

ACT

NEWS
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24th Issue, October - December 07

ACT Best HP Reseller

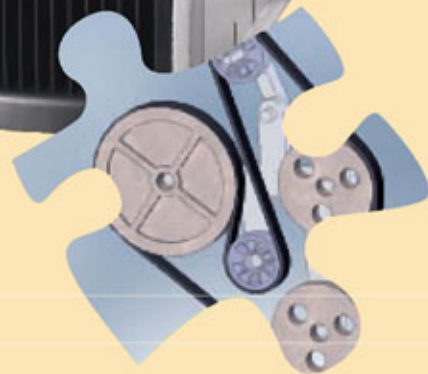


ACT and Minoufya University
provide Training through
Virtual Reality

T a k e s y o u t o t h e F u t u r e

*"GIVE ME THE ABSOLUTE BEST
GRAPHICS PERFORMANCE THERE IS."*

HP xw9400 Workstation
For all the virtues of extreme
virtualisation and expandability.



"I NEED PORTABILITY AND PERFORMANCE."



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hp.com/eur/workstations

Preferred Partner



i n v e n t

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Message

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from the **Management**

Time is changing and a major shift is happening from Information Technology to Business Technology. Business Technology is more about business risk and how we can utilize Information technology to minimize this risk. In the world of business technology, IT management focuses on business outcomes—enabling growth, lowering cost and justifying risk.

Business Technology Optimization (BTO) is a new solution category focused on helping businesses ensure that every dollar invested in information technology, every resource allocated, and every application in development or production meets business goals. BTO is part of the emerging business technology philosophy which helps enterprises to manage IT resources as a business rather than as a service.

Unlike other offerings and methodologies that focus on internal IT processes, BTO optimizes the strategic functions between technology and business. The depth and breadth of BTO software allows technology executives to better manage a wide range of strategic IT functions that directly impact business results. Effective project and portfolio management, testing new ERP deployments, or reducing the mean time to repair custom applications are just a few examples.

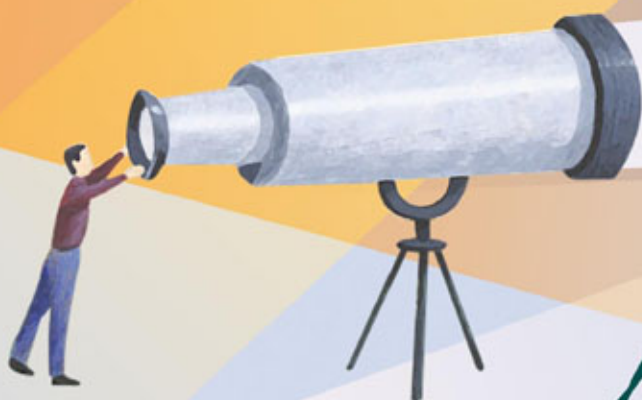
BTO software addresses key functions recognized by IT executives and industry analysts as requirements for automating the new business technology lifecycle. These functions include: IT governance, project portfolio management, change management and application quality, performance, and availability.

We in **ACT** offer The HP Business Technology Optimization portfolio which uses the company's application and management software and services to help customers align business and IT, manage IT services and comprehensively automate change.



Eng. **Mohamed Abou El-Leil**
Senior Marketing Manager

Time is changing and a major shift is happening from Information Technology to Business Technology. Business Technology is more about business risk and how we can utilize Information technology to minimize this risk. In the world of business technology, IT management focuses on business outcomes—enabling growth, lowering cost and justifying risk. Business Technology Optimization (BTO) is a new solution category focused on helping businesses ensure that every dollar invested in information technology, every resource allocated, and every application in development or production meets business goals. BTO is part of the emerging business technology philosophy which helps enterprises to manage IT resources as a business rather than as a service. Unlike other offerings and methodologies that focus on internal IT processes, BTO optimizes the strategic functions between technology and business. The depth and breadth of BTO software allows technology executives to better manage a wide range of strategic IT functions that directly impact business results. Effective project and portfolio management, testing new ERP deployments, or reducing the mean time to repair custom applications are just a few examples. BTO software addresses key functions recognized by IT executives and industry analysts as requirements for automating the new business technology lifecycle. These functions include: IT governance, project portfolio management, change management and application quality, performance, and availability. We in ACT offer The HP Business Technology



OUR KNOWLEDGE

**"If we value the pursuit
of knowledge, we must be
free to follow wherever
that search may lead us"**

Adlai E. Stevenson.

ACT

values knowledge and
nourishes it in every aspect as
being fully aware of its significance.

Our Knowledge is to identify and solve
problems and to provide services that require
developing new systems and improving established
systems and procedures. Informed decision making
and judgment are considered essential in the
performance of each **ACT** employee.

With this definition in mind, **ACT** Management and staff,
value knowledge and believe learning has infinite worth
with personal, social and cultural benefits.

