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Message From the Management

Dear Valued Customer,

Egypt's commitment to utilizing technology for the purpose of economic and social progress was further realized when the Egyptian government announced an effective e-government initiative that integrates CIT technologies to deliver government services at citizens' convenience. It realized that the development of a strong CIT sector is its key to foster local competitiveness in the global arena.

E-Government is a major milestone for Egypt to bridge the digital divide and to convert to an Information Society.

"Government Now Delivers" is the slogan of the Egyptian government initiative that intend to deliver high quality government services to the public and develop one stop shop e-services focused at citizen's needs.

This Governmental initiative is supported by a strong infrastructure which includes specific, standards for networking, information security, document management and interoperability.



Eng.

Amr Abbas Diab

System Integration Manager

ACT – certified partner for **Hp, Microsoft, Cisco** and **SunSystems**- has been working with the government to drive the implementation of e-government by providing the infrastructure of the e-government portal. More than 100 servers and 100 Tera Bytes of storage had been delivered and installed. High availability, scalability, and security are the main characteristics of the e-government solutions provided by ACT and of course it is backed up with high tech accredited system engineers who can provide technical support 24X7.

Micros-Fidelio Worldwide News

- L'Auberge du Lac Hotel & Casino Implements MICROs's 9700 HMS and iCare Gift Card Solution.
For details: http://www.micros.com/press_room/press_releases/Pinnacle_Gaming.asp
- Chefette Restaurants Limited Deploys MICROs RES 3000, with Enterprise Management and mymicros.net.
For details: http://www.micros.com/press_room/press_releases/Chefette1.asp
- MICROs Completes Agreement With Marriott For International Property Management Solution(s).
For details: http://www.micros.com/press_room/press_releases/MarriottInt-Opera21.asp



RESPAK IS NOW RUNNING IN AL BUSTAN PALACE INTERCONTINENTAL MUSCAT HOTEL

Opened in 1985, the **Al Bustan Palace InterContinental Muscat hotel** has built a reputation as the best hotel in the Middle East and one of the finest hotels in the world. The hotel is identified as the Jewel of the Sultanate of Oman and the Middle East, the hotel is nestled on the coast surrounded by a dramatic mountain backdrop, sea and beach and set in 200 acres of lush, green gardens.

Having determined that customer satisfaction is the key for the hotel's success, Top management decided to invest "**ResPAK**" a restaurant management system. **ResPAK** is a pioneer solution for optimizing restaurants operations and turnover.

ResPAK interfaced with **MICROS 8700**, enables Al Bustan Palace Management to pursue a customer-centric marketing strategies. **ResPAK** allows authorized marketing via-email, SMS, Tele-Marketing or Mail Merge. Management can determine the most effective method of conducting marketing campaigns and utilization of data.

Efficient installation, high quality support and Micros Knowledge are key advantages that enabled **ACT** to install **ResPAK** and train Al Bustan Palace employees to meet the hotel's development plans.

"We were impressed by **ACT's** personnel", Eng. Maged Salah,

Area IT Manager – Oman, InterContinental Hotels Group reported. "In particular, their knowledge, dedication, and delivery of information ensured that the solution is running and ready to handle guests on time." He added, "This installation is another good example of how the Hotel's IT department share the Hotel's main goal of enhancing service and increasing guest satisfaction"



Eng. Maged Salah
Area IT Manager
Oman, InterContinental Hotels



QARUN PETROLEUM CO. ADOPTS STATE-OF-THE-ART HP BLADE TECHNOLOGY

With a vision of utilizing state-of-the-art technology and management practices, **Qarun Petroleum Company (QPC)** was established in 1995, contributing to the Egyptian economy by achieving challenging targets in oil production, finding and develop reserves.

Believing in the importance of utilizing state-of-the art technology to achieve sustainable and profitable growth, **ACT** has always provided Qarun with efficient, flexible, high-performance and cost effective solutions.

Recently, Qarun's IT management decided to implement the latest servers' technology – **HP Blade Servers**.

Designed for future expansion in a multi-tiered environment, **HP Blade System** will provide Qarun Management with task-flexibility ranging from a front-end server to a high performance, back end database server.

