ACT News

Advanced Computer Technology

ACT
شركة الحاسبات المتقدمة
Advanced Computer Technology

Message From the Management

Dear Valued Customer,

2004 was a challenging and successful year at **ACT**. Although we had to navigate through challenging market conditions, we continued to execute our strategic objectives and deliver our commitments to you, our valued customers.

Throughout **2004**, **ACT** concentrated on assessing short and long term plans to ensure efficient use of resources while maintaining an appropriate focus on Quality Service offered to its customers, along with focusing on market challenges & changes.

ACT, committed to quality service and customer satisfaction, measures its success according to the value it deliveres to its customers through its continuous improving the reliability of its services, offering state-of-the-art technology and focusing on its customers needs.

As we move forward, **ACT** remains steadfast in providing first & foremost quality service and leading-edge technology that empower its customers to meet challenges & opportunities that the New Year brings.

It was a year of progress and innovation that positioned us to deliver strong performance in **2004** and the years ahead.

On behalf of everyone in **ACT**, I thank you for your belief in our vision and for your business. We assure you that we will remain committed to providing you with high quality service along with value driven technology solutions in 2005 and beyond.

Emad Osman
Act General Manager

Micros-Fidelio Worldwide News

- Baja Fresh Drives Key Business Measures Using Real-Time Business Intelligence Through mymicros.net
  For details: http://www.micros.com/press_room/press_releases/bajafreshmymicros.asp

- Fazoli's Restaurants Chooses MICROS RES 3000 As Its Next Generation POS Platform.
  For details: http://www.micros.com/press_room/press_releases/fazolis.asp

- Red Lion and WestCoast Hotels Launch Enhanced GDS Connectivity on the New MICROS Opera Central Reservations Platform.
  For details: http://www.micros.com/press_room/press_releases/WestCoast_Next-Gen.asp

micros·FIDELIO

Fidelio- OPERA
A symphony now playing in Sheraton Cairo Hotel

Built in 1970; Facing The Glorious River Nile Between City Center And Pyramids; Sheraton Cairo Hotel is considered the first Sheraton in Egypt.

Following an ambitious hotel redevelopment project; after it was remodeled in 2001; Sheraton Cairo Hotel required an integrated state-of-the-art PMS system that offers both property-based and centralized yield management functionality, including group analysis, for optimum management of guests stay patterns in a single property. It chose innovative hospitality products from Micros-Fidelio supported by ACT.

ACT Project Management Team supervised by **Mr. Mohsen Emam,** Hospitality Projects Manager, beleiving in the importance of Quality, Time, Scope and Cost for Sheraton Hotels in Egypt, has designed a smooth installation and implementation program for **OPERA** migration that would be simple on the staff and has no impact to Sheraton guests.

According to the designed Project Plans, **ACT** professionals have successfully shared Micros-Fidelio team while installing Opera PMS, Opera Sales & Catering, H/W Servers and related Operating Systems assisting Sheraton Cairo Hotel in managing its 650 Rooms and suits, executive floors, restaurants, and conference rooms.

"**I**'m glad to finalize such a big project within a time-frame early planned and took place between Sheraton, MF and ACT." Said **Mr. Ahmed Sallam** - Starwood area director of IT Egypt, North Africa, Africa and Middle East & Director of IT Sheraton Cairo. "I'm also proud with the capability of ACT's engineers to share such new technology implementation in one of my Sheraton's biggest properties in the Middle East which is Sheraton Cairo."

"**P**lanning, organizing and follow up took place professionally and as per quality standards. The close follow up from ACT's top management for such implementation has been so supportive and minimized the risk of any unexpected negative deviation from the original plan."

Mr. Ahmed Sallam
Starwood Area Director of IT
(Egypt, North Africa, Africa & Middle East)
Director of IT Sheraton Cairo

"**I** do believe that **ACT** team can "I do believe that, Act team Can carry out such installations at any

HOTELS & RESORTS

InterContinental Heliopolis Cairo selects State of the Art Technology to manage its property

InterContinental Heliopolis Cairo the 790 room property is bound to be one of the most beautiful hotels in Cairo, Egypt. The stunning décor brings the rich tradition and heritage of Egypt into an elegant new hotel. All of the hotels public areas have been carefully & tastefully designed; hand painted lobby ceiling, crystal chandeliers and splendid spiral cases are all part of the hotels stunning dÈcor.