Whether it is knowledge provided to our employees
about our customers or the latest technology available,
we have it here.

Well-aware of our customers' needs we provide
a healthy and efficient learning and training
environment for our employees. We are
constantly searching, discovering and
implementing new solutions for our
valuable customers.

micros FIDELIO

- ◆ Coventry City's RICOH Arena, in Conjunction with Compass, Selects **MICROS 9700** Hospitality Management System to Service Fans

For details:

<http://www.micros.com/CompanyInformation/News/PressReleases/RICOHArena.htm>

- ◆ Carlson Restaurants Worldwide Selects mymicros.net for T.G.I. Friday's® Restaurant Chain

For details:

<http://www.micros.com/CompanyInformation/News/PressReleases/carlsonrestaurants.htm>

- ◆ Hospitality Solutions International Supports the Marine Corps with Profit Series Point of Sale Upgrade and Enterprise Reporting

For details:

http://www.micros.com/CompanyInformation/News/PressReleases/hsi_marines.htm

- ◆ Loews Hotels Selects OPERA Reservation System

For details:

<http://www.micros.com/CompanyInformation/News/PressReleases/62107LoewsHotels.htm>

HP awards **ACT**:



In its Annual Partner's event, held in Dubai, Hp recognized **ACT** with three different awards for its best achievement and performance during the year 2007.

HP held its annual partners event in Dubai, UAE during GITEX 2007.

1st : **ACT** has received award for best **HP** reseller in Egypt and Levant during 2007. **ACT** was awarded based on its best achievements, certification customer services and marketing activities for **HP** products.

2nd : **ACT** has received "HP Care Pack HPS" reward 2007. **ACT** has maintained the first position among **HP** partners in Egypt for the 3rd consecutive year in a row. **ACT** has been providing quality support services for **HP** Care Pack customers.

3rd: **ACT** has been recognized as **HP** preferred partner for year 2008, for its commitment and best achievements in the Egyptian Market.

"**ACT** has certainly lived up to the standards of this award," Hp spokesman. said "We are happy to recognize **ACT** for its commitment and continual achievements in the Egyptian ICT market as one of

Best HP Reseller

HP Care Pack HPS reward 2007

HP preferred partner for year 2008

HP preferred partners".

HP Awards recognizes corporate commitment and regional leadership in promoting and selling **HP** products, in addition to corporate qualifications and certification that allows it to offer quality support for Hp products as well.

"**ACT** is always committed to meet and exceed its partners' expectations. I am proud to offer these awards to my teams who have done a good job in distinguishing **ACT's** name in the Egyptian ICT Market," Mr. Hassanien Tawfiq, **ACT** Managing Director, said.



w w w . a c t - e g . c o m



Micros 9700 under SQL 2005

F o r T h e F i r s t T i m e

Micros 9700 is the most commonly used Electronic Point-of-Sale System for large & medium restaurants. It is designed to integrate all functions of both front-end and back-office restaurant services, retail services and more. The **Micros 9700** utilizes the industry's most advanced EPOS technology to deliver maximum flexibility and scalability. The system has been built as both a **Microsoft®** and **ORACLE** application to leverage the expanded power and built-in security of these two world-proven operating systems.

Although **Micros 9700** is designed to work under only SQL 2000, ACT has successfully implemented Micros 9700, version 3.1 under SQL 2005.

Our promise to always deliver the best to our valuable customers is constantly fulfilled. We were able to install Micros 9700, version 3.1 under SQL 2005. This event is considered a "one of a kind" achievement, which is something we always promise, since, we're the first in the Middle East Region to install **Micros 9700** under SQL 2005 in **Hilton Pyramids Golf Resort.**

ACT Supports SYSTEMS 2007



- The GACIC held a Press Conference at the Cairo Marriott Hotel regarding the international ICT fair in Munich, **SYSTEMS 2007**.

- **Mr. Hassanein Tawfik**, the ICT committee Chairman in the German Arab Chamber, moderated the press conference while Mr. Mohamed Omran, ITIDA CEO and Mr. Manfred Salat, SYSTEMS Project Manager were guest speakers at the event.

- In his opening speech, Mr. Hassanein Tawfik pointed out the special opportunity that the SYSTEMS Fair offers to the visiting international ICT community, saying " the Fair aims at creating new business opportunities and new technology transfer between parties, while equally promoting their local strength in the global market."

- SYSTEMS 2007 presents detailed, practical information on ICT solutions for visitors from small and medium sized enterprises (SMEs), as well as major corporations from around the world. The fair's key themes not only take the latest requirements of the information and communications technology (ICT) sector into account, but they also give visitors a look at the ICT trends that will preoccupy companies, both in 2007 and in the years to come.

