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SATISFACTION
IS WORTHLESS.
CUSTOMER LOYALTY
IS PRICELESS.

2018

Happy
New
Year

ACT
advanced computer technology



Insertions Section



ACT Magazine

is a Not-for-Sale Magazine

Published by:

Advanced Computer Technology

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Our Special Interviews



Dr. Mohamed Adel Abdel-Kader
Interview - Manager of Computer
Services Center Arab Academy for
Science and Technology



Mr. Mohamed Salem Interview
Regional IT Head Magrabi Retail



Eng. Abdelhamid Osman Interview
IT Director Talaat Moustafa Group



Mr. Hassan El Sinbawy Interview
Microsoft Senior Partner Development
Manager-Channel Development



Mr. Sencer Menguc Interview-HP
Commercial Channel Head for Egypt,
Levant and GCC



Mr. Hazem Ashmawy Interview
Faisal Bank - Head of IT Project
Management



Mrs. Fiona Fox Interview
CEMA Alliances Manager
GE Digital at HPE

Thanks to

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Special Thanks to

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HPE SYNERGY



Hewlett Packard
Enterprise



Let's move
to the Cloud



Microsoft



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Message from ACT Management

Our Customers are Our Most Valuable Asset...

Mr. Hassanein Tawfiq - ACT Managing Director



Throughout three decades of driving and adapting to change, we've always understood the difference between longevity and sustainability, because customer engagement and satisfaction is something we take personally.

The value created by ACT extends far beyond our array of products and services, or the technologies we use, or the tools we introduce to make business easy, flexible and responsive to changing needs. The various approaches offered to our customers play the main role in creating a fundamental understanding of our business existence.

This understanding is pivotal of how we think about customer engagement and satisfaction. We're not just ticking boxes on a compliance checklist; we're aiming to find a common ground with all our customers on the type of future we want to build together. For us, this is personal.

It all begins with basic human insights; listening to our customers and knowing what matters to them, then discovering how we can help them to succeed. The same holds true for all of our community partnerships.

Collaborating with our customers made us believe that our success ultimately depends on working together as one team to maintain it.

That's why, ACT's main asset is to well-develop its staff continuously because they are capable of translating customers' challenges into a real and applicable solution by our set of technology products and services means.

Taking it Personally

How we express our support for business diversion to our customers has evolved over time. But as we approach the milestone of 30 years in business, our history makes it clear that the desire to help has long defined our company.

We nurture our partnerships with our customers, supporting them with sincerity – and doing so responsibly.

We lead system integration in Egypt and the Middle East by people helping people, because customer engagement and satisfaction must be taken personally.

The 29 years journey of success for ACT was never to be reached without the devoted and committed family of ACT. On behalf of ACT's board, I'm sending all of them, the ones left us and the ones who are still within the team, a warm thanks and appreciation for their work excellence and devotion. They were always and will remain our greatest asset for completing our success journey.

Collaborating with our customers made us believe that our success ultimately depends on working together as one team to maintain it.



“We lead system integration in Egypt and the Middle East by people helping people, because customer engagement and satisfaction must be taken personally”.

ACT
is celebrating
20
years
of Success

**Our First
Customer**



May 1988 ACT's first customer was "Travco Group" Egypt's leading travel, hospitality and real estate conglomerate which offers a full-range of services across Egypt and the Middle East. We provided them with Compaq PCs and since then ACT's story of success has begun.



TRAVCO GROUP

Made in ACT



ACT Magazine

The first issue was published in 2002, started with 8 pages to reach 150 pages by now in different sections. It is distributed among 2000 customers all over the world.

Maestro

ACT'S first homegrown commercial product (HRMS), a regionally recognized "Next-Gen" HR Solution.



PIANO

ACT's second homegrown commercial product, it's the first application that can handle Nile cruise operations smoothly.

ACT ACADEMY

Got Started in 2014, and is considered as a central educational hub'. It a strategic instrument for ACT to develop its employees. Its primary purpose is to make a translation of the strategy of the organization to learning & development initiatives relevant for the employees and the company's goal.



ACT Pedia

ACT Pedia is an initiative from the HC team by which we can transfer information include tips that every employee would benefit knowing about ACT.



ACT PORTAL

A Portal to transform

ACT PORTAL

Internal website for ACT's employees, to enhance their daily work flow in a smart and easy way.

ACT Studio

Launched in 2017, it's the media platform focusing on the social side for ACT employees.



SCORECARD

SCORECARD

It's a KPI's System, includes the employees info., KPI'S target, KPI's achievement and compensation.

OMS

Opportunity Management System-includes customer data, product mix creation, stage & forecast and creates request form.





Make the move to

Office 365

Although Exchange 2007 was revolutionary at the time, the technology landscape is constantly evolving. If your business is still running Exchange 2007, its support cycle is about to end. Upgrading to Office 365, which includes Exchange Online*, ensures your email continues functioning and provides with new opportunities to innovate.

- Work on your documents on your mobile devices
- Collaborate in real-time
- Easily back-up important documents
- Automate software upgrades and security patches
- 24/7 web/phone support



Experience how Exchange 2007 and Exchange Online handle today's business scenarios



Scenario #1: Cybersecurity

A cyber criminal attempts to use a phishing attack to breach your network and gain access to the sensitive information it contains.

Exchange 2007

Edge Transport Server was introduced in Exchange 2007 to identify viruses and spam before they reached your mailbox server. But the cyber threat landscape has evolved, and compatibility issues between Exchange 2007 and your modern hardware leave your environment vulnerable to attack.

