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Message From the Management

Dear Valued Customer,

According to today's technology and to the growing of the e-business, electronic data became more & more valuable. Local/Wide Area Networks and Data Communication became the most important tool for today's business. Using standard network infrastructure will help the business to grow while using minimum other resources. Due to the previous facts, managing such data networks is essential. Such Management will help in tuning Local/Wide Area Networks; minimize diagnostic time, which will reflect directly on the performance/downtime. Managing your network begins from the Electronics (Switches, Workstations, Servers, Routers, ...) and ends with Cabling Infrastructure (Cabling, Labeling, Documentation, Fire Alarms ...).

Of course, such valuable data, and due to the need of data exchange's high availability, security has to be taken into consideration. Viruses, hackers, securing the data made the security requirements a must.

As the networking business is growing each day, the network complexity increases. The requirement for each customer regarding Management & Security differs, and depends on the way the network is designed & communicated. It also depends on the customer needs. With more than 15 Certified Network Engineers, ACT can offer any Consultancy which will help the customer in managing, tuning and securing the whole network. By using different management tools, Firewalls (Software, Hardware), Snuffers, Remote Communication and Ethical Hacking, we will provide a total study/solution with the required budget for each case including different options.



Ayman Dessouky
Network & System
Manager

Micros-Fidelio Worldwide News

ACT accredited to sell MICROS-Fidelio Financials

For details: http://www.micros.com/press_room/press_releases/mff_accreditation.asp

Althoff Hotels & Residences Launch myfidelio.net Powered On-Line Booking Service

For details: http://www.micros.com/press_room/press_releases/hb-althoff.asp

Fairmont Hotels & Resorts, Operator of Distinctive Properties in US and Canada, Selects MICROS's OPERA PMS to Manage Four of its Landmark Hotels

For details: http://www.micros.com/press_room/press_releases/fairmont_opera.asp

Whitbread Group Upgrades 570 United Kingdom Pub Restaurants to MICROS RES 3000

For details: http://www.micros.com/press_room/press_releases/whitbread_upgrade.asp

micros FIDELIO

Success Story

Installation of Fidelio Front Office V 7.13 at the **Faculty of Tourism & Hotels of both Suez Canal University and 6th of October University plus the High Institute of Specific Studies- Giza.**

Believing in the role of private sector in steering the wheel of national development and enhancement, **ACT** has made another contribution to the **Egyptian educational Sector** to add up 3 more installations to its previous 3 ones.

Carrying on with its responsibility towards the society, **ACT** has again granted **three Egyptian Tourism & Hotel Faculties (Suez Canal, and 6th of October in addition to the High Institute of Specific Studies- Giza, three free licenses/ Installations and Training for the Software Property Management System (Fidelio). the most popular PMS in the world.**

The 3 installation has been successfully implemented in the last quarter of 2003



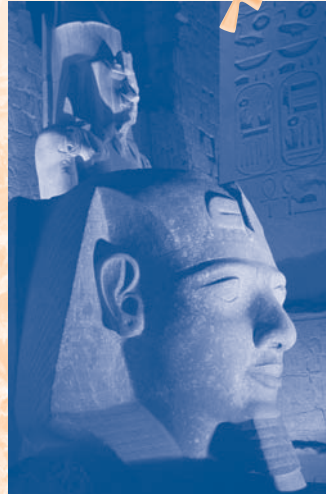
ACT Systems Protect Egyptian Monument Stores

ACT ES has just finished the project of installing an integrated Security System for 15 Monument Stores.

These stores were built **to store and protect Egyptian high value Monuments**.

The installed integrated Security Systems Consist of:

- CCTV Cameras
- Video Motion Detectors
- Access Control Systems
- Wall Security Systems
- Doors Security Systems
- Fire Alarm Systems
- Fire Fighting Systems



Correction

In our last newsletter 8th issue, headline on

Page 2 incorrectly read "Sofitel Taba heights opens with Micros 9700." The

headline should have read "Sofitel Taba heights opens with Micros 3700."

We apologize for the typographical error.

16 MFF Installations completed in Hilton Egypt



Hilton International is recognized internationally as a preeminent hospitality company.

The company develops, owns, manages or franchises approximately 420 hotels and resorts properties.

As a fact **Hilton Has Become And Is Synonymous For The Word "Hotel."**

Hilton's MFF deployment strategy addressed many hotels in many sites around the world, it was because of MFF's unique and effective financial and business data analysis capabilities, and its unprecedented ability to integrate with almost any other relevant application, program or portal - and still maintain its integrity and reliability.

Mr. Wright also congratulated **ACT's** installation teams that had taken part in the project for their hard work and dedication at achieving that success.

He made a special thanks for **Mohamed Kamal** (**ACT** Lead Consultant) and **Ahmed Hussien** (**ACT** consultant) for their dedicated work.