- Mr. Mohamed Omran, ITIDA CEO has pointed out the latest figures of growth to the Egyptian

IT market, whereby it is expected that by 2010 the local IT market will seize 1.2bn US\$ with computer penetration rising for both households and enterprises all across the country.

- He also concluded that SYSTEMS 2007, with its strength in placing b2b decision-makers face-2-face, will play a key-role in keeping the growth of the Egyptian IT market going.

- Finally, Mr. Manfred Salat, SYSTEMS Project Manager presented an introduction of some figures about the appeals of the event beyond the fair ground.

- Bavaria and Munich are not only well known for their attractive combination of traditional and modern styles, which live side-by-side, but 25 million tourists from all over the world visiting, also learn about the economic strength of the region. Key statistics include the area to inherit 20,000 high-tech companies in Munich and Bavaria. 11,000 media enterprises based in Munich, giving it the second-largest concentration of publishing companies in the world after New York and an excellent reputation for medical services – particularly well known amongst the Arab Gulf states. It is this trend that has encouraged Munich to also be the first German city to publish an Arabic image brochure and a website in Arabic.

In 1992, Eng. Rafiq Talaat joined ACT, as a team member in the services department. After one year of extensive IT exposure, Mr. Rafiq climbed the ladder of success till he became The CIO (Chief Information Officer) in ITIDA (Information Technology Industry Development Agency).

His accomplishments, successes and memories with ACT are highlighted in this interview:

• **How did working at ACT contribute to your career?**

Great contribution as of versatile diverse exposure to Technology & Market.

• **You have been In the Egyptian IT field for a long time, how do you see the development in this field and what are your comments regarding ACT's development too?**

Since 1992, developments and awareness have taken place besides MCIT various NGO's Initiatives and development in the ICT Industry have occurred, as for ACT, the company has developed and properly positioned itself as a major player in this ICT Sector, proven by the huge number of success stories.

• **What would you consider your first milestone at ACT?**

A strong leap in the ICT industry's & niche vertical market.

• **What are the major challenges you have had to overcome to reach the position you enjoy today?**

A lot of challenges both technical and managerial ones all over the past 16 Years in the Business side with different ICT technology vendors such as Compaq, HP, AST, Novell, Unix, Microsoft and versatile vertical Markets in the hospitality, oil & gas, banking and governmental sectors.

• **What do you think of the culture now at ACT? And how did it change from when you were present at ACT?**

ACT knows where it stands and adheres to this objective since the beginning, which is interpreted in many long term partnership with customers and

intimate relations with current and past employees.

• **What is your most memorable accomplishment in ACT?**

Successful accomplishment of the assigned tasks and the recognition received during this period besides the intensive technicality gained.

All interpreted into long term brotherhood relationship with ACT Family.

• **Now that you became one of ACT's customers, how do you judge its performance from a customer's perspective?**

As usual and expected, ACT are promptly responsive and professionally handling customer requests.

• **What major qualities or attributes in ACT do you think have contributed most to its success?**

Clear objectives, crowned by Team Spirit, loyalty, dedication and Focus.

• **What potentials do you see in the field that ACT has to focus on in the coming years?**

Sustain the success, is harder than achieving the success. As time has proven, ACT is working with the same enthusiasm since the very beginning.

• **What is your message to ACT?**

Very well done and sustain the team spirit as the hidden drive of such success.