"**Qarun Petroleum Company** is one of the leading companies that decided to adopt **HP Blades Technology**. **ACT** has always

provided QPC with state-of-the-art technology that enables us to achieve our IT goals." Eng. Hisham Zaki, IT General Manager stated.



Eng. Hisham Zaki
IT General Manager
Qarun Petroleum Co.

SUCCESS STORY



SOFITEL

A FULL SOLUTION IMPLEMENTED IN ACCOR SOFITEL MAADI

ACCOR the famous French Chain Property is present in Egypt through the collection of hotels including Sofitel, Novotel, and Mercure. They are located in various areas of Egypt that include Cairo, Alexandria, Luxor, Aswan, Sharm El Sheikh, Hurghada, and other executive locations. The hotels are offering a varied taste of the French Art of Living throughout Egypt.

Through the understanding of the importance of customer satisfaction, **ACCOR** chose to use the most stable and flexible Information System in order to provide its guests with an easy and interfaced services inside the hotel. Hence, it will enable the guests to use the hotel's facilities around the property easily.

Successful installations with other **ACCOR** properties including **ACCOR** Sofitel Sharm, **ACCOR** Novotel 6th of October City, and **ACCOR** Novotel Airport have enabled **ACT** to install a complete solution in **ACCOR** Sofitel Maadi. The installation included **Micros Fidelio** products containing Front Office version 7 / **Micros Fidelio** Financials / Materials Control / Sales & Catering along with needed Hardware and Network infrastructure.

According to the Hotel's General Manager, Mr. Ramses Shaker, "Through a wonderful harmony



Mr. Ramses Shaker
General Manager
Sofitel Maadi

"shared between my concerned staff and **ACT**'s team, we successfully passed one of the most critical challenges, which is **ACCOR** Sofitel Maadi Information System installation." He added "Replacing the existing power and data networks, Installing **Fidelio FO V.7, Micros Fidelio Financials, Materials Control, Sales and catering, Micros POS and payroll & Personal systems** while the operation is running smoothly and without guest complaints was a real success. I do appreciate the efforts done by **ACT**'s team in planning and implementing the installation."

The Area IT manager Eng. Wael Ramzy - thanked **ACT**'s team for the effort and cooperation - cleared that he checked all the modules himself and ensured that it is perfectly installed according to **ACCOR** standards as well as the completion of all users training to hotel's management satisfaction.

The feedback from **ACT**'s team was that the healthy working environment, which had been provided during the installation by the hotel's management through the IT manager, assisted our team to highly perform the installation and to let the property gain the best benefit from the investment.



Eng. Wael Ramzy
Area IT Manager

Surfing the Web

In this issue, we will surf at different Egyptians websites that are considered first steps towards establishing an Egyptian E-Government that levels with the international governmental systems worldwide.

www.egypt.gov.eg

A gateway to government services providing citizens and businesses with essential government services.

www.sis.gov.eg

Provides a portrait of Egypt, its people, history and culture.

www.touregypt.net

official site of the Ministry of Tourism.

www.idsc.gov.eg

IDSC is a government agency featuring information about Egypt's government, culture, and economy.

www.edara.gov.eg

Citizens can print forms for 700 government Services.

www.egyptianmuseum.gov.eg

official site for the Egyptian museum.



" NEW GENERATION OF HOTEL SOFTWARE "