Exchange Online

Included with Office 365*

Improved features like anti-malware and anti-spam filtering, Data Loss Prevention, and security team monitoring help keep your sensitive data from falling in the wrong hands.



Since 2013, **5.8 billion** records have been lost or stolen as a result of data breaches.¹



Scenario #2: Mobile Productivity

An urgent project request requires the swift coordination of team members across multiple offices, time zones, and countries — including employees working remotely.



Exchange 2007

A lack of Office 365 integration, along with reduced functionality of services and disabled features after the support cycle ends, makes team collaboration challenging.

Exchange Online

Included with Office 365*

Exchange Online simplifies and improves collaboration, so your team members can seamlessly share data across multiple devices and applications.

The mobile workforce is expected to surpass **1.8 billion individuals** — or **42.5%** of the global workforce — by 2022.²

Scenario #3: Compliance

Your annual compliance audit is rapidly approaching and information regarding an email conversation with a third-party vendor from six months ago has been requested.



Exchange 2007

Out-of-support servers and an out-of-date inbox make locating the requested email conversation a time-consuming endeavor. You eventually locate the conversation, after the compliance deadline has passed.

Exchange Online

Included with Office 365*

The enhanced auditing, faster search, and intelligent inbox capabilities of Exchange Online allow you to locate the email conversation quickly, create an accurate compliance report, and submit it on time.

The new Content Search feature in Exchange Online allows you to search all mailboxes in your organization quickly and easily.³

While your organization will still be able to use Exchange 2007 beyond April 11, 2017, choosing not to upgrade before the deadline means you will no longer be eligible for ongoing security, performance, and compatibility patches.

¹ <http://breachlevelindex.com>

² <http://www.primewire.com/news-releases/strategy-analytics-the-global-mobile-workforce-is-set-to-increase-to-187-billion-people-in-2022-accounting-for-425-of-the-global-workforce-300359376.html>

³ <https://support.office.com/en-us/article/Run-a-Content-Search-in-the-Office-365-Security-Compliance-Center-618521d9-fe8a-4880-a339-cb19ed3b84a7?ui=en-US&rs=en-US&ad=US&fromAR=1>

* Exchange Online is not included with Office 365 Business or Office 365 ProPlus. See plans for details.



ACT is a unique partner we are looking forward for your support all the time in order to provide sustainable and continuing services for students and staff as well...



Biography

Dr. Mohamed Adel Abdel-Kader graduated from Faculty of Engineering & Technology, Electronics & Communication Dept. in 1996, carried out his Master's degree in 2002 on the field of Industrial Engineering Management & ICT, and achieved his PhD doctorate degree in the Information Technology field in 2008. Since he had built a strong powerful skills in ICT & Management he was promoted to be Computer Services Center Manager. Meanwhile his current position helps him to approach and reach the targets of the AAST Computer Services Center in providing graduates, undergraduates and staff with the knowledge and modern skills to meet the technical & consultation, training, certification, support and services in the field of ICT. Also he is responsible for solving the issues that can be obstacles and creating the strategic plans in order to ensure well usage of aspects related to the field plus raising his level of competency in essential IT and computer skills, improving the Computer Services Center productivity providing an internationally recognized qualification to strengthen students and staff future in a world full of ICT accelerating and evolving every day.

Also he is responsible for solving the issues that can be obstacles and creating the strategic plans In order to ensure well usage of aspects related to the field plus raising his level of competency in essential IT and computer skills, Improving the Computer Services Center productivity providing an internationally recognized qualification to Strengthen students and staff future in a world full of ICT accelerating and evolving every day.

Could you please tell us about AAST Computer Services center and its delivered services for AAST students?

First of all, I am glad and honored that I have the chance to give you brief aspects about our AAST Computer Services Center. our services are rich and support all kinds of ICT services for all AAST students and Staff in all the different educational levels. our services include installation, configuration of different system platform and applications, plus IT and Administration of the international certification courses, moreover we are partner for almost all Authorized Testing centers to provide testing environment for IT professional certification seekers inside and outside candidates.

How do you see the technology role like cloud computing in AAST?

Actually this is a very important and rising technology that should be promising, but on the other hand, I think in our way of thinking especially comes the resistance to change due to the high costs, plus internet services providers latency could be a challenge.



Dr. Mohamed Adel Abdel-Kader

*Manager of Computer Services Center
Arab Academy for Science and Technology*

We are sure that our current cooperation will lead to the mutual benefits in a long term because ACT has an amazing ability to envision our success and make it become a reality.

How do you see ACT in helping AAST to meet its technology goals and its link to quality of education?

ACT is a unique partner we are looking forward for your support all the time in order to provide sustainable and continuing services for students and staff as well. We might need to carry out regular meetings to get over the new technologies.

What are your plans for Microsoft cloud solutions?

Well, we have made some arrangements and tried several products over Azure Cloud of Microsoft, still trying to find the right path to go through migration but we have to overcome the obstacles first as we discussed before (Fees, currencies, Internet speed challenge and its reliability)

How do you evaluate the added value of Microsoft Software Assurance for your EA?

As for the Software assurance pros especially for our goals in providing the IT & technical services, our scope is limited specifically based on upgrades for Windows platform and Office in general, that's why it's differential according to the staff & student needs & requirements. On the other hand, it comes in benefit for all, specially for our System DATA Center in our CNDC unit (Computers and Networks Data Center).

So far, how do you evaluate ACT in the current and previous experience with AAST?

No more to be added as you're quite strong partner, in the past we had good experience and looking forward for promising future commitment. We are really privileged to have business associates like you and hope that our collaboration will take both the organizations to greater heights and of course we will touch the heights of success in the near future together.

