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## Message From the Management

Dear Valued Customer,

Nowadays in Egypt, a new cabinet presided over by a Pioneer in the **CIT** has been appointed, it Includes number of young leaders who value the role of **CIT** in developing the economy. H.E. Dr. Tarek Kamel -a man who owns a vision for **CIT** development - has been appointed the Minister of Communication & Information Technology.

This structured Cabinet has paved the way for governmental and private initiatives that geared towards supporting and empowering the Information Society in Egypt. A new Egypt is rising on the banks of the Nile - from the Parliament down to the level of local government offices. **ACT** didn't need a crystal ball to spot some of the business-technology trends that will have a profound impact in the next few years. A wave of new technologies will continue to play out; other trends are just beginning to emerge and being adapted by the NEW Government.

Some of the impact comes from business communications. Increasingly, people use computers for communication rather than using applications. E-mail was the first killer communications application on the Internet, and voice-over-IP is the next.

Being a System Integration Company, that believes in the value of state-of-the-art technologies, we always look for innovative business ideas that can change the world. **ACT**- seeing more innovation than ever before in the NETWORKING Field has established a totally independent Networking Sales Sector that serves the arising need for leading edge networking technology. NSS is empowered to cover the needs of the Egyptian vertical markets, i.e. Telecom Egypt, Oil & Gas, Manufacturing, Tourism, Information, Transportation, and Hospitality.

One of **ACT**'s achievements is the successful cooperation between **ACT**, Cisco and Telecom Egypt in implementing one of Telecom's major projects, that aims to establish an ICT infrastructure to an urban area in Sahl Hashish. Sahl Hashish is a major project that is built on Voice over IP Technology.

*More information about this major project is being covered in an inside article in this issue of ACT Newsletter.*



**Eng. Tarek Helmy**  
Network Sales Director

## Micros-Fidelio Worldwide News

- myfidelio.net to Book a Dream at Gardaland Hotel Resort.  
For details: [http://www.micros.com/press\\_room/press\\_releases/hb-gardaland.asp](http://www.micros.com/press_room/press_releases/hb-gardaland.asp)
- Accor Brazil to Integrate Properties and Brands with MICROs's Fidelio Front Office V7.  
For details: [http://www.micros.com/press\\_room/press\\_releases/AccorBrazil.asp](http://www.micros.com/press_room/press_releases/AccorBrazil.asp)
- Lomaliitto Chain Chooses myFidelio.net to Power Online Booking Engine.  
For details: [http://www.micros.com/press\\_room/press\\_releases/LomaliittoPR.asp](http://www.micros.com/press_room/press_releases/LomaliittoPR.asp)

**micros FIDELIO**

## ACT Successive Successes with Novotel- ACCOR

### Novotel Cairo Airport

A nice quiet **ACCOR** chain property, that is located a short stroll from the airport.

The hotel is working around the clock as it considered an ideal hotel for transit, travel and business clients

Due to the heavy traffic of such property, top management decided to invest in a property management solution which is more stable and can be interfaced with all internal activities.



**Ezz El-Din Omar**  
Financial Controller of  
Novotel Airport.

"The **Micros Fidelio** products submitted by Micros Fidelio which was completely installed by **ACT** team was our best choice to guarantee a smooth operation, easy control and a close follow up from the hotel management" Said **Mr. Ezz El-Din Omar** - The Financial Controller of Novotel Airport.

According to Eng. Wael Ramzy the ACCOR IT contact, **ACT** Project Team, has successfully installed **Micros-Fidelio** Front Office, Food & Beverage, H/w Serves, Network devices & applications, and all related installing System that will assist **Novotel Airport** managing it 207 Rooms and Suites, restaurants and Meeting Rooms.

### Novotel 6<sup>th</sup> of October

Located in **6<sup>th</sup> of October**, another **Novotel Hotel** is only 6 minutes away from the pyramids of Giza.