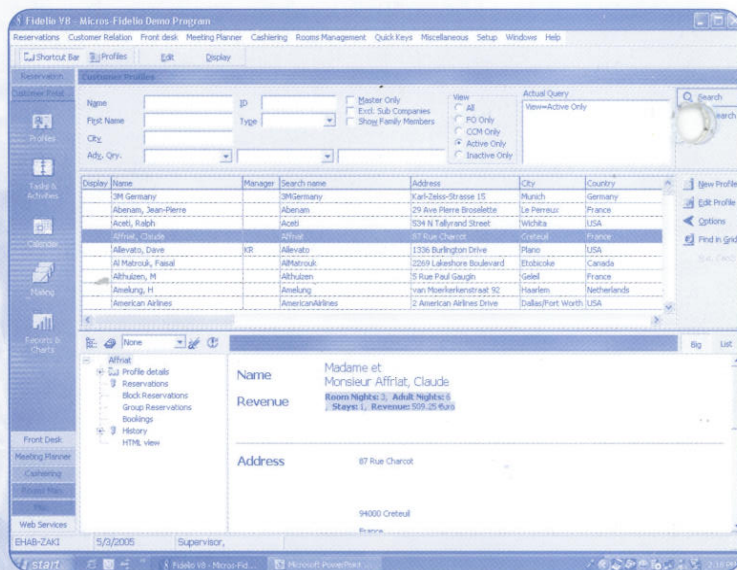
Successful hotel operations are based on a team effort of dedicated and skilled employees. Excellent guest service and profits require professional and reliable management tools to enhance the service and performance capabilities of Hotel staff. **FIDELIO** has met the need for an integrated software solution with the Suite Fidelio products. **FIDELIO Suite 8** is the system set to revolutionize the whole concept of data-based hospitality management. With this system it is your guest who is at the center of all operations and functions. The secret lies in the pooling of data not only of one establishment but also, where applicable, of hotel chains and cooperation projects around the world.



FIDELIO Suite 8 Modules include:

- ◆ Front Office
- ◆ Accounts Receivable
- ◆ Customer Relationship Management (CRM)
- ◆ Catering & Conference Management (CCM)
- ◆ Activity & Time Management
- ◆ Reservation
- ◆ Event Management
- ◆ Bookings – Group Rooms & Conferences
- ◆ Conference Diary
- ◆ Configuration

We will cover **FIDELIO suite 8** modules in ACT Newsletter issues, starting with CRM module & Activity & Time Management.



CUSTOMER RELATIONSHIP MANAGEMENT

Customer Profiles Overview

- Shared Customer Profiles. All customer profiles (companies and individuals) are stored in the same table(s) and are therefore available to both PMS, Sales and Conference users. An unlimited number of customers, companies and individuals as well as prospects can be stored.
- Definition of multiple customer categories. These are also known as profile types. Additional categories can be defined as required, for example travel agent national and travel agent international.
- The default language for new individual profiles may be set in configuration. Link an unlimited number of sales, conference and service managers to a customer profile. Every customer profile is 'owned' by at least one manager,

guest services with **FIDELIO Suite 8**

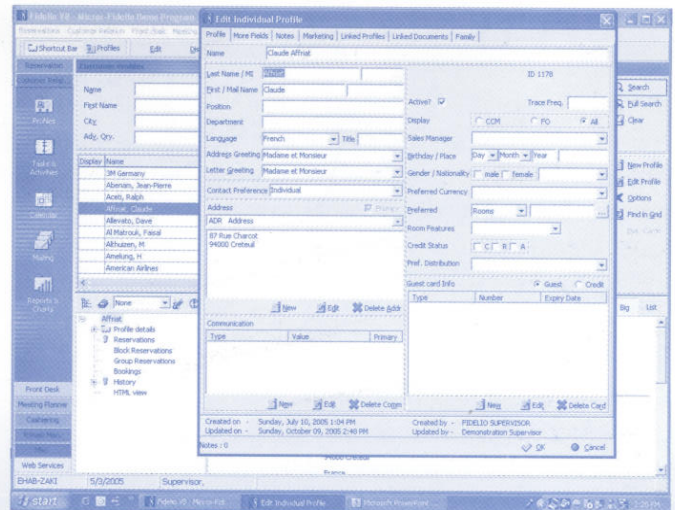
referred to as primary manager, but additional managers can also be assigned.

- Membership types such as corporate ID, IATA number and other loyalty programs are user-definable. An unlimited number of memberships can be assigned to both the company and the individual profile.
- Membership types may be configured to allow a duplication check, if active Suite 8 will check if the number has been assigned to another guest profile.
- Master- and Sub-Account structure. Allows users to easily build and change existing structure if required.

micros FIDELIO

FIDELIO SUITE 8

- Ability to indicate other relationships (customer & individual). Users have the option to establish relationships by assignment of different user-defined roles. Relationships can be built between companies and companies, companies and individuals and between individuals and individuals. Individuals and/or companies can also be linked to more than one company/individual profile.
- The ability to flag customer profiles active or inactive. This means that rather than deleting a record out of the system, the customer will be flagged as inactive. This has the advantage that information such as activities, bookings, and therefore revenues are kept in the system for further evaluation.
- Incorporation of relevant Web sites. Ability to store multiple links to relevant Web sites. These sites can be viewed from within the customer profile management using the Internet browser.