As for the AAST Computer Services Center , what will be its plan going future with ACT and its products and services that meets both technology and education goals?

Well, that depends on the technological demands that we are studying every meanwhile and upon it we can take further decisions. We are sure that our current cooperation will lead to the mutual benefits in a long term because ACT has an amazing ability to envision our success and make it become a reality.

HPE SYNERGY

ACT- HPE Synergy The event was held on the 24th of July at Royal Maxim Palace Kempinski Hotel. The event was planned to target customers from different sectors:

General Business Customers and Oil & Gas, to discuss HPE Synergy and What's in it for IT and customers and what they would do to replace their infrastructure with Synergy.



**"A Package
in Your Hand"**

***"Don't Find Customer for Your
Products, Find Products for
Your Customer"...***

Voice of our Customers



Mr. Amr Essam
HR Advisor, TNT

It was a real pleasure working with ACT, a very reputable company with very respective & supportive people. Applying ACT software was a real push to our business in addition to the continues after sales support from their team. Wish you all the best .



Mr. Alaa Hegazi
Chief Information Officer, MacDonald's Egypt



Excellence is never a coincidence; it is the result of creativity, hardworking, intelligent guidelines, expert implementation, the prophecy to see threats as opportunities and ACT accordingly



Mr. Mohab Saad
Chief Financial Officer, Tatweer Misr

I have worked with ACT for many years on different projects and set-ups. The amount of professionalism, support, and care that is received from the Company, in its entirety, is what makes me always want to work with ACT. Thank you for being a wonderful partner! I really consider ACT as family.



Mr. Mohamed Soudi
IT Project Manager
Willis Towers Watson

I would like to thank ACT (Our successful partner) in implementing our finance software, they are professional and fully dedicated to successfully and smoothly implementing your needs. In my own perspective, I am looking for a success partner not a normal supplier. This leads you to a success story in our mutual business .

I hope for your company more and more success and to share a big role in the board of leadership in this area. Best of luck for your company and all your professional team members.



Mr. Abdelrahman Essam
Renaissance Golden View Sharm

I think the organization does an amazing job .I want you all to know how much I enjoyed working with ACT on some of our projects and how proud I am to have been a part in being able to apply the latest technology to such a wonderful tradition. It warms my heart to know that what we have done over the past few years has gone all over the world and hopefully brings many blessings to all. For me, it was really cool to step out of the normal uses of technology and apply it to our projects. I can't drop the sincere support ACT used to provide in the hospitality field which done from the heart. It will always be one of the highlights of my 16 years in this industry. Thank you from the bottom of my heart. What a privilege it is to have a mutual work with such an amazing foundation, filled with such amazing people!



Mr. Sherif Mostafa
Projects Development Director, Soma Bay

Focusing on customers' needs and market demand, Somabay has started the journey of success by implementing high end technologies for automation, networking and communication to achieve the maximum customer satisfaction especially in hospitality & real estate business. Somabay is always keeping eye on its customers' interests in order to capitalize on their return of investment. Somabay was keen to maintain quality by choosing one of its business Partners Advanced Computer Technology (ACT) which was one of the key players in Westin hotel Somabay conversion and Sheraton Somabay upgrade in 2015 & 2016, which showed efficiency in all aspects especially quality of products and delivery time.



Mr. Ahmed Ibrahim
Finance Director, Raya Restaurants

'At the time we were searching for the best practice in the market to find a solution that can manage and control our restaurants, we found that we should consider other aspects into this research in order to modernize and compete effectively. Micros as a system is perfect but we can't ignore the role that ACT plays to keep this system different than others. ACT has a very professional team that succeed to do that starting with the sales department since we made the deal 4 years ago and up till now with the support team ! Thank you for being our partners and looking forward to doing more business with you'



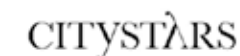
Mr. Tarek Bishr Chief
Information and Process Officer,
Fawry

ACT has been a great partner of success to Fawry. It has played valuable role in our solutions infrastructure. Its highly qualified team of calibers extended their skills and care to achieve Fawry challenges



Ms. Fatma Ahmed Galal
Purchasing Manager, City Stars

Cooperative sales team, interesting innovative knowledge and ideas. ACT is helping firms to be up-to-date and your event nourishes customers knowledge.



Mr. Ahmed Hassan
IT & IS Manager, Sapesco

First of all I'd like say how grateful I feel for the great conditions that made us to work with such a huge & respectable entity like ACT, it's really a big organization that knows how to deal very carefully with their customers and how to satisfy & cover all their needs from all services that they provide. Also I have to mention how amazing they deal with us personally as sometimes we forget that they are a vendor and actually we are dealing with them as a partner to our company. Finally I would like to thank all the team of ACT for their great caring for us as a customer from all the ways technical support, sales support & management support, thanks all ACT staff for your great support, fast response and good treatment.



Mr. Ahmed Moselhi
Head of IT Services Delivery, Ahran Security Group

"It is a great chance for us to become partners with such a firm as ACT. Your high standing and vast experience mean a lot to us. We are sure that the partnership between our two organizations will lead our business to a new stage."



Mr. Tarek Edris El Tabie
Senior System Analyst, EgyptAir

For myself, I still have a short experience with ACT but I think the relation with ACT is promising as I've heard a lot about its good reputation and professionalism in business.