**Novotel 6<sup>th</sup> of October** - following the same path of Novotel Cairo Airport- has decided to share with **ACT** their needs to operate the property with **Micros-Fidelio** products.

**ACT** has saved no effort in offering **Novotel** Management with the best property management systems that can run its 195 rooms, 17 suits, 4 meeting rooms, and restaurants.



## COMMITMENT TO EXCELLENCE

Quality is one of the fore runners of **ACT's** values.

We at **ACT** are committed to achieving high standards of quality in all aspects of our business.

Quality assurance is an integral part of **ACT's** processes and human resources performance.

In this respect, **ACT** is pleased to announce that its departments have successfully passed the **ASR** Surveillance audit for certification as an ISO 9001:2000 certified.

*We aim to adopt global industrial best practice that adheres strictly to international standards.*



# ACT meets with Sharm IT Managers in their Monthly Meeting

**Microsoft®**  
**CERTIFIED**

Partner

The last quarter witnessed three monthly **IT Sharm Managers Meetings** which were hosted by Sonesta Club Hotel. **IT Sharm Meeting** is considered one of most effective initiatives that have been well designed, planned and implemented.

**ACT** - in all meetings- discussed important issues that are of interest to the IT managers, in addition to presenting state-of-the-art products, new modules and new services offered by **ACT** and its alliances.



In their recent meeting which was held on March 25th, **ACT** in cooperation with GNS Egypt, discussed e-Security Solutions & Services that would assist them protect and secure their data from common attacks.

On February's Meeting, **ACT** in cooperation with VERITAS, presented an integrated approach for Windows data protection, Information Security, and Disaster Recovery.

On January's Meeting, **ACT** in cooperation with Microsoft, presented the benefits of migration to Windows 2003 server, and also explained to the audiences why it is important to legalize the licenses and how to comply with the intellectual property laws.

**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.ehow.com/>

**Clear Instructions on How To Do (just about) Everything** eHow.com is the world's largest collection of information on how to do things. With 14 categories featuring 120 subcategories, and tens of thousands of topics, eHow offers staff-written, reviewed and edited step-by-step solutions. Every eHow was written to be clear, concise, and accurate.

<http://www.vmyths.com/>

**all about viruses**

Learn about **computer virus myths, hoaxes, urban legends, hysteria**, and the implications if you believe in them. You can also search a list of computer virus hoaxes & virus hysteria from A to Z.

<http://www.your-nation.com/>

The site that lets you discover, just how different the world is ...

**You can**

- compare statistics for any two countries of your choice
- rank countries by a statistic of your choice
- display a summary of a country
- select a modifier to normalise the data your way

<http://www.encyclopedia.com/>

Encyclopedia.com, the Internet's premiere free encyclopedia, provides users with more than 57,000 frequently updated articles from the Columbia Encyclopedia.



# Next Generation Model Implemented in Sahl Hashish

## Sahl Hasheesh City

Owned by **ERC**, **Sahl Hasheesh City** located between Hurghada City and Safaga City (11 KM far from Hurghada Hi-Road to Safaga). Over 32 Million Square Meter, **Sahl Hashish** has a 12 KM Beach. The city will be built using the Next Generation High Technology Infra Structure which will be carried by Telecom Egypt & Advanced Computer Technology Expertise.

## Project Summary

Using **CISCO SYSTEMS / TYCO** Electronics technology / products, **ACT** - co-operating with **TELECOM Egypt** - will supply and implement the first class 5 Switching Technology Solution for delivering the Voice, Video and Data Services within **Sahl Hasheesh City**.