- Tracking of marketing information such as priority, industry code, competition, source, rooms' potential, product interest etc. can be tracked for all customer profiles. Additional customized marketing fields can also be added.

Note: User Rights/Rights Module will restrict customer profile creation and modification to any desired individual or groups of people.

Activity & Time Management

- Unlimited number of user-defined activity and task types, such as sales call, mailing, phone call or site inspection.
- Manager Ownership (for activities and tasks) with the ability to link an unlimited number of additional managers, one is the primary manager and the remainder appear as assigned managers.
- Create and maintain tasks and activities which are time-specific, all day or cover multiple days.
- View existing or create new activities and tasks via the activity & task management option or directly from within the calendar.
- Drag and drop existing activities to a different time within the calendar.
- Set reminders on activities and have the option to choose 'Dismiss' or 'Snooze'. Reminders are manager-specific.
- Default activity start time can be pre-configured.
- Free format field to further define the purpose of the activity or to give a description of the activity.
- Completion date in order to complete the activity and notes field to track detailed information.
- Easy overview of not completed/completed activities.
- Ability to filter own activities and to filter on fields such as activity types, dates, priorities or purpose.
- Scheduled activities are displayed in the calendar in both a daily/weekly format.
- Implemented tree nodes under the activities and task management which show linked company/contacts and linked managers.
- An optional user log for tasks and activities.
- Automatic traces enable users to define the creation of tasks based on certain conditions such as creation or update of records. For example: Create an activity/trace in 2 weeks time for the account manager if the credit status of a company changes to restricted or if the conference status changes.
- Link documents to tasks and activities.
- Possibility to configure the system to verify the availability of the responsible employee and the assigned employees at the time of selection.
- Possibility to print or email letters and select any linked address and/or communication to be used in the print out.
- The tasks and activities grid is user definable. We will cover more modules in the coming issues of ACT Newsletter

TIGER COMMUNICATIONS GOES TO ACT

TIGER

communications plc

Into the continuous search for reliable, strong and well known products, **ACT** has signed a partnership agreement with **Tiger Communications EMEA** for installing and supporting Tiger's worldwide famous software products.

Tiger Communications is already present in the Hospitality and Commercial markets since 1979 which has resulted in approximately **3000** customers today.

The Hospitality customer base includes major International Hotel Chains such as Accor, Four Seasons, IHG, Radisson/SAS, Starwood, Le Meridien, Marriott, Rotana Steigenberger, etc. The Commercial customer base includes Multinational Commercial Companies such as IBM, Airbus, British Airways, Lloyds, Ernst & Young, Reuters, AVIS, and American Express, etc.

Furthermore, Tiger is an official business partner with almost all known PABX vendors such as Alcatel, Nortel, Avaya, Cisco, Siemens, Philips/NEC, Mitel, etc. Its products have been certified with all of them. Tiger product list includes the following:

1) Commercial Products:

Tiger 2020 PRO:

Provides a powerful solution to voice traffic management, integration and billing (logs and monitors all traditional PABX's and next generation VOIP systems from a single or centralized platform fully WEB based) in the commercial marketplace via an extensive range of product features and functionality.

Tiger Fraud Detection Monitor:

Pro-active management tool to give immediate notification of potentially damaging situations which could have serious financial implications and impact on network resources. Alerts are sent through normal e-mail messages or SMS to assigned persons.

Tiger Enterprise Directory:

To improve telephone system usage in every organization through speed of operation and increased efficiency, especially for services providing operations that support a huge number of customers.

2) Hospitality Products:

Tiger Hotel PRO:

Advanced Call Accounting, Billing and Full Integration system with PABX/PMS for the larger (4/5 star) hotels (local or centralized multi property), complete with advanced reporting package.