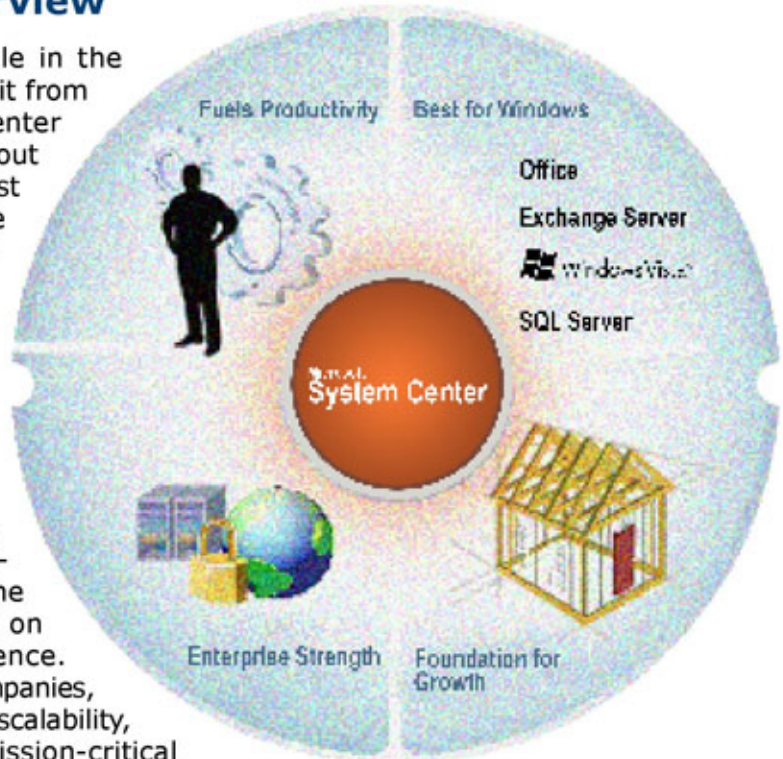
Eng. Rafiq Talaat joined CIO, ITIDA

Windows on Microsoft

Microsoft System Center Overview

Microsoft System Center plays a central role in the Microsoft vision to help IT organizations benefit from self-managing, dynamic systems. System Center solutions capture and aggregate knowledge about your infrastructure, policies, processes, and best practices so your IT staff can build manageable systems and automate operations in order to reduce costs, improve application availability, and enhance service delivery.

System Center solutions are tuned to simplify management of the systems and applications your company already has implemented, including Microsoft SQL Server, Microsoft Exchange Server, the Microsoft Office system, and the Microsoft .NET Framework. In addition, System Center solutions interoperate with third-party management tools so you can make the most of your existing investments and build on the System Center foundation with confidence. Already used by the majority of Fortune 500 companies, System Center solutions provide the reliability, scalability, and security required to manage the most mission-critical IT systems, applications, and services.



With an aim to enable self-managing dynamic systems, System Center solutions close the gap between development, operations, and IT by evaluating dependencies and optimizing business process performance from deep inside the operating system, applications, and composite services and workflows. These solutions also provide comprehensive management of physical and virtual environments, resulting in improved efficiencies and better control.

Independent research shows that a well-managed IT environment improves an enterprise's bottom line and productivity. Using the System Center family of solutions, you can connect your organization's people, processes, and tools across your development and operating environments. As a result, you can optimize your IT infrastructure.

With the System Center family of IT management solutions; you have the power to more effectively and easily manage all of the components that define IT, allowing you to focus more on delivering new business value for your organization.

SYSTEM CENTER BENEFITS

• Fuel Productivity

With System Center solutions, IT professionals can quickly and easily perform complex tasks.

• Best Choice for Windows

The System Center family integrates with the systems you already have in place, including Windows Vista and Microsoft SharePoint Products and Technologies.

• Enterprise-Strength Management

Achieve the enterprise-class reliability, scalability, and security necessary to manage the largest, most complex infrastructure—all with a solution that most Fortune 500 companies use.

• Foundation for Growth

Keep pace as your infrastructure grows and changes by taking advantage of the extensible architecture of the System Center family.

Microsoft System Center—A Family of Leading IT Management Solutions;

- System Center Operations Manager
- System Center Configuration Manager
- System Center Data Protection Manager
- System Center Essentials
- System Center Virtual Machine Manager
- System Center Capacity Planner

ACT and Menoufiya University provide

"The significant problems we face cannot be solved by the same level of thinking that created them."

Albert Einstein

No country has succeeded without educating its people; education is the key to sustaining national growth.

In **ACT** we recognize the power of education to improve people's lives. We understand the role of higher education in national development. We believe that higher education is still considered the primary source of knowledge and human resources needed to compete in the global economy. Consequently, the rebuilding of higher education systems and institutions is necessary for Egypt's growth.

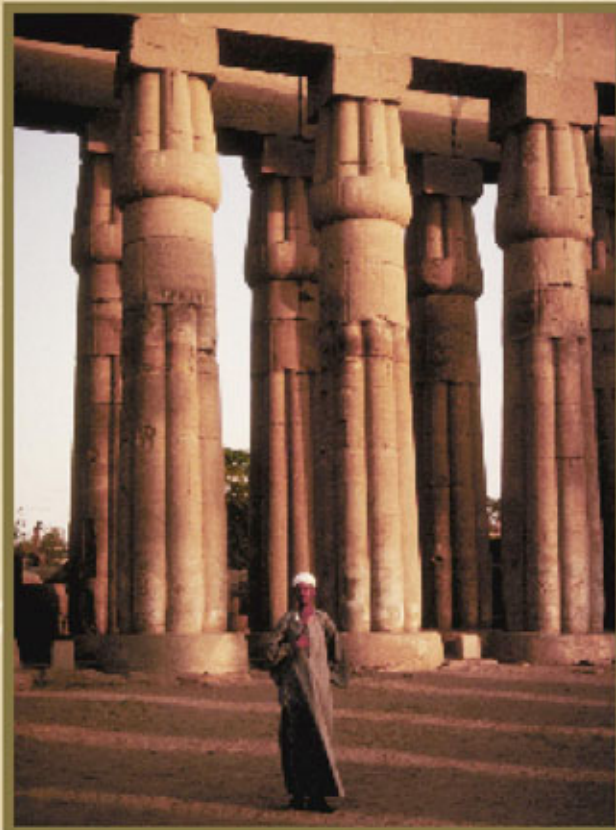
Recently Egypt has given education a top priority on its development agenda. Nevertheless achieving quality education can no longer be the responsibility of ministries of education alone; it has to include other concerned parties to play their role in the government's education development plan like: donor agencies, NGOs, the private sector and universities.