ACT Team as a part of **TFO** project team have successfully installed the following MFF modules in the 16 Hilton EGYPT Sites:

TFO MFF Ledger Accounting

TFO Multi Currency

TFO Sales invoicing

TFO Vision XL5

In Egypt, **Mr. James Wright**, Area IT director -MEAP announced that the last 4 old Oracle Financial sites (*Katamaya, Borg El Arab, Pyramids & Luxor Hilton*) were live with **Micros-Fidelio-Financial Powered by SunSystems**.



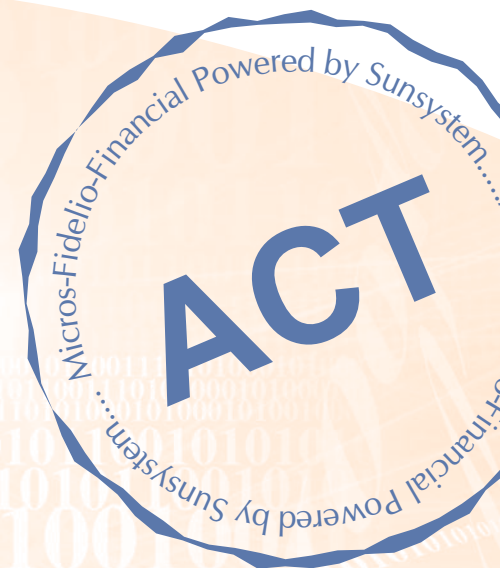
Mohamed Kamal

16 Hotels had been converted to **Micros-Fidelio-Financial Powered by SunSystems** in 4 months, during the Hilton budget process and Muslim holy month of Ramadan.

The project was completed a month ahead of schedule, this was only possible because of the hard work of some great teams.



Ahmed Hussein



micros FIDELIO

F i n a n c i a l s
powered by SunSystems

ACT Receives the President's Award From MICROS-Fidelio International in Jumeirah Beach Club, Dubai

In its annual dealers' meeting for year 2003, Micros-Fidelio awarded its dealers for their outstanding achievements in implementing and selling Micros-Fidelio products worldwide.

ACT received Micros-Fidelio's "President's" award in Micros-Fidelio dealers meeting held on the Jumeirah Beach Club, Dubai. *Mr. Hassanien Tawfiq*, ACT's Managing Director has received the honors for achieving the highest revenue from sales of Micros products.

The plaque was presented by *Mr. Kaweh Niroomand*, Micros-Fidelio's Executive Vice president for Europe, Africa & Middle East Regions at the annual dealer meeting on the 16th of December 2003

In addition to the President's award, *Eng. Emad Osman*, ACT's General Manager and *Eng Hossam Ragab*, ACT's Director of Sales & Marketing were both handed another plaque in "Recognition of Implementation of Micros-Fidelio Financials throughout the Middle East"



It is worth mentioning that **ACT** was the first of a global network of partners to achieve accreditation to sell, install and support the MICROs-Fidelio Financials powered by SunSystems (MFF) solution due to its extensive market knowledge and understanding of the needs and requirements of users throughout the region.

HP awarded ACT as its best partner in Egypt during GITEX 2003

During Gitex Dubai 2003 and in Changlera Hotel in Dubai, Hewlett Packard organized its annual partners award event in which Hewlett Packard usually nominate its best partners in the Middle East region.

The region manager of the Middle East attended this event as well as all the partners account managers from all countries in the region.

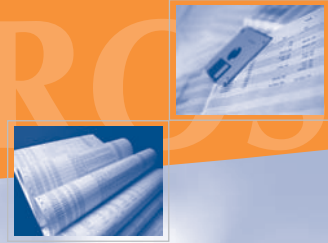
"We are working in a hard and tough environment, and building the information technology infrastructure requires the partnership with the best" said *Mr. Hanania* the regional manager of Hewlett Packard.

Also he added that these awards are only one of many ways by which HP appreciates the effort exerted by its partners in order to increase the market share of HP.

This year **ACT** was nominated as one of the best three partners in the Middle East. Also **ACT** was awarded as the best partner in Egypt. This award was the result of the outstanding performance that **ACT** did with Hewlett Packard during the fiscal year 2002 / 2003

This award reflects the aim of the company to deliver the best quality of services and to participate in the development of the Egyptian IT market





MICROS Announces New IP Printer Kits

MICROS Systems, Inc. is pleased to announce the release of two new IP based printer kits.

Currently supported only by the 9700 HMS Version 2.5 and higher, these kits **allow properties to deploy their remote printers**

on the same Ethernet network used by their workstations.

This eliminates the need for costly dedicated serial wiring and provides additional options with which to address customers' requirements

MICROS is introducing two "IP Printer Kits."

The **IP module** utilized in these kits is the **Ethernet IV interface**, and is currently the only interface module fully tested with the **MICROS 9700 HMS version 2.5**.

The printer kits include **the printer, interface module, Cat 5 patch cable, and PS-180 power supply**. An "Eclipse" kit featuring the Eclipse printer power cable is not available at this time. However, this printer is compatible with the Eclipse printer power cable. The Remote Management Console (RMC) in 9700 HMS version 2.5 features powerful new tools to configure, test and update IP printers on the network. Please note that the MICROS IDN printer interface provides specialized features not present in other printer protocols, including IP.