Tiger Hotel CUB:

Entry level system with Call Accounting, Billing and Full Integration with PABX/PMS for smaller (3 star) hotels without the advanced reporting package.

Tiger Optimizer:

Managed services in order to monitor and optimize your hotel revenue for voice and data.

Tiger InnLine 2020

Guest Voice Messaging:

A powerful Windows based voice messaging system, Auto Wake-up and Auto Attendant systems that support over 60 different languages.

First Reference Site at Semiramis Intercontinental Hotel

Semiramis Intercontinental management chose "**Tiger IP Connect**" Billing solution which will enable them introducing a better service and quality for High Speed Internet to their guests.

Tiger IP Connect:

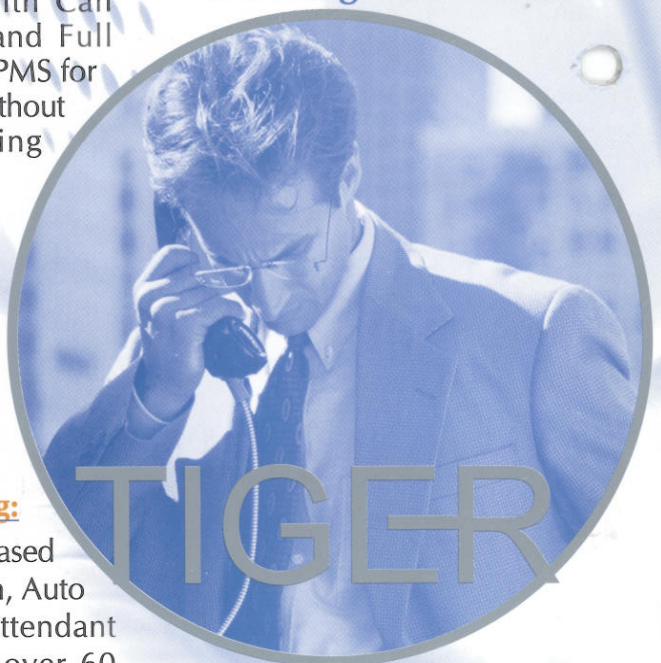
A local or centralized multi property solution which enable hotels to centrally manage and personalize their High Speed Internet service in the rooms and at public places within the property (IP Billing).

Tiger Guest Service Center:

Application which is providing the tools to monitor the services towards the guests staying at the hotel in order to measure and optimize guest satisfaction.

For more information please visit the following website:

www.tigercomms.com





HP Blade Servers (Part two)

HP ProLiant BL p-Class blade servers

HP ProLiant BL p-Class servers are high-performance, high-availability server blades for multi-tiered data-center architectures. ProLiant BL p-Class servers enable dynamic scaling and protect Customer's investment with an intelligent, modular infrastructure that can accommodate future blade expansions.

BL20p blades

The BL20p G2 and G3 blades are ideal for multi-server applications such as dynamic Web hosting, application server, terminal server farm and data streaming.

BL20p G2

The ProLiant BL20p G2 is a dual-processor blade that delivers high-performance Intel Xeon 2.8-GHz, or 3.06-GHz processors with 512-KB L2 cache or 1M L3 cache or 3.2-GHz processor with 1M or 2M L3 cache; 533-MHz front-side bus, storage area network (SAN) storage capability and capacity for up to 2 universal hot-plug small computer system interface (SCSI) drives controlled by the Smart Array 5i plus controller, and up to 8 GB of PC2100 DDR memory and gigabit network interface controllers (NICs) standard.



BL30p

The ProLiant BL30p blade server offers a modular, space-saving blade design and DP Xeon computing power with maximum density and uncompromising manageability.

The ProLiant BL30p is a dual-processor server blade that delivers high-performance Intel Xeon 3.2-GHz, with 2M L3 cache or 1M L3 cache or 3.06-GHz processor with 512-KB L2 cache, 533-MHz front-side bus, storage area network (SAN) and network-attached storage (NAS) capabilities, support for up to 4 GB of PC2100 ECC DDR memory and optional dual-port Fibre Channel connectivity.