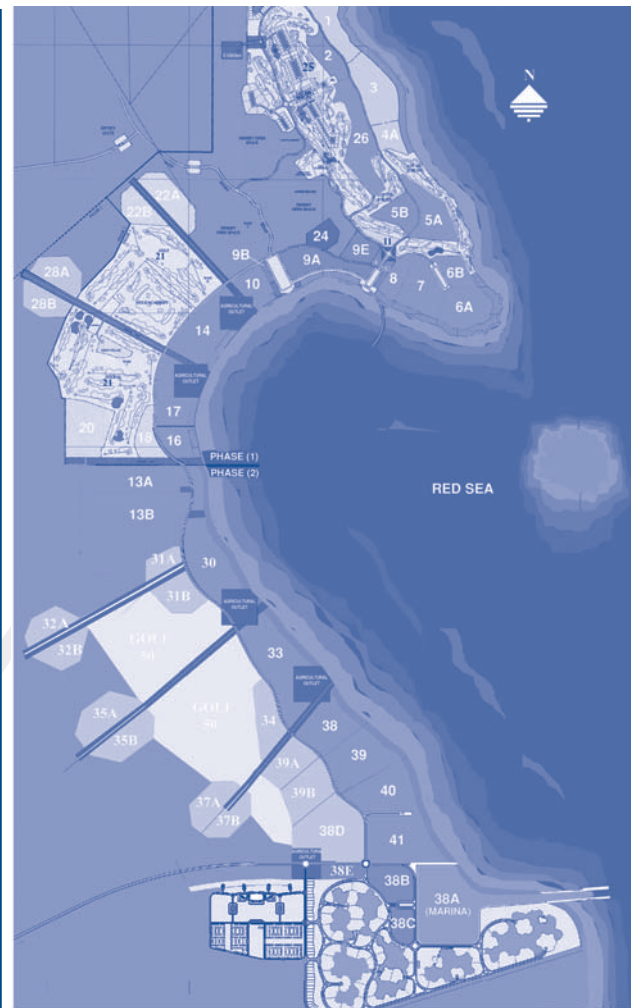
**Cisco Systems** specializes in managing complex network integration projects encompassing varied vendors, Suppliers, cabling firms. We believe that a properly implemented network reduces overall operating costs while greatly enhancing productivity. Identifying us as responsible for network installation and integration will ensure continuity in the process.

Openness is a key characteristic in the design as it is very flexible and can be extended in various ways and adapts to different technology trends.

Our Solution for the integrated provisioning of the Voice, Video and data Services is solely depends on **Cisco System/ Tyco** electronics Technologies and Products; needless to mention that **Cisco Systems** is representing the standard equipments in the telecommunications world today and for many coming years.

This design carefully thought of how to provide a workgroup solution, which is both economically advantageous and complies with the latest technology standards providing high-speed services and simple scalability and upgrade paths.

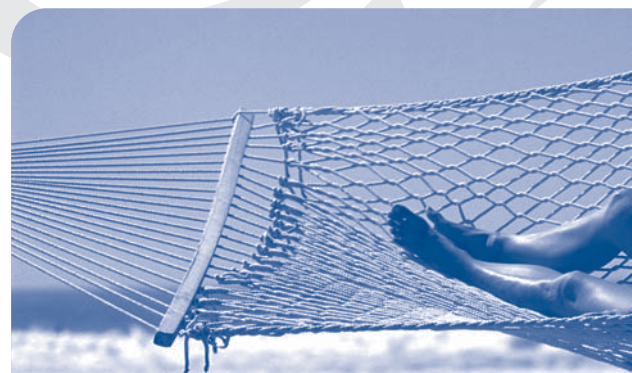
**ACT's** solution provides a complete infrastructure to support Voice and Data services needed within **Sahl Hasheesh**, including the following parts:



SAHL HASHEESH RESORT COMMUNITY  
MASTER PLAN



- Voice Solution for Hurghada Central Office.
- IP Infrastructure to support Voice, Video and data
- Access Solution for Voice and Data for identified tenants.