Mr. Mohamed Ahmed
IT Manager Mitsubishi Motors

I would like to talk about the beginning of technology at Egypt, Act is one of the first IT provider companies in Egypt, their main objective is to deliver the new technology with the highest quality to the IT market. Therefore, Act is one of the most important companies that contributed to spread and develop the technology in Egypt and rely on it.



Mr. Hossam Tebry
Senior System Specialist, EgyptAir

It's a great experience to do business with ACT, and we look forward to keep the cooperation with ACT's wonderful team.



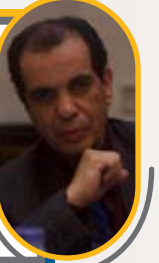
Mr. Wael Mohamed Aly
Operation Manager, Taxation

When words are being said from the heart, they will be said truthfully. That's exactly how I felt from ACT and its employees from the warm welcoming, smoothness in the relationship between them and their customers, hard work and Integrity. Thanks from my heart to all of you.



Mr. Hamdy Sayed Moustafa
General Operation Manager, Egypt Tax

A great gathering between Microsoft and ACT with good organization and excellent knowledge provided that serves all life aspects. Thanks all and we'll be waiting for more ahead.



Mr. Hossam Assem
IT Director, Radisson Blu

Perfect events with knowledgeable instructors. Thanks for this opportunity, I'm using OPERA, Micros, SLA, Cisco, Mc and Maestro... Really amazing service.



Mr. Islam Mohamed Saad
Engineer at MCIT

I believe that ACT is an active company from the top management to its employees. We're grateful for dealing with such a reputable corporate.



Mr. Mohamed Hegazi
Senior Technical Support, Marakez

ACT always trying to take us above the sky by guiding their customers to provide them with the latest technology in a smooth way and making all their dreams come true by delivering the best solutions in the market.



Mr. Sherif Fawzy
Information System
Assistant General Manager,
ETHYDCO

ACT is a reliable company with qualified professional staff that I had the pleasure to work with in many successful projects.



Mr. Abd El-Aziz
IT Systems Supervisor, SAPESCO

ACT is the backbone for our company. ACT team supported us in moving public website to our on premise SharePoint system, also system heal the check helped us in covering security issues.



Along with the dedication ACT has for Microsoft, ACT is positioning itself as a success partner to Microsoft to work with in Mega projects and deliver successful implementations.



We are highly delighted to have this interview with you ... Could we start by introducing yourself?

My Name is Hassan El Sinbawy, I'm the new Senior Partner Development Manager – Channel Development, recently joined this role effective 1 November 2017, previously I was the Cloud + Enterprise Business Group lead at Microsoft Egypt for 4 years. Before Microsoft I worked at IBM for 7 years and Orange business services for 2 years.

What are the most promoting sectors you see growth potential for Microsoft now?

Manufacturing & Medium enterprises are the highest potential sectors due to the non-restriction on cloud business. Where in this area Microsoft has a lot to offer with its Cloud portfolio and no limitations in usage, this can lead to big digital transformational deals in those 2 sectors.

How do you see partnership with ACT generally in terms of commitment and business growth?

ACT is really committed to Microsoft business over the years, and they are the leading partner in terms of transforming their business into cloud exactly like Microsoft is doing. ACT is fully aligned to Microsoft strategy, constantly adapting the way they work & operate to the new trend and new potential, I'm confident that ACT will lead an exponential growth in the cloud area over the next couple of years.

How do you see ACT team (sales and support) in helping customers achieve their technology goals?

I see an outstanding job from ACT team in this area, 100% dedication to the customer needs. Many successful projects over the years delivered by ACT sales team to drive customer goals & followed up by strong support to keep the customer happy & satisfied.

How do you evaluate ACT team to represent your company in Mega Projects? how do you see ACT in fulfilling success implementation standards in Mega projects?

Historically, ACT showed that it's one of the strongest System Integrators in the Egyptian market, which is very much needed in Mega projects with such good skills the teams in ACT have. Along with the dedication ACT has for Microsoft, ACT is positioning itself as a success partner to Microsoft to work with in Mega projects and deliver successful implementations.

What is the security standards that Microsoft comply with to ensure that the customer data is safe?

All Microsoft cloud products now comply with all ISO standards, this to ensure the safety of the data while performing any operation. On top of that all US & regional security standards are met like (DISA, ITAR, etc...) To add, the coming wave of GDPR that will be applied by the EU on May 2018, Microsoft is leading this area with new security and transactional standards to ensure compliance with this new regulation. Finally not to forget, all traditional security standards like Firewall, Multifactor authentication, ATP etc.. is a must in all Microsoft products & our Datacenters.

How do you evaluate the business results of 2017 for Microsoft, what was the most success points and the most challenging points?

2017 was a challenging year in the Egyptian market, however as Microsoft we witnessed an overall growth year over year and very good growth in the cloud products. Our partners as well faced many issue with the current economic state, but due to the dedication and amazing skills they have, they did great job and landed good numbers & growth.

What is Microsoft strategy in handling the future of new technology trends?

Microsoft strategy is now around cloud, especially around Azure, this is the product where Microsoft is betting on. Following this strategy leading the transformation path, we expect our eco system as well and our partners to transform and put huge focus on the cloud business. Cloud is the trend for at least the next 10 years in the IT industry.



Hassan El Sinbawy

*Senior Partner Development
Manager - Channel Development*

HP recommends Windows 10 Pro.



keep reinventing

HP EliteBook 1040
A new level of power.



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Insert your own legal text here

Thank you **ACT**

From Our Customers



Kareem Moustafa Youssry
Light Current Senior Engineer Petrojet

I would like to thank ACT team for the final completing of IP Telephone system in Raggane project, thanks for your effort in this project and we are waiting for more success between ACT and Petrojet in the future.