Designed for high-performance computing and environments that optimize external storage, the BL30p allows Customer to leverage its investment in the BL p-Class rack-centralized power sub-system and network interconnect infrastructure.



BL20p G3

The ProLiant BL20p G3 is a dual-processor server blade that delivers high-performance Intel Xeon 3.2-GHz, 3.4-GHz or 3.6-GHz with 1M L2 cache, 800-MHz front-side bus, and up to 8 GB of DDR2 memory, storage area network (SAN) storage capability and capacity for up to 2 universal hot-plug small computer system interface (SCSI) drives controlled by the Smart Array 6i plus controller with Battery-Backed Write Cache (BBWC) (optional), and four gigabit network interface controllers (NICs) standard. Other features include optional fibre channel support for SAN implementations and clustering capabilities, and iLO Advanced for continuous access and control. Through the implementation of a SAN with the ProLiant BL20p G2 and G3 blades, Customer can achieve improved data availability, easily scale capacity, and realize management cost savings from consolidating disk resources. In addition, with HP's fusion of SAN and network-attached storage (NAS), Customer can design a storage architecture that incorporates application, database, and file-serving solution functionality.

ProLiant BL20p G2 and G3 blades fit into the same server-blade enclosure and share the same infrastructure components as the BL30p and BL40p blades.

BL40p

Engineered for the backend enterprise space, ProLiant BL40p four-processor server blade delivers high performance and enterprise availability with its Intel Xeon MP 2.0-GHz, 2.2-GHz, 2.8-GHz and 3.0-GHz processors, PC2100 ECC SDRAM (12-GB maximum memory with online spare), 2 Peripheral Component Interconnect Extended (PCI-X) slots for redundant SAN capability, Integrated Smart Array 5i Plus, and four universal hot-plug SCSI drives. Using the ProLiant BL40p in conjunction with other HP BladeSystem servers—IT expenses can be reduced by managing remotely from anywhere in the world with the advanced version of Integrated Lights Out (iLO). In addition, an integrated management system and full compatibility with HP System Insight Manager gives Customer maximum virtual presence and control, management, and health monitoring with blade visualization of all applications.environment, the HP BladeSystem provides Customer with task-flexibility ranging from a front-end server to a high-performance, backend database server.

The HP BladeSystem enables Customer to build an infrastructure optimized for the Adaptive Enterprise—the HP strategy for building an organization in which business and IT are synchronized to capitalize on change.



ACT'S INSTALLATIONS

Completed Projects

Hospitality Sector

- **Coral Sea Sharm**
FO/Micros 9700
- **Domina Coral Bay Sharm**
Opera FO, MC
- **Ocean Blue Hotel (Well living) Marina**
FO.
- **Tropicana Marine Restaurant Group (6)**
Micros POS.
- **Sheraton Montazah – Alex**
Opera FO
- **Sheraton Luxor**
Opera FO
- **Baron Sharm**
MFF Migration.
- **Pharaoh Egypt**
FO v7.
- **ACCOR Mercure Inn Luxor**
MFF Migration.
- **Mokatam Academy for Modern Science**
Fidelio Ver. 7
- **Tropicana Garden Palms**
Opera PMS, MFF, MC

- **ACCOR Sofitel Winter Palace Luxor**
MFF Migration

- **ACCOR Cataract Aswan**
MFF Migration

- **Sheraton Oran Algeria**
Opera PMS
Management training,
Final setup & Live
Support

System Integration Sector

- **Egypt Air – IOCC.**
- **Egoth – Implementing Data Infra**
Structure for Head Office and
it's Branches.
- **MOI – Election**
- **Ministry Of justice - Election**

- **Grand Azure**

Opera PMS.

- **Tropicana Marine Hotel**
FO Handover/ POS.

- **Orascom Group El Gouna**
MFF, Opera Express.

- **Movenpick Heliopolis**
Opera PMS/ S&C

- **Royal Sun Rise Makadi**
Opera FO/ MC/ MFF/
POS

System Integration Sector

- **Egypt Post – Addresses**
- **General Dynamics – EOS**
- **Ministry of Foreign Affairs – Data**

Projects under implementation

Hospitality Sector

- **Grand Rotana Sharm**
Opera FO, Opera S&C,
Web Booking Engine,
Micros 9700.