# ACT, Cisco, Telecom Egypt and ERC

## Integrated Voice Solution

### SOLUTION OVERVIEW

**ACT** System Integrator solution provides **SAHL HASHEESH** with a Voice Solution Infrastructure that will support to serve all areas (either with current & future customers) including Central Office Building, Administrative Building, Main Gate, Administration Building, Villas, Shopping Centers, Motels, Hotels & Residential.

## Infrastructure Solution

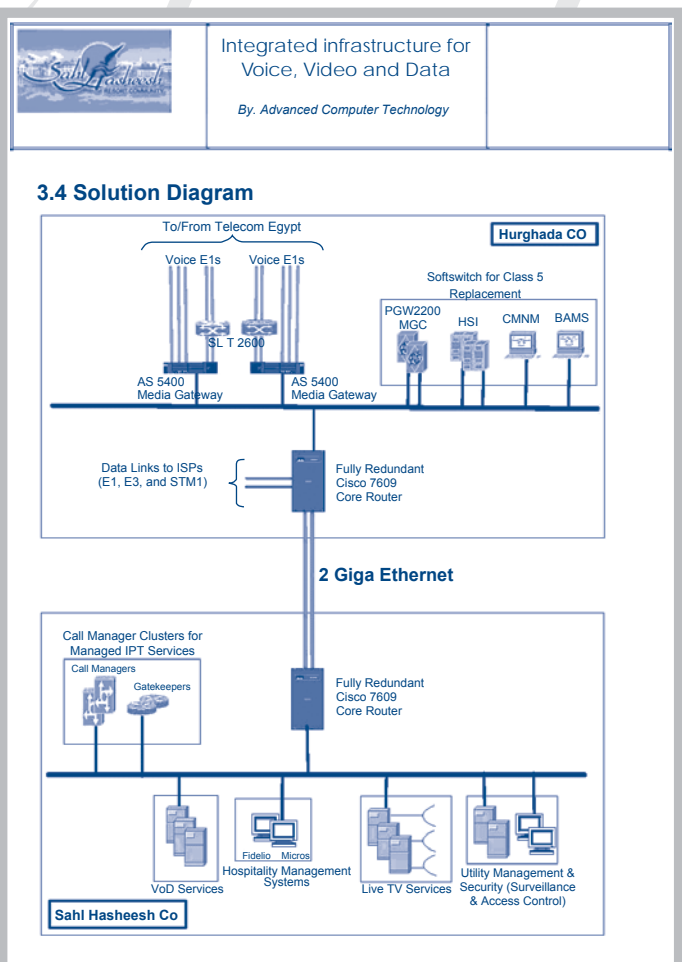
### SOLUTION OVERVIEW

The conceptual approach followed in this solution has been used successfully in routed and switched networks around the world for many years. This hierarchal approach is called the "multilayer design." The multilayer design is modular and capacity scales as building blocks are added. A multilayer campus intranet is highly deterministic, which makes it easy to troubleshoot as it scales. Intelligent Layer 3 services reduce the scope of many typical problems caused by mis-configured or malfunctioning equipment. Intelligent Layer 3 routing protocols such as Open Shortest Path First (OSPF) and Enhanced Interior Gateway Routing Protocol (EIGRP) handle load balancing and fast convergence.



**IP communications system** is able to support all the required call processing & services that can be offered to customers. In addition, the voice communication system infrastructure is capable of meeting anticipated growth.

For the IP-Telephony project we are offering an end-to-end solution based on **Cisco** solution satisfying the requirements and the needs for **SAHL HASHEESH** Project.





## ACT شركة الحاسبات المتقدمة

### Advanced Computer Technology

Under the slogan of "Access the World of Tomorrow", **The Cairo ICT 2005** was held under the auspices of his Excellency, Dr. Tarek Kamel, Minister of Communication & Information Technology, from 1-4 February 2005. **Cairo ICT** is considered one of the most professional **ICT** environments in the Middle East and Africa.

**ACT** -a leading system integration company in the Middle East- in cooperation with its elite partners has participated in **Cairo ICT 2005** with a wide range of world class solutions.