Mazen Fahmy
Technology Manager
Semiramis Intercontinental Cairo

I'm glad to inform you that we succeeded to upgrade Micros 9700 system to new Symphony 2 system with the latest approved version from IHG to be the first hotel in Africa region.

We are using this version on operating system windows server 2012, all features and systems integration has been tested and worked properly.

Accordingly, I would like to take this opportunity to thank ACT company for the great efforts and cooperation they did and we are looking forward for doing more successful projects together.

Wael Aboelseoud
Executive Assistant Manager
Steigenberger

I'm writing to you extending our sincere appreciation for the great efforts and support that had been done from your side enabling us to have more tools that reflect on the overall performance and professionalism, with your support we managed to have them automated from the Opera system which reflects a better image for the organization.

We appreciate your team's support in creating the additional requested reports and as well supporting the front desk team to print the guest name directly on the key holder by a click on the Opera system.

Again thank you so much for such support that is always expected from a respectable organization like ACT, and looking forward for more cooperation with such well-reputable company.



Sherif Fawzy
CIS Assistant General Manager
Ethydco

On behalf of my team, I would like to thank ACT team for their effort and time spent at Ethydco's Data Center for the network and voice implementation.

You have worked and made progress in that phase exceeding our expectations. The team led by you are a good example for ACT, looking forward for the voice gateways, MacAfee and Fortigate implementation to go the same way.



94% Satisfaction



**Thanks Letters
Received 2017**

110



**POS Team
Thanks Letters**

17



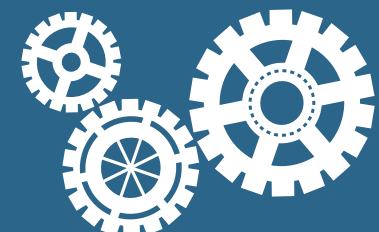
**Front Office
Team**

14



Thanks letters

**Professional
Services Team**



15

Thanks Letters

**Enterprise
Business
Division**

12



Thanks Letters

Marketing & Strategy



14

Thanks Letters



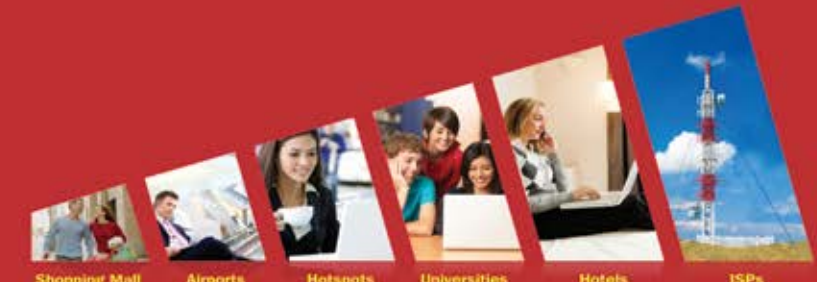
Sterlite Tech is an integrated telecom solution provider with design, build and manage capabilities. It offers software product and services to Telecom and Enterprises. It's enterprise line of business offers 24online Service Management System (SMS) and 24online Hospitality Internet Access (HIA) caters to ISP and Hospitality segments. 24online is a next generation Internet Access and Bandwidth Management solution catering to Hospitality, Public Wi-Fi Hotspots, Smart Cities, and Internet Service Provider (ISP) segments. The solution offers flexible prepaid and post-paid billing features, AAA and bandwidth management with reporting functionalities. The product has a large client base of 3500+ installations that extends to 60+ countries.



24online Hospitality Internet Access Management (HIA) series offers advance features specially designed and developed for hospitality segment. 24online HIA has industry standard features like authenticating user traffic, bandwidth control, pre-paid coupons, zero configuration, login once, room-to-port mapping, guest management and reporting tool. It is integrated with leading property management systems (PMS) in the market. Further, its reporting tool provides complete analysis of traffic patterns, network performance, subscriber preferences, and subscriber logs along with revenue details.



Comprehensive Internet Access Management



Comprehensive Solution for ISPs & Hotspots

- Data - Pre & Postpaid Billing
- Bandwidth Management
- Authentication, Authorization & Accounting (AAA)
- Data Transfer & FUP
- Subscriber Management
- Hotspot Management
- Payment Tracking
- Franchisee Management
- Supports PPPoE Network
- Multiple Gateway Load Balancing
- Alert Management
- User Surfing Reports
- SMS & Payment Gateway Integration



Hospitality Internet Access Solution

- Hotel PMS Integration
- Thermal Printer Integration
- Centralized Management
- Voucher Management
- Zero Configuration
- Login Once
- Room-to-Port Mapping
- Authentication, Authorization & Accounting (AAA)
- Bandwidth and QoS Management
- Captive Portal Capabilities
- Websurfing & Netcapture

60+

Presence in Countries

100%

Channel Centric Product

500+

Catering Hotels & Hotspots

3500+

Global Deployments

www.24onlinebilling.com

Product of Elitecore Technologies Pvt. Ltd.

Announcement

“HPE, a pioneer in information technology (IT) and GE Digital, a leader in operational technology (OT) have partnered to help you imagine a world - powered by the Industrial Internet of Things - where nothing ever breaks.