The elegant new **InterContinental Heliopolis** Hotel has selected State of the Art Property Management Technology to manage its establishment and plans to enhance the guest experience with streamlined services and improved customer relationship management.

ACT has saved no effort in offering the elegant hotel with a smooth **OPERA** installation and implementation process done by its professionals.

ACT has also successfully implemented **ResPAK** Restaurant Reservation Systems in the hotel, a pioneer solution for optimizing restaurants' operations and turnover.

Intercontinental Heliopolis IT Team

In addition to the above, **ACT** has also installed, OPERA PMS, related IFCs, OPERA Sales & Catering, Micros-Fidelio Financials, Micros POS 9700, HP (PCs, printers, servers, racks)

INTERCONTINENTAL®
HELIOPOLIS

On November 25th, Sonesta Club Hotel hosted **SHARM IT** monthly meeting. IT Sharm Meeting is considered one of most effective initiatives that have been well designed, planned and implemented. **ACT** in cooperation with **HP** Egypt has successfully presented HP new products and services in November's meeting. **HP**- represented by Mohamed Moustafa and Diaa Basyouni-has effectively presented **HP** products:

HP IMAGING AND PRINTING GROUP

- Laser Printers
- Multi Functions Printers
- Desktop Vertical Scanners (**HP** Scan jet see-thru vertical scanner, best fit for the Hospitality)

HP PERSONAL SYSTEMS GROUP

- **HP** Compaq Desktop Roadmap
- **HP** Compaq Thin clients

HP INDUSTRY STANDARD SERVERS

- **HP** ProLiant Servers Roadmap

HP SERVICES

HP CARE PACK

(Increase uptime, productivity, and ROI with packaged support services)

HP Care Pack Services includes Educational Services (as an example of what Care Pack includes) which allows you to choose from two **HP** care pack education service packages:

❶ Total education **HP** care pack services.

❷ Technology- and level-specific **HP** care pack services.

ACT has always been keen to attend Sharm IT meeting since its first launch. Listening to the IT community ideas, suggestions, needs and complaints assists ACT Management to better serve its current customers, meet their expectation, enhance its services and identify opportunities/challenges in the market.

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 mall documents, or browse international Web sites.

http://www.msexchange.org/
Get all the Latest Exchange articles, tutorials and tips.

http://www.isaserver.org
Get all the latest ISA Server 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 worldís leading source of experience-based IT content, ITtoolbox is uniquely capable of facilitatingsuccessful IT decision-making

R e s P A K

A modern approach to Restaurant Management & Marketing

ResPAK

NEW

Table Status Display

❶ Guest profile includes date of last visit, food & beverage preference, preferred table, ..etc.

❷ Restaurant List, Including name, Time, Party Size, table ID...etc.

❸ Live graphic display of restaurant providing overview of occupancy, reservations and table waits

❹ Name of the Restaurant

❺ Table turnover times to assist with increasing effective use of tables, providing improved service to guests.

❻ Meal

R e s P A K

A modern approach to Restaurant Management & Marketing

In today's world where international alliances and mergers are primary concerns for companies to survive in very competitive market places, we; in ACT; are constantly striving to team up with the international companies with a vision to create products to match industry standards and meet requirements of the customers.

In the Field of Restaurants and conference areas management, ACT has successfully signed up a partnership agreement with ANALYTICAL Systems Pty, Ltd, by which ACT has the right to market, promote and Resell in Egypt, UAE, Saudi Arabia, Qatar, Oman, Yemen, Jordan and Lebanon

ResPAK is Not Just Table Management! Not Just Restaurant Reservations! Not Just Customer Relations Management & Marketing! It is a complete package designed to cater for a wide range of Establishments including - Restaurants, Cafes, Clubs, Hotels, Casinos, Cruise Vessels

ResPAK is a pioneer solution that enables you to increase utilization of your Restaurants operations. Its benefits include:

- **ResPAK** will assist with Increasing Table Turnover by utilizing the Table Management Module.
- **ResPAK** assists in controlling the flow of Guests into the Restaurant, enabling an even spread of Guests across the Meal Period.
- **ResPAK** Guest Profile includes Date of Last Visit, Food & Beverage Preference, Preferred Table, Birth Date, Anniversary Date etc. Improves personalized service to Guests.