TM-T88 Thermal Printer

The **TM-T88III** is a field proven, rugged thermal autocut printer.

The **TM-T88III** provides extremely fast print speeds, combined with quiet operation, easy drop in loading and a durable metal autocut mechanism.

The **TM-T88III** is capable of printing bar codes and characters that can be scaled up to 64 times larger than standard size, for printing logos.

TM-U200B Autocut

Impact Roll Printer The **TM-U200B** is an excellent autocut printer for harsh hospitality POS environments.

The modular, user-friendly design, graphics capability and 3.5 lines per second print speed offer reliable high performance in a compact lightweight unit.

The **TM-U200B** is ideal for remote printing or guest check printing. The roll printer features 40 column two-color printing (red and black) and an autocut mechanism.

The IP Printer Kits contain the **TM-T88III** or **TM-U200B** printer, Ethernet IV interface module, a Cat5 patch cable, and an PS-180 power supply.

Eclipse Printer Power Cables

At this time there are no IP Printer kits featuring the Eclipse printer power cable, as it is anticipated these kits will be used for remote printing applications.

If an **Eclipse Printer** Power Cable is desired, they can be ordered using the part numbers below.

Please keep in mind that this cable is only for use with **TM-T88, TM-U200, and TM-U295 printers**.

Ps-180 power supplies cannot be returned for credit or refund, and may only be RMA'd for repair/replacement.



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HAPPY NEW YEAR

HP Compaq thin client

Thin Client Server Computing solutions allow for the centralized deployment of enterprise-wide applications while maintaining the ability to support a variety of client computing devices.

Applications run 100% on the server with only mouse clicks, keystrokes and screen updates moving across the network.

Client computing devices include:

handheld computers, notebooks, Windows-based terminals, network-based terminals, desktop PCs, workstations, Macintosh computers, X-terminals, Unix systems and various data collection devices.

Thin Client Server Computing solutions have many advantages, including:

- ▲ Lower cost of application ownership
- ▲ Accelerated application deployment
- ▲ Extended application availability
- ▲ Enhanced security
- ▲ Improved data back-up and recovery
- ▲ More effective end-user support
- ▲ No additional development, testing, or deployment procedures for individual applications
- ▲ Uniform desktop experience from any network access point

Thin Client Server Computing solutions use:

- Compaq servers,
- Microsoft® Windows NT® Server 4.0,
- Terminal Server Edition and Citrix MetaFrame™

Compaq has worked closely with **Microsoft** and Citrix to develop the most robust and comprehensive **thin client**/server system available.

Microsoft Terminal Server supports Windows-based devices and IP-based connections.

Citrix MetaFrame delivers Windows-based application access to most types of client hardware, operating platforms, network connections, and LAN protocols.

Organizations can keep their existing infrastructure and still use the most advanced 32-bit Windows-based applications available.

Compaq provides the hardware with single and multiple processor servers as well as rack mount server farms.



ACT's New Signed Contracts and Installations



Newly Signed Contracts:

- Soleimania Golf village.
- Sheraton Air Port (Air Port Restaurant)

Completed Projects (Hotels & Restaurants):

- ACCOR Sofitel Holiday village (Karnak) FO, F&B, PayRoll, MFF, Micros 3700
- First Arabian Mall: Food & Beverage Micros 3700
- Ramses Hilton: Materials control, Micros-Fidelio Financials
- Hilton Sharks Bay: IFC
- Grand Azure: Micros-Fidelio Financials
- Hilton Hurghada Long Beach: Front Office, IFC
- The Ritz Carlton Sharm: Micros-Fidelio Financials
- Inter Conti Soma Bay: FO, F&B, MFF

- Iberotel Fanara Residence: CRS
- Iberotel Makadi Sun: CRS
- Iberotel Arabella: CRS
- Iberotel Makadi Beach: CRS
- Iberotel Makadi Oasis: CRS
- Iberotel Lido Hotel: CRS
- Iberotel Club Fanara: CRS

Projects under installation (Hotels & Restaurants)

- Domina Marsa Alam: FO, F&B, MFF
- Holiday Inn Sharm: MF Financials
- Al Batros Royal Moderna: FO, F&B, MFF, Payroll
- Holidays Sunrise: MF Financials
- Renaissance & MVCI Golden View Sharm: FO, F&B, Micros 8700
- TGI Fridays Giza: Micros 3700
- TGI Fridays Giza: FO, F&B, Micros 8700

Completed Projects (SIS)

Central Agency for public Mobilization and Statistics (CAPMAS)

- Geographical Information National Network
- Multi Media System, ID Cards Solution

Ministry of Interior

- Inspections, Surveillance Department
- Medical Services Department
- National Security Department
- Assurance, Pensions Department

Projects under installation (SIS):

Ministry of Interior

- Infrastructure works for Intranet System
- Media center
- Traffic Department

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