Supported by HEEPF "The Higher Education Enhancement Project Fund (HEEPF)", **ACT** has



partnered with Faculty of Hotels & Tourism, Menoufiya University in its project of The Enhancement of Tourist education through developing the practical training methods for the faculty's scientific departments by using electronic virtual reality programs.

The project idea aims at the development of an important part in the educational process in the faculty, through developing the practical training manners in its three scientific departments. That is by programming electronic **virtual reality** software simulating the actual training at travel agencies, airlines & hotel establishments. The training also includes simulating the tourist and archaeological sites and museums. It would also be capable of being updated, or being extended by more additions in the future. By that it is made possible for the students to exercise their practical training in a continual manner and whereupon they achieve the practical development of their



vide Training through Virtual Reality

proficiency and their creative ability to follow up with the modern technology.

ACT'S developing staff worked thoroughly with faculty academic staff to assess their needs, hence develop the most REAL virtual programs to enable students develop their practical experience.

In order to meet the project's needs, **ACT** developed and installed the following Systems that integrate to simulate the actual operations in travel agencies, airlines & hotels.

- Tourism Reservation System
- Flight Ticking System
- World Span Training System
- Virtual Reality Tour for Five Museums including: Egyptian Museum and Coptic Museum.



- Virtual Reality Tour for Twenty Touristic places including Giza Pyramids, Saqqara, Salah Eldin Citadel, and Abu-Simble Temple.
- View Point of more than 1000 Ancient Egyptian Pharos pieces.



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The integrated solution, offered by **ACT**, was designed to help Tourism Education Enhancement through:

Addressing the consciousness of the academic staff and their assistants, as well as the under and post graduates, and realizing the importance of the enhancing the practical training methods of all subjects using new technological systems.

Increasing the capability of the tourist education by developing the training manners according to electronic virtual reality programs.

Habituating the academic staff and their assistants to the employment of such new manners and setting up the scientific climate for promoting invention and development.

The preparation of a postgraduate acquainted with the new developments and enriched by the necessary vocational proficiencies to adhere to market requirements.

Providing the desired means to equip an office for the project's management, to enable them to achieve the requested sustainability.

"Where knowledge ensures Safety "

Information is the most valuable commodity in business today. Your organization's ability to store and access information effectively and securely is critical to your company's success. Unauthorized access, fraud, eavesdropping, attacks, and threats to your information assets and network resources are increasingly serious concerns for today's customer-focused companies. As your business expands and access is required through intranets, extranets, the Internet, and mobile communications, your growing workforce and business relationships require faster and easier secure access to information.

Here in **ACT**, we value information and we are seeking an optimum way to secure it without compromising accessibility, reliability or functionality of your organization. Our specialty in **ACT** is Public Key Infrastructure (**PKI**).

PKI is an arrangement that binds public keys with respective user identities by means of a certificate authority (CA). The user identity must be unique for each CA. This is carried out by software at a CA, possibly under human supervision, together with other coordinated software at distributed locations. For each user, the user identity, the public key, their binding, validity conditions and other attributes are made unforgeable in public key certificates issued by the CA.

Information Safety By

ACT



How can you use PKI in your organization???

PKI has many uses, including providing public keys and bindings to user identities which are used for:

- Encryption and/or sender authentication of Email messages
- Encryption and/or authentication of documents
- Authentication of users to applications
- Bootstrapping secure communication protocols, such as Internet key exchange (IKE) and SSL. In both of these, initial set-up of a secure channel (a "security association") uses asymmetric key (a.k.a. public key) methods, whereas actual communication uses faster secret key (a.k.a. symmetric key) methods.
- Digital Signature Implementations



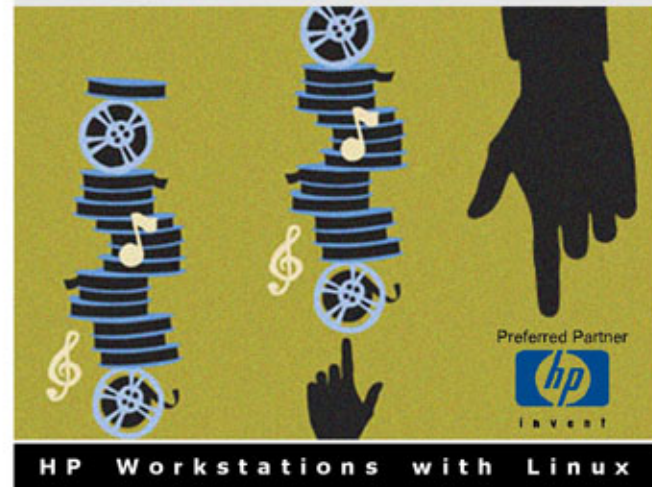
HP Workstations

Engineered. Stable. Supported

HP strives to provide our workstation customers with choices offering HP Workstations with Linux as part of our overall multi-OS strategy.