- **ResPAK** monitors VIP, Regular, Repeat and First Visit Guests. Management and Staff advised of the Status of Guest, providing for appropriate recognition and service.
- **ResPAK** incorporates Automated Email & SMS (Mobile Telephone) Messaging Module to keep Management informed of Reservations & Arrivals of VIP Guests.
- **ResPAK** is interfaced with a range of POS Systems enabling, where appropriate, use of existing terminals and ability to capture various data via the Interface (Interface with Micros 3700, 8700 and 9700).
- **ResPAK** Guest Membership incorporates a facility to provide recognition and special offers to Members of specific Clubs & Groups.
- **ResPAK** incorporates Optional Guest Photo Image enabling recognition and added Credit Card Security.
- **ResPAK** incorporates a wide range of Management Reports providing valuable information to improve Restaurant Operations.
- **ResPAK** incorporates a Graphic Analysis of Restaurant Operations providing Management with Current, Past and Future Trends.
- **ResPAK** enables authorized Marketing via - Email, SMS, Tele-Marketing or Mail Merge. Management can determine the most cost effective method of conducting Marketing Campaigns and utilization of data, which can also be integrated with other Software Programs, providing additional flexibility.

ResPAK
assists you in determining the radius, from which the establishment is attracting Guests. The unique and flexible, marketing, customer relations Management which are provided by ResPAK solutions ensures cost effective restaurantsí operations and promotions targeted to specific Guests.

ACT الحاسبات المتقدمة

mputer Technology

ACT in GITEX Dubai 2004

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ACT along with its partner Sudico and Sunsystems had participated in **GITEX** 2004 - Dubai from the 3rd October to 7th of October 2004, with a stall in the Egyptian Pavilion at Sheikh Rashid Hall.

ACT hosted its solutions and services under the flagship of Egypt at **GITEX**. Visitors from Government Agencies, Corporate Banks, Oil and Gas Industry companies, IT companies and international organizations attended the stand of *ACT* in The Egyptian Pavilion.

During **GITEX**, *ACT* has successfully presented the most comprehensive and efficient Financial Management Solutions which are powered by SunSysetms: Sunsystems Financial Management and SunSystems Analytics suit.

• **SunSystems** offers a highly functional and powerful financial system, Single integrated ledger, combining attributes and functionality of nominal, sales & purchase ledgers, cash book and analytical/project ledger. It is the first choice for enterprises that need to combine tight financial control with flexible commercial processes. Also it enables managers to control their organization by delivering financial information that can be analyzed in a great detail.

• **SunSystems Analytics suite** provides a complete suit of business intelligence tools, analytic applications and reporting capabilities that enable finance and business users to make the most effective

ACT Managing Director, Surrounded with ACT Gitex Team

use of data from SunSystems and other corporate applications, for monitoring, analyzing and planning business operations.

ACT has been increasing its focus in the Middle East and in partnership with Sudico is promoting state-of-the-art solutions built on emerging technologies that cater to diverse industry segments. **GITEX** is an ideal platform to showcase our capabilities and reach out a wider audience in this region.

GITEX - Dubai is the largest and most successful IT Event organized in the Middle East. **GITEX** 2004 surpassed expected growth figures of large trade visitors, signalling an excellent outlook for the IT industry in 2005, according to organizers Dubai World Trade Centre.

FINAL MIGRATION ANNOUNCEMENT
MICROS 8700 TO 9700

Migrate NOW

micros upgrade free

We strongly encourage you to plan for migrating from **Micros 8700 to 9700** before **30-6-2005**.

This is the Final Announcement for **Free** Upgrade Program from Micros 8700 to 9700. Any orders submitted after 30-6-2005, will not be considered under the incentive program, and hence full purchasing price will be paid.

MICROSOFT SMALL BUSINESS SERVER 2003

DO MORE WITH LESS

Now a member of the Microsoft® Windows ServerTM 2003 family, WindowsÆ Small Business Server 2003 is the easy way for small business companies to get the power of the Windows Server operating system plus Microsoft server-based solutions for e-mail, fax, database, and security-enhanced, shared Internet accessóall in one integrated, simplified solution at an affordable price. Bottom line, Windows Small Business Server 2003 helps your small business customers to work smarter with fewer resources.

- **AUTOMATICALLY HELP PROTECT YOUR BUSINESS INFORMATION**

  Back up all your business data, instantly restore lost data, and help secure your network.

- **WORK SMARTER AND FASTER**

  Get more done every day by making it easier for your employees to find, share, communicate, and remotely access information.