And by this, ACT has been chosen to be the only reseller in Egypt selling GE’s Cyber Security Products

ACT advanced computer technology

GE

Hewlett Packard Enterprise

Saudi Electricity Company

ENERGY AND NATURAL RESOURCES

الشركة السعودية للكهرباء
Saudi Electricity Company

Leading its country to a new energy paradigm

As a key stakeholder in Saudi Arabia's sweeping Vision 2030 plan for economic reform, Saudi Electricity is modernizing the country's electricity infrastructure, expanding capacity, and improving customer service. It engaged GE Digital and HPE to implement a cutting edge Industrial IoT platform that will support machine learning and predictive maintenance, enabling the utility to improve quality of service while minimizing energy costs.

GE

Hewlett Packard Enterprise

ENERGY AND NATURAL RESOURCES

Overview

\$11B
USD revenue

30K+
Employees

20M+
Customers served by power generation and distribution

Expected Outcomes

\$19B
Reduction in operational and capital costs by 2020

3X
Increase in capacity and improved reliability

100%
Control of critical electrical assets and grid

Solution

GE Predix on-premise private cloud
HPE Hyper Converged 380 and HPE Networking
HPE Pointnext site monitoring and control

GE

Hewlett Packard Enterprise



General Electric

THE DIGITAL INDUSTRIAL COMPANY

In 2015
there were about
5 billion
TOTAL
Internet-connected
devices.



While in 2020,
50 billion
machines will
be online.

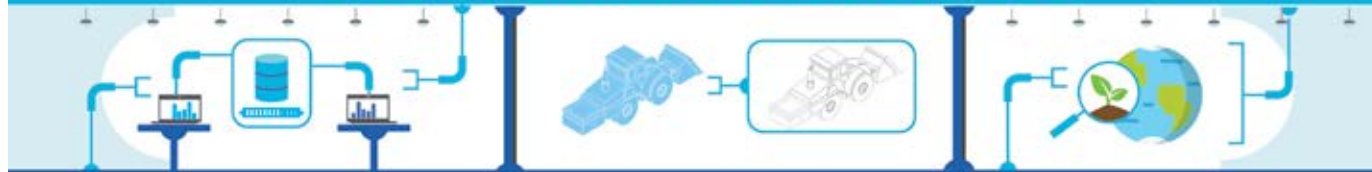
WHAT IS A DIGITAL INDUSTRIAL COMPANY?

Digital industrial is the merging of the physical and digital worlds and GE is leading the way. We have more than 124 years' experience building powerful machines—from jet engines to gas turbines to locomotives—and we're connecting those machines with software so we can be responsive and predictive, delivering better results for customers.



GE IS REIMAGINING HOW AN INDUSTRIAL COMPANY OPERATES

WHAT CAN A DIGITAL INDUSTRIAL DO FOR YOU?



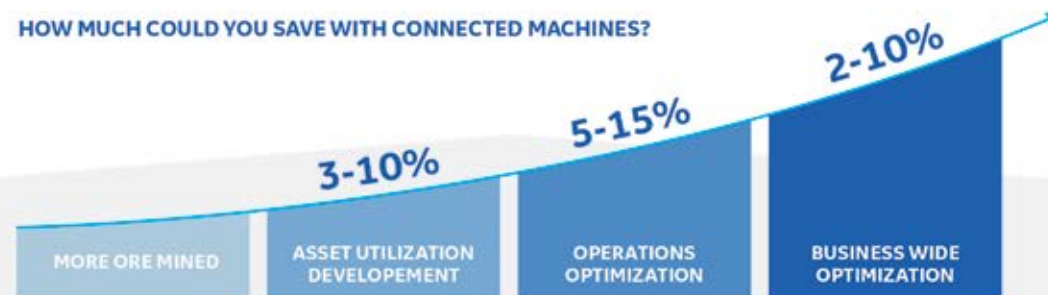
Data and analytics are used to build a digital twin, or model, of every GE machine.

For example, a digital twin of the 7-ton battery load haul dump vehicle

MINIMIZES FUEL CONSUMPTION, UNSCHEDULED DOWNTIME, AND EMISSIONS.

POWER OF 1

HOW MUCH COULD YOU SAVE WITH CONNECTED MACHINES?



A 1% IMPROVEMENT IN EFFICIENCY ACROSS THE ENTIRE MINE VALUE CHAIN ADDS UP TO NEARLY \$5 BILLION IN SAVINGS PER YEAR JUST AMONGST THE TOP 40 MINERS*

*Top 40 miners in 2014 PWC Report 2015

INDUSTRIAL BRAIN MEETS ANALYTICAL BRAIN



At GE, we understand our customers' pain points. With low commodity prices and increased mining complexity, customers are looking internally for ways to increase throughput, get more from their assets, optimize their processes, and increase safety. In fact, for 97% of miners, big data is one of the top 5 priorities.**

GE works together with our customers to understand their operation, identify the pain points, and select the best implementation strategy that integrates, automates, and optimizes our customers' operations by providing real-time, data-driven insights. Ultimately, the software gives our customers the ability to focus on the things that matter most—helping them make fast, informed decisions to grow their business.

** 2015 Industrial Internet Insights Report

GE DIGITAL ASSET PERFORMANCE MANAGEMENT



Get a unified view of your asset's current state and health to accurately predict and diagnose issues before it negatively impacts operations. And, do this all while balancing availability, performance, and costs against risk to maximize asset value.

GE DIGITAL OPERATIONS OPTIMIZATION



Increase revenue and productivity with a complete control-to-cloud optimization solution. Consolidate key performance indicators (KPIs) for both business and operations, and optimize process performance in real-time to increase throughput, recovery, and efficiency.