Some of HP's technical workstation markets and customers heavily rely upon the UNIX operating environment, both in their infrastructure and the applications that they use. Linux on personal workstations is a very viable and attractive UNIX alternative. In addition, many OEM's are turning to Linux as a cost effective open source operating system for different applications. We see the Linux desktop emerging quickly as more and more applications on Linux become available. This is especially true in the DCC, EDA, Oil & Gas, OEM, and some MCAD markets.

HP brings value to Linux on personal workstations by partnering with technology providers and customers to deliver superior Intel/AMD workstations to enterprise unix/linux customers. With HP linux workstations you can deploy quickly with confidence.



- **HP has a dedicated Linux R&D team**

HP has been developing UNIX libraries and device drivers for over 20 years, providing HP's Linux R&D team the foundation for enabling, testing and supporting Linux on HP Workstations. HP engineering is doing early and often qualifications of beta releases from linux distributors that enables HP to deliver Linux configured to each HP Personal Workstation. This includes the latest driver updates.

- **HP provides an engineered solution of Red Hat Linux via key strategic 3rd party relationships**

HP maintains strategic relationships with Red Hat, Novell, AMD, Intel, nVidia, ATI, ISV's, and many additional independent hardware vendors. These strategic relationships drive support for HP workstations into the open source community to enable a timely and quality enablement of HP workstations with linux.

- **HP Customer Intimacy**

HP listens carefully to their customers. Through Customer Advisory Councils HP drives customer requirements into future Red Hat Enterprise Linux releases and provides orchestration between hardware releases, Red Hat releases, and ISV's to deliver a quality solution ready for deployment.

- **HP provides installation tools to enable you to customize your linux image**

Knowing that many customers build their own golden images, we developed the HP Installer Kit for Linux. Your HP Personal Workstation can be delivered with FreeDOS and our HP Installer Kit supports all mainstream releases of Red Hat. This provides you with the flexibility to easily create your own OS image.

- **HP Support**

HP covers our hardware and software technical support via a standard included warranty with each workstation purchase. In addition customers can upgrade the standard 90 days of software technical support to 1 year. Due to our ability to simplify the complexity and sheer number of Red Hat Linux releases, HP offers the most flexible support solution for Red Hat. HP's technical support people are well versed in Linux technology allowing us to ably assist you on a variety of questions or issues.

ACT in GITEX 2007



Event: GITEX 2007 Exhibition.

Place: Dubai International Convention and Exhibition Centre.

Date: 8-12 September.

Section: Egyptian Pavilion.

Participants: ICT sector companies in the Middle East.

GITEX is one of the prominent ICT events in the Middle East. With a purpose to offer industries professional help with their ICT needs and infrastructure, ACT; one of the leading companies in the ICT sector; participated in GITEX 2007 under the "Egyptian Pavilion" promote "The Egyptian Wave". ACT adopted this theme in this year's exhibition, presenting a new Egyptian Outsourcing trend.

Our participation in GITEX opened new opportunities for us to develop strategic alliances with companies in the Middle East as well as enhanced our reputation in the ICT sector. The reason behind ACT's success in providing outsourcing activities is its possession of trained bilingual ICT resources that provide companies with cost efficient

operations. ACT became an ideal partner for many installations in the region.

In addition to showcasing outsourcing solutions, ACT showcased Data Security products that integrate in other solutions. It enables businesses to protect itself from unauthorized access, fraud, eavesdropping and threats against their sensitive data. Our Data Security Solutions focuses on providing solutions that enable businesses to continue functioning efficiently without jeopardizing the privacy, reliability or accessibility of the organization's information technology systems. This efficiency in dealing with sensitive data of any organization gave ACT extra praising for providing these luminous solutions.

ACT Best HP Reseller (Egypt and Levant) 2007

HP Middle East held its annual partners awards event during GITEX Dubai 2007. In this event HP announces the best HP resellers on the region based on their achievements, certifications, customer services and marketing activities.

ACT had been announced to be the best HP partner in Egypt and Levant during 2007.



Congratulations to all ACT team

SURFING THE WEB

• EYE4U

Great flash design site!
<http://www.eye4u.com>

• Topix: Your town. Your news. Your take.

