Xceed
Call Center
- Ministry Of Interior
Update Information Systems
- CAPMAS
Database Information Systems

Projects under installation (SIS)

- Ministry Of Interior
Call Center
- Ministry Of Interior
Police Stations
- Ministry Of Interior
National Security Department Information Development.

contacts



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Artworks Wireless Security System

The Electronic and Security Systems Sector in **ACT** had added to its Security suite of solutions a new range of systems which are considered as the latest in museums Security. It is a real time, intelligent, wireless tracking security system for museums contents . This system gives an alarm when any monument or art-work is moved instantly, and track it also.

This system consists of:

- * **RF tags**, which are attached to the back of monument or art-work to be monitored.
- * **RF Readers**, to be located at exit of each hall.
- * **PC + Monitoring Software**, to be used in the control room of the museum.

* In a typical installation, RF readers are located at exits to the building and throughout the facility. The wireless RF tags are attached to the back panels of monuments. Tags can communicate with readers at distances up to 40 meters. Each tag has a unique ID. This ID is associated with the monuments in the management software. Each tag has a vibration sensor that sends an alarm signal via the readers to the software when disturbed (the system can be adjusted to detect vibration on the canvas).

* This management software can be easily integrated with non-proprietary security systems such as CCTV, door control, pagers, audible alarms and alarm monitoring systems. Thus, for example, video evidence of a security breach can be captured in real-time.

An audible alarm will also sound. Instructions to the Security Controller (configured by the end-user) appear in the dialogue box making it easy for security controllers to understand what is happening and what to do.

* Our new solution gives security controllers all the necessary real-time information to react to an event immediately (rather than belatedly searching for CCTV footage long after the security breach has passed).



Microsoft® Security Solutions by ACT

C E R T I F I E D

Partner

Security is a primary concern among organizations of all sizes and is a top priority for **Microsoft** and **ACT**. It is a primary concern among organizations of all sizes. **Microsoft** is committed to building software and services that will help better protect the customers and the industry. On the other hand we in **ACT** are working hard to upgrade and train our system engineers and technicians to implement and support such systems.

ACT believes that there is a growing need for security solutions that meet organization's needs in the areas of:

- * Security management and operations
- * Secure wireless
- * Perimeter management
- * Virtual private networking
- * Security management and operations
- * Identity and access management

By implementing **Microsoft** security solutions our customers will discover a great improvement in:

- * **Simplify management:** Manage your entire Windows infrastructure from a single location.
- * **Reduce costs:** Reduce Total Cost of Ownership (TCO) by 30%.
- * **Improve service levels:** Wide availability of offerings from hardware vendors that ensure high availability and scalability management best practices enable improved service levels.



Technologies in Improved Operations Efficiency

Windows Server 2003

Taking the best of Windows 2000 Server technology and making it easier to deploy, manage, and use. The result: a highly productive infrastructure that helps make your network a strategic asset for your organization.

Active Directory

A central component of the Windows platform, Active Directory provides the means to manage identities and relationships that make up network environments. Windows Server 2003 makes Active Directory simpler to manage, easing migration and deployment.

Exchange Server 2003

Exchange Server, the **Microsoft** messaging and collaboration server, is software that runs on servers and that enables you to send and receive electronic mail and other forms of interactive communications

through computer networks. Designed to interoperate with a software client application such as Outlook®E, Exchange Server also interoperates with Outlook Express and other e-mail client applications.

Microsoft Office Outlook 2003

Most popular enterprise e-mail client with significant new improvements that represent a huge differentiation against Star/Open Office.

Microsoft Windows Mobile®-based devices (SmartPhones, PocketPC phones) Extends the power of Office beyond the desktop by providing a similar experience that Nokia and other messaging platforms cannot offer.

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