EXPERT ON ALERT FOR GE DRIVES

GE's Expert On Alert (EOA) system is a remote monitoring and diagnostic (RM&D) offering for GE's electric drive systems on mining haul trucks. This proven system continuously monitors the GE drive system operation, sends an alert if there is an anomalous event, and then provides a simple step-by-step recommendation (RX) on how to effectively diagnose and fix the problem.



COLLISION AVOIDANCE SYSTEM

Help safeguard your people, equipment, and infrastructure with the GE CAS suite, a sophisticated and adaptable collision avoidance and reporting system developed specifically for the mining industry.

Our digital industrial solutions combine the latest on-board computing, enterprise software applications, and an industrial-scale software platform that integrates these solutions into a cohesive operating system to optimize our customers' entire operations.

AND IT'S A GAME CHANGER.

Our success as a digital industrial depends on partnering with our customers.
We must access the data and deliver outcomes by working together.



"Let's move to the cloud"



The event took place at Fairmont Heliopolis Hotel on the 22nd of November to highlight the importance of cloud computing, digital transformation and Maestro ACT's homegrown HRMS.

Targeting banking, oil & gas, government and general business sectors. Around 45 customers have attended the event and some won prizes in a fun marketing activity.



"it always seems Impossible until it's done..."

Faisal Islamic Bank of Egypt is the first Egyptian Islamic & Commercial Bank. The bank has officially started operations on 5/7/1979



Biography

Hazem Ashmawy Graduated from faculty of Commerce, Cairo University in 1992. He has a total a experience of 23 years in the IT industry, joined the National Bank for Development in 1994 till 2010 then moved to Abu Dhabi Islamic Bank for 8 years. Now he has recently Joined Faisal Islamic Bank as a Head of IT Project Management.

Could you please tell us more about Faisal Islamic Bank?

Faisal Islamic Bank of Egypt is the first Egyptian Islamic & Commercial Bank. The bank has officially started operations on 5/7/1979, However, the real beginning was before that date by more than five years, when the founders met and agreed to establish a bank in Egypt to serve as a model for Islamic banks all over the world.

How do you see the technology role in Faisal Islamic Bank?

Since applying the new core banking in Faisal Islamic bank a year ago, we began to execute more than one project. With ACT, we're executing projects for Microsoft License, HRMS, Communication, Servers and Storage. We're also implementing new data centers. This is mainly our roadmap for the meantime.

How do you see ACT helping Faisal Islamic Bank to meet its technology goals?

ACT's role with Faisal Islamic Bank is not limited on the consultation side but also one of its main roles is increasing the learning curve of Faisal Islamic Bank's employees by giving them proper learning modules in the communication, hardware, security and in Microsoft too as a team work.

What are your plans for HPE products and services?

Well, right now we are executing an HPE servers and storage project with ACT, as well as implementing multifunctional printers from HP. And they're already our vendor in the service desk. As long as they're offering products and services that meet our needs, they will be our first choice.

How do you evaluate HPE performance in 2017?

HPE performance is outstanding as usual, coping with the newest technology needs in the IT market. Providing the latest demands of its customers and keeping up with the professionalism way they've always maintained.

How do you evaluate ACT in the current experience with Faisal Islamic Bank?

A partner of success, this is how I can describe the relationship between ACT and Faisal Islamic Bank. We have all witnessed the transformation happened in ACT with its positive effects in the past couple of years, the enhancement in all its transactions and how it directly affects customer's needs and satisfaction. I've been working with ACT for the past 10 years, and I have felt this transformation in all aspects.



Hazem Ashmawy

Head of IT Project Management



ACT Youth On The Move

In the presence of **Mr. President AbdelFatah Al-Sisi**

ACT is honored to present an example to follow between its calibers, the top six of The Presidential Initiative for Future Technology Pioneers (NTI) sponsored by the ministry of communication and information technology and in the presence of Mr. President AbdelFatah Al-Sisi.

They were lucky to attend the initiative together but they were even more luckier to work together recently in ACT, speaking about good fortunes who would believe that their initiative trainer would be their senior in ACT after they recommended him to occupy this position. This couldn't make us more proud especially for the Professional Services Manager (Mr.Mohamed Samir) whose choice for them to join our organization was a right one, he truly believed in their potentials as they were carefully selected out of thousands of applicants to be only 15 in the cloud computing patch, fully equipped with Microsoft courses in cloud computing and infrastructure. Moreover, providing them with a training period once they joined ACT for in-house development. From the standpoint of living in the era of cloud computing and ACT's vision to keep pace with the new technology trends, hiring third of this patch will positively affects our future business. It's our role here in ACT to take the next step and invest in the trusted youth by the government to turn their dreams into reality.

Thank you all, sincerely, for being true professionals, for being inspirational! Through all of you coming in day after day and always putting your best foot forward, we were able to achieve so much. This successful outcome, the result of all your hard work and dedication, is down to you. And, lastly we thank you for the pleasure and privilege of working together!

Ehab Moghazi, Ahmed El-Balasy, Mohamed Omar, Rasha Mahmoud, Mohamed Zaki, Ahmed Etman



Not moved to the cloud yet?

Any three of the below benefits would be enough to convince many businesses to move their business into the cloud. But when you add up all Nine? It's approaching no-brainer territory. This is why Salesforce pioneered enterprise cloud computing. From **CRM** to **marketing automation**, all of our solutions are entirely cloud-based. And here are our reasons for moving MAESTRO to the cloud :

Flexibility

Cloud-based services are ideal for businesses with growing or fluctuating bandwidth demands. If your needs increase it's easy to scale up your cloud capacity, drawing on the service's remote servers. Likewise, if you need to scale down again, the flexibility is baked into the service. This level of agility can give businesses using cloud computing a real advantage over competitors – it's not surprising that CIOs and IT Directors rank 'operational agility' as a top driver for cloud adoption.