**ACT** presence at **Cairo ICT** came as the company believes that it was an ideal platform for marketing ICT products, services, ideas and innovations.

**ACT** has introduced a multi-level product and solution systems that meet the individual requirements of various customers. It has successfully demonstrated wide range of solutions covering:



- The most comprehensive efficient and financial solution powered by SunSystems.
- Government, military & commercial solutions by Cordsen Engineering
- The Banking Software solutions By ACTIS.BSP
- **OPERA** Enterprise Solution by **Micros-Fidelio** inc.
- Enterprise Content Management by **EVER**



- The Total Supply Chain Management Solution (TSCM) by Mansoft

On the sidelines of the exhibition, **ACT** in cooperation with The German Arab Chamber of Industry & Commerce has sponsored two of the most interesting forums. One covered the "ICT and Tourism" and the other covered "ICT and Manufacturing ". Both forums provided the ideal opportunity to discussing new advancement and technologies in those sectors that can help keep implementation costs down and maximize return on investment.

The forums brought together the Prime Minister of Egypt, the Minister of Commerce, Chairmen of leading corporations, Consultants, experts and specialized high ranking attendees whom were related to Manufacturing Sector and Tourism Sector successively.

**ACT** in **Cairo ICT 2005** was advantaged with strong attendance, visitors and participants from Government agencies, corporate banks, oil and gas industry, Manufacturing companies, and International organizations have attended both **ACT's** booth and Forums.

In celebration for **Cairo ICT 2005** success, **ACT** hosted a special VIP dinner that was honoured by the presence of professionals, business men, consultants and prominent figures from the Egyptian Government, International and Arab businesses.

## CISCO AVVID PRODUCTS

## CISCO CONNECTED REAL ESTATE

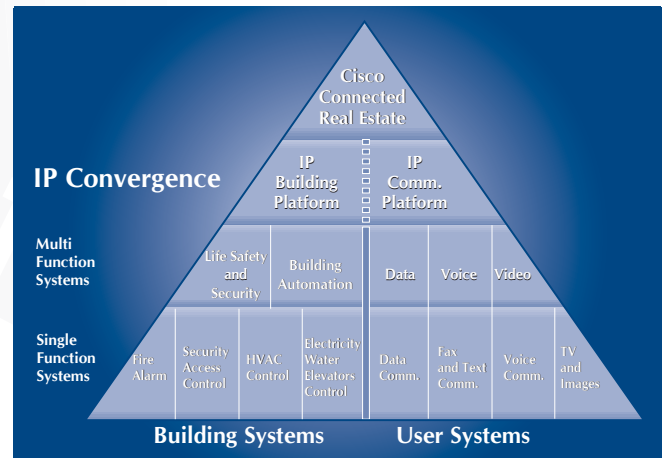
The core business case for Cisco's Connected Real Estate framework is the convergence of IT systems and building systems onto a single IP environment. The primary goals are

- Reduce capital expenditures (CAPEX) and operational expenditures (OPEX) for key stakeholders over the lifecycle of the building.
- Allow building owners and operators to develop new revenue streams or business models.
- Create more flexible and productive workplaces that improve real-time collaboration across the organization and enable new working practices.
- Enhance health, safety and security for a building's occupants.

**Figure 1** illustrates the convergence of IT and building systems. The right-hand side of the diagram illustrates the migration over time of user systems up to the Cisco's current AVVID architecture. Similarly, the left-hand side of the diagram illustrates the migration of building systems from single, unbundled devices and services to multi-function systems, finally advancing to the point of the emergence of Ethernet-enabled building automation devices that will help realize the future of IP convergence of building systems.

### The Move Towards A Single IP Building Network

Today, most buildings are installed with multiple proprietary networks for operating the building automation systems and associated devices (i.e. Heating, Ventilation and Air Conditioning; Security and Access; Fire and Safety), as well as separate telecom and data networks.