News from thousands of sources, sorted geographically for US cities, as well as a wide variety of subjects.
<http://www.topix.com>

• Flickr - Photo Sharing

Flickr is almost certainly the best online photo management and sharing application in the world. Show off your favorite photos to the world, securely and ...
<http://www.flickr.com>

Towards an Integrated National ICT Strategy in Egypt



"Towards an Integrated National ICT Strategy in Egypt" is the mission ITIDA is adopting. Eitesal funded by ITIDA is applying a new strategy to increase the IT awareness in Egypt's governorates. Eitesal successfully began this project starting with El Mansoura on July 30th and in Alexandria as well. The objectives of these important events are:



- Increase the awareness of IT users about the new IT solutions updates and the impact of using them on business development
- Increase the awareness of the IT companies in all governorates about all services provided by the MCIT and its governmental bodies e.g.: ITIDA, SECC, .. etc
- Matchmaking through helping IT companies in governorates to find Multinational and large IT companies operating in Egypt and to partner with, and to create channels of communication between both parties; moreover, matchmaking between IT providers and users.

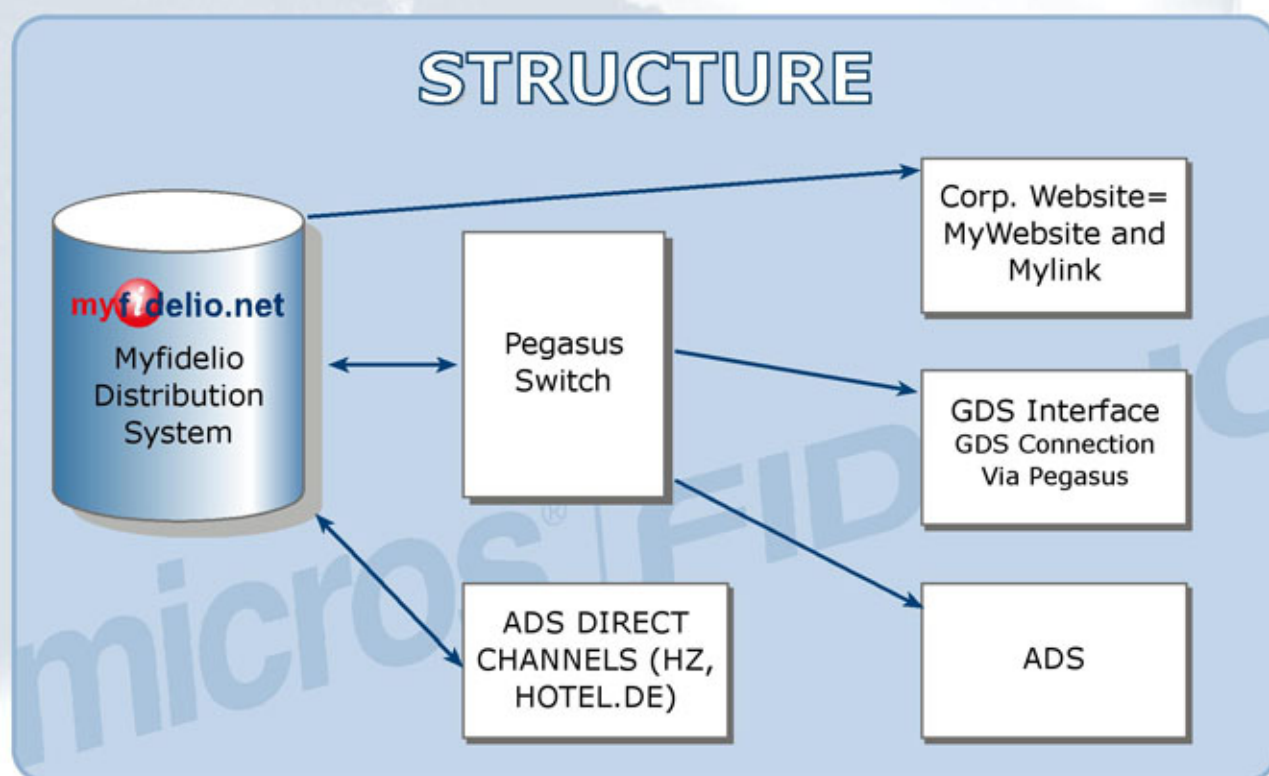


Recognizing the importance of such strategy on the development of the ICT sector in Egypt, **ACT** sponsored both events as part of its Corporate Social Responsibility program and the results were remarkable. We are always geared to serve the ICT society through our CSR programs, and we recognize Eitesal's events as vital to the well-being of the ICT Community.



What's new on Myfidelio.net?