- **REACH MORE CUSTOMERS AND SERVE THEM BETTER, 24x7**

  Host your own e-mail, establish a Web presence, and connect instantly using instant messaging.

- **FOCUS ON YOUR BUSINESS, NOT YOUR TECHNOLOGY**

  Quickly set up and easily operate a Windows Server designed to run your small business.

- **EASY TO DEPLOY AND MANAGE**

  Fast and automated deployments due to updated wizards and migration tools.

  Serve your customers better and more efficiently with tools like Windows Terminal Server in administration mode as well as Health Monitor.

- **SOLID PLATFORM TO BUILD VALUE-ADDING SERVICES**

  Great foundation for high-value service offering add-ons, like a line of business application deployment using SQL or the deployment of .NET Web services.

  Build a profitable long-term relationship with your customers by adding service offerings.

Features AT-a-Glance

TECHNOLOGY	FEATURE/BENEFIT	STANDARD EDITION	PERMIUM EDITION
Microsoft Windows server 2003	▪ Security enhanced, reliable operating system	√	√
	▪ File, print and application sharing	√	√
	▪ The power of Active Directory® directory service and its tools	√	√
Microsoft Windows SharePoint™ Services V2.0	▪ Team communication and collaboration environment to share documents and information.	√	√
Microsoft Shared Fax Service	▪ Fax With fewer telephone lines	√	√
	▪ Fax from usersí desktops	√	√
	▪ Users can set hours for faxing	√	√
	▪ Receive faxes through SharePoint, e-mail, or printer	√	√
Microsoft ISA Server 2000	▪ Manage and monitor access to the internet		√
Microsoft SQL Server™ 2000	▪ Powerful database for running business application		√
Microsoft office Frontpoge®2003	▪ Develop sophisticated Web Sites		√
	▪ Create customized solutions for Windows Share Point Services		√

ACT's New Signed Contracts and Installations

Newly Signed Contracts:

- **SOFITEL Cairo - Maadi.**
- **Domina Maakadi Bay -Sharm.**
- **Radisson SAS Golden Resort.**

Completed Projects:
(Hotels & Restaurants)

- **Al Azhar Park**
  Micros 3700
- **Four Seasons at Nile Plaza**
  Micros 9700
- **Golden Resort Sharm (Radisson SAS)**
  FO, MC, IFC, Micros 8700
- **Hard Rock Café Hurghada**
  Micros 3700
- **Hayatt Regency Dubai**
  Opera PMS
- **Hilton Hurghada**
  MC
- **Holiday Inn Taba**
  Opera PMS, MFF ,IFC, Micros 8700
- **Intercontinental Heliopolise (City Star)**
  Opera PMS, S&C,

MFF, IFC, Micros 9700, ResPAK
- **Novotel Cairo Air Port**
  FO, FB, MFF, Payroll, IFC, Micros 3700
- **Hostmark Sharm**
  Micros 9700
- **Oriental Resort Sharm**
  FO, MC, MFF ,IFC,Micros 9700
- **Palm Hotel (Kuwait)**
  MFF
- **Ramses Hilton**
  Micros 9700
- **Sol Y Mar Hotel**
  FO

Projects under implementation
(Hotels & Restaurants)

- **Accor Sofitel Sharm**
  Micros 3700
- **Ship Imperial**
  Micros 3700
- **Jeddah InterContinental - Saudi Arabia**
  MFF

- **Dar Al Tawhied InterContinental - Saudi Arabia**
  OPERA
- **Sofitel Sharm**
  migration to FO ver7

Completed Projects (SIS)

- **Ministry Of Interior**
  Traffic Police Stations.
- **Ministry Of Interior**
  National Security Department Information Development.

Projects under installation (SIS)

- **Ministry Of Interior**
  Call Center
- **USAID**
  GSM Gateway Project
- **USAID**
  Call Center

ASR — AMERICAN SYSTEMS REGISTRAR
Certified since 1998

contacts

• Escalation Procedures

Team Leader:
Customer service	3010267
Fidelio, Sun & Payroll	3010127
Network Systems	3010257

Customer Support Team leader:
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Call Dispatcher Supervisor 3010171 Fax 3058229

• Management

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General Manager Finance & Administration:
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ACT General Manager:
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• Sales Directors / Managers

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Network Sales Director
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• Marketing Managers

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