**Figure 1: Convergence of IT and Building Systems**

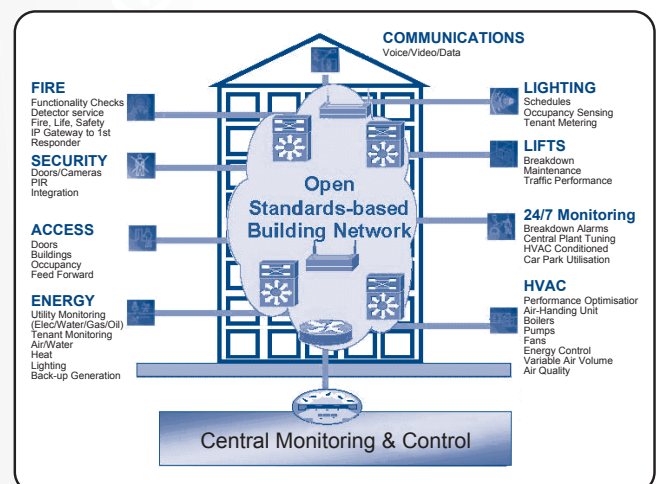
The Cisco Connected Real Estate framework promotes the convergence of these numerous networks onto the open standard of IP to streamline processes by providing a single connection for all building and IT systems. This single IP network for communications (voice, video and data) creates unprecedented opportunities for the key stakeholders in the building value chain, enabling the management and delivery of all key operational processes and tenant services in an efficient and centralized manner.

**Figure2** illustrates how all key systems can be integrated onto an open standards-based building network that allows for centralized monitoring and control.

### Towards The Connected Portfolio

The benefits of utilizing building IP networks do not end with a single property. Rather for property owners, there is an incremental multiplier effect as more properties are connected together.

Networked buildings can be linked together into a "connected portfolio." The open standards-based building infrastructure encourages a centralized (and/or remote) approach to monitoring, maintenance and control of the building environment, where building control systems across all properties can be controlled from a single place.



**Figure 2: Tomorrow - Single IP Network**

# ACT's Installations



## Completed Projects:

### (Hotels & Restaurants)

- Rosetta Sharm  
Micros 8700
- Ship Imperial  
Micros 3700
- Iberotel Saraya Suites & Family  
Micros 8700
- Hard Rock Café - Al Haram  
Micros 3700
- Aloha Club and Resort Sharm  
FO, MC, MFF,  
Payroll & IFC
- Novotel 6th October  
MFF, F&B, F.O,  
F.Call Acc. , Payroll  
& IFC, Micros 3700
- Iberotel La Maya Marsa Alam  
F.O, IFC, MFF, F&B  
& FC
- Marina Hotel (Kuwait)  
Opera PMS, Opera  
S&C, MC, IFC
- Sofitel Sharm El Sheikh  
MFF

### • JW Marriott

FCS

### \* Royal Plaza Hotel

F.O, IFC, MFF, MC  
& FCS

### • Intercontinental Doha, Qatar

MFF

## Projects under implementation:

### (Hotels & Restaurants)

- Le Notre - City Star  
Micros 3700
- Le Notre - El Thawrah  
Micros 3700
- Accor Sofitel Maadi Cairo  
F.O, F.Call Acc.,  
F& B, MFF, IFC, S&C  
& Payroll
- Millennium Marsa Alam  
F.O, IFC, MFF, MC &  
FCS
- Jawharet El Ahran Hotel  
F.O & IFC
- Intercontinental Jordan  
Opera, MFF, MC

## Completed Projects (SIS):

### • Ministry Of Interior

Call Center

## Projects under installation (SIS):

### • Ministry of Communication & Information Technology (MCIT)

Data Bank

### • Information & Decision Support Center (IDSC)

Data Bank

### • East Delta

Electronic Ticketing



## Our Partners





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# Escalation Procedure