Our Partners

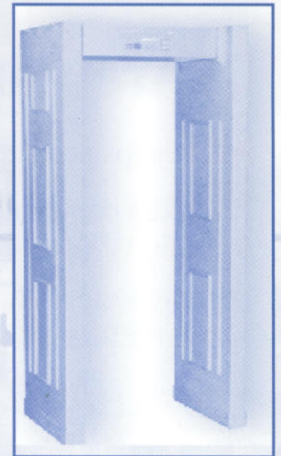


ELECTRONIC SECURITY SYSTEMS

Main Entrance Security Solutions:

■ 1- Metal detector

When security conditions mandate accurate detection reading, the metal detector will perform the necessary tasks. Through the use of digital signal processing. This model exhibits extra-ordinary noise reduction and increased operating reliability. The metal detector is a pulsed field metal detector that has been engineered to be attractive, durable, and cost effective.



(1)

■ 2- X-Ray

Engineered with advanced technology for the detection of weapons, explosives, narcotics, flammables, currency, and today's more sophisticated threat and contraband items. Proven reliability and excellent X-Ray imaging, robust, user friendly controls and features.



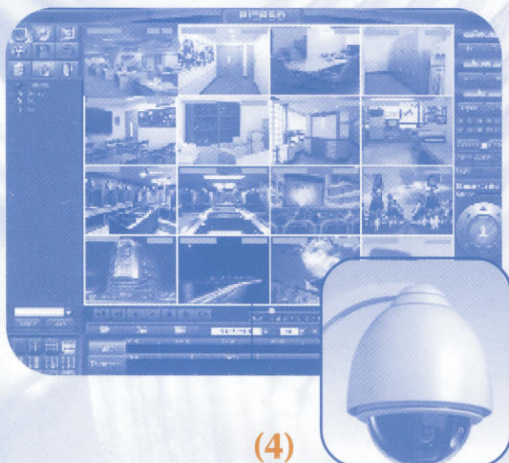
(2)

■ 3- Hand-Held explosives detection

It is the world's first and most recognized portable explosives trace detector with comprehensive explosive capabilities ready to operate in only 60 seconds and providing a response in 15 seconds.



(3)



(4)

■ 4- CCTV (Closed Circuit television) System

Today, CCTV systems without digital technology are unimaginable. Purely digital or hybrid combined With analogue components, they offer Significant advantages in recording and transmission.

Consistent picture quality, unaffected By how and how often images are used; fast Access to pictures via simple, application-specific Search criteria; the ability to use existing networks (LAN/ WAN) for image transmission; and Instant access for authorized users, whether Locally or from a remote site – these are the Really good things about digital CCTV.

ACT شركة الحاسبات المتقدمة

Advanced Computer Technology

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Is your Property Safe?

Are you being secured!

ACT helps protect your property with appropriate physical safeguards.

ACT ESS department designs, supplies and installs cutting edge security systems for your property starting from CCTV up to bomb detection systems.

Security systems that could be used to protect your property includes: **CCTV, Road Blocker, Metal Detectors, X-Ray Package, Bomb Detection, and Under Vehicle Surveillance System.**

Outside Entrance Security Solutions:

■ 1- Road Blocker Barrier

The Road Blocker Barrier is designed for security surface applied vehicle access to critical areas or any location which might be susceptible to unauthorized vehicle access.

(1)



(2)



■ 2- Tyre Killer

Tyre Killer provides high security for sensitive areas against forced and unauthorized entry of motor vehicles. Tyres, axles and suspension of motor vehicles will definitively be destroyed when forced entry or escape is attempted

■ 3- Under Vehicle Surveillance System (UVSS)

Uvss is used throughout the work to view the underside of vehicles to check for any suspicious objects, unauthorized modifications, or even personnel.



(3)



■ 4- Barriers

High security crash rated barrier. This barrier can resist a speedy truck weighing 7.5 Ton attacking at speed 50 Km/hr.

This barrier is crash tested up to British Standard. It is perfect for hotel's gates.

(4)