- Next generation application framework with advanced user features to deliver the hospitality industry with a **flexible reservation solution**.
- Offers an Application Service Provider (**ASP**) model with database and application partitioning that provides unlimited scalability.
- **All the channels you need:** the hotel selects channels and partners, so that hotel is available for sale in multiple distribution channels, **more channels = more reservations = more revenue**.
- **Price parity:** 2-way interface with the entire MICROS-Fidelio PMS product suite, if a rate is closed out in the property the same rate is closed in the associated channels.
- **Reservations delivered immediately:** Client booking online can call the hotel within minutes of sending his reservation allowing hotel to access this reservation; either through 2-way interface, by e-mail or fax delivery.
- **Channel Management in one place:** for properties without MICROS-Fidelio PMS channels managed in one place (CRS), therefore only need to restrict rates once and ensure the PMS reflects those rates.
- Easy to use, simple to configure Web User Interface for hotel web sites to enable customers to book directly into hotel systems.
- Ability to interface directly with distribution partner systems with the help of Web Services technology.



Why Myfidelio.net?

myfidelio.net

- Single hotels, hotel consortia and hotel chains all need a web booking engine
- Large hotels/groups or chains want to design their own chain website(s)
- Distribution partners/travel portals need to connect to hotel inventory and reserve directly
- Hotels need GDS representation to access traditional travel agency sales screens
- Opera Web Suite (OWS) web booking engine as standard throughout MICROS-Fidelio worldwide
- Easy to configure, allowing customers to book directly into myfidelio.net which holds the latest rates and inventory information directly from the PMS (or as loaded by hotel)

The ongoing trials of **Micros-FIDELIO** to always maximize customer satisfaction never come to an end. The development of Fidelio Suite 8 enabled hotels to receive the entire data structure of the hotel trade and the tourism industry in only one system. The concept of Fidelio Suite 8 is well thought-out with customized user screens, Tailor-made for hotels, unique and clearly arranged and ever more! **FIDELIO Suite 8** is 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. However, it does not stop here! Micros-Fidelio upgraded Suite 8 to maximize the efficiency of the software, representing lately version 8.7. The new version includes:

1- V8 Accounts Receivable

Accounts Receivable

- **Undo of Compression**; facility to Undo a Compression as long as no payment was done to the compression.
- **AR Postings with Valuta Date**; this feature enables hotel not only to post A/R Payments on today's date, also to enter the valuta date of the payment.
- **Search for invoice numbers also for compressed postings**; implementation of Search for invoice numbers also inside compressed postings.

2- V8 Cashiering

Cashiering

- **Posting History**; possibility to view posting history, i.e. transferred postings, deleted postings and corrections from the guest's folio.
- **Option to email folios as PDF file**; option to email folios as PDF file to the guests from Billing History.
- **Balance Transfer**; balance Transfer Option to transfer open balance from one Account to the other without transferring the actual charges.
- **Balance Link option**; balance Link option on Reservation Screen to summarize different reservations on open balance reports.
- **Faktura Korekta**; implementation of Faktura Korekta to match Polish legal requirements.

3- V8 Catering and Conference Management (CCM):

Booking Master

- **Implementation of Hints for CCM and Events**; implementation of Hints for CCM and Events to configure free definable Hint Messages in CCM.
- **Copy of Group Rooming List Guests into CCM Participant List**; copy of Group Rooming List Guests

into CCM Participant List on demand.

- **Custom Views for Grid Customization in CCM**; custom Views for Grid Customization in CCM Bookings.

- **Forecast Overview on Booking Level**; forecast Overview on Booking Level showing and summing up all events of the booking.

Conference Diary

- **Implementation of hiding all filter criterias in conference diary**; implementation of hiding all filter criterias in conference diary to display more function spaces without scrolling.
- **PMS Availability Figures in F3 Conference Diary**

4- V8 Customer Relationship Management (CRM):

Mailing Engine

- **Mailing Configuration Enhancement**; Mailing Configuration Enhancement will now add only new mailing relevant fields and keep custom fields entered before.
- **Mailing Configuration Enhancement will offer the translation of views, fields and values**

Profile Management

- **Profile Duplication Check when adding new profiles**; Customer Profile Creation - check for potential duplicates before saving.
- **Enhanced search option on profile search screen**; enhanced search option on profile search screen to include search by marketing info.
- **New Profile Inactive Types**; New Profile Inactive Types will be implemented to mark deleted and merged profiles in a different way to exclude them from inactive profile searches.
- **Address Doctor Check in Batch Mode**; enhancements to run Address Doctor Check in Batch Mode (all remaining profiles to be checked in one go).
- **Implementation of Hints for CRM**; Implementation of Hints for Profiles to configure free definable Hint Messages in CRM.

5- V8 General:

Reports

- **Printing/Emailing of Shift Reports**; possibility to have certain shift report(s) run automatically after the night audit.
- **Email sending of Night Audit Reports**; Email sending of Night Audit Reports allows defining frequency of sending, defining recipient etc.



Partners



Preferred Partner



Today's Content management dilemma
Make effective use of **Content**

- Contract Lifecycle Management
- Customer Information Management
- Knowledge Management
- Document Management (**Capture, organize, manage and route electronic documents**)
- Advanced Workflow (**Reduce paper, automate processes and integrate systems**)

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