Capital-expenditure Free

Cloud computing cuts out the high cost of hardware. You simply pay as you go and enjoy a subscription-based model that's kind to your cash flow.

Disaster recovery

Businesses of all sizes should be investing in robust disaster recovery, but for smaller businesses that lack the required cash and expertise, this is often more an ideal than the reality. Cloud is now helping more organizations buck that trend. According to Aberdeen Group, small businesses are twice as likely as larger companies to have implemented cloud-based backup and recovery solutions that save time, avoid large up-front investment and roll up third-party expertise as part of the deal.

Automatic software updates

The beauty of cloud computing is that the servers are off-premise, out of sight and out of your hair. Suppliers take care of them for you and roll out regular software updates – including security updates – so you don't have to worry about wasting time maintaining the system yourself. Leaving you free to focus on the things that matter, like growing your business.

Increased collaboration

When your teams can access, edit and share documents anytime, from anywhere, they're able to do more together, and do it better. Cloud-based workflow and file sharing apps help them make updates in real time and gives them full visibility of their collaborations.



Work from anywhere

With cloud computing, if you've got an internet connection you can be at work. And with most serious cloud services offering mobile apps, you're not restricted by which device you've got to hand. The result? Businesses can offer more flexible working perks to employees so they can enjoy the work-life balance that suits them – without productivity taking a hit.

Competitiveness

Wish there was a simple step you could take to become more competitive? Moving to the cloud gives access to enterprise-class technology, for everyone. It also allows smaller businesses to act faster than big, established competitors. Pay-as-you-go service and cloud business applications mean small outfits can run with the big boys, and disrupt the market, while remaining lean and nimble. David now packs a Goliath-sized punch.



Security

Lost laptops are a billion dollar business problem. And potentially greater than the loss of an expensive piece of kit is the loss of the sensitive data inside it. Cloud computing gives you greater security when this happens. Because your data is stored in the cloud, you can access it no matter what happens to your machine. And you can even remotely wipe data from lost laptops so it doesn't get into the wrong hands.



Environmentally friendly

While the above points spell out the benefits of cloud computing for your business, moving to the cloud isn't an entirely selfish act. The environment gets a little love too. When your cloud needs fluctuate, your server capacity scales up and down to fit. So you only use the energy you need and you don't leave oversized carbon footprints. This is something close to our hearts at Salesforce, where we try our best to create sustainable solutions with minimal environmental impact.

ACT has been a valued HP partner since 2002, and has continued to show impressive growth since becoming one of our Platinum Partners. ACT's level of expert care and support is what makes them one of our most valued partners.



Mr. Sencer Menguc

*Commercial Channel Head for Egypt,
Levant and GCC*

Short Biography

I am currently the Head of the Commercial Channel for Egypt, Levant and all GCC countries. I have been at HP for the last 13 years, occupying many different roles within the channel throughout the CEMA region.

Can you please give us small brief about HPI'S last year achievements in Egyptian market?

We signed several big contracts in FY17 and expect to see a similar growth in 2018. Egypt is a very important country to HP being one of the top emerging markets in Middle East, and we will look to expand our business in Egypt whenever we can.

How do you see partnership with ACT generally in terms of commitment and business growth?

ACT has been a valued HP partner since 2002, and has continued to show impressive growth since becoming one of our Platinum Partners. The team have shown incredible commitment to HP customers over the years, consistently providing HP value solutions in both PC and Print. ACT's level of expert care and support is what makes them one of our most valued partners.

How do you see ACT team (sales and support) in helping customers achieve their technology goals?

The ACT sales team are very well trained and more than capable of handling HP's account. They provide a professional service to all our customers stretching across many different regions, producing high levels of customer satisfaction as a result.

Please tell us what is the Impact of the acquisition of Samsung Printers? And how it will affect the printing Market?

The acquisition of Samsung's printer business creates a compelling opportunity for HP to disrupt and reinvent the A3 print market. With a superior portfolio of Multifunction printers, built around next-generation PageWide and LaserJet technologies, this is the largest opportunity for growth HP has experienced in this market. HP is bringing to market a very unique value proposition: the most secure printers in the world. No other company is as focused on printing security as HP, and customers are realizing that unsecured printers are a real threat for their IT infrastructure and are consulting with us to fix this. By leveraging the two companies' complementary strengths – Samsung's established A3 laser printing solutions and HP's PageWide technologies – We will tackle this service-intensive A3 category with a fully integrated, innovative portfolio. This acquisition also strengthens HP's position as the global leader in A4 laser printing. With the industry's most complete lineup of A3 and A4 printer solutions, HP will continue its strategy to grow managed print and document services, and support growing customer preferences for contractual sales. HP's broader product lineup also expands opportunities in the global printing market. Samsung's printer business brings a valuable portfolio of more than 6,500 print patents, a world-class workforce that includes nearly 1,300 employees in R&D, along with expertise in laser printer technology. All of which support future print opportunities.

Please let's have a glimpse on Workstation new technologies that differentiate HPI from another competitor?

HP Z Workstations help you handle more, do more, and give you limitless creative possibilities. Spend more time creating and less time waiting. Packed with the latest, industry-leading processing and graphics. HP Z Workstations provide you with the tools you need to handle the most challenging work-streams. HP Z Workstations have been on the market for

ACT sales team are very well trained and more than capable of handling HP's account. They provide a professional service to all our customers stretching across many different regions, producing high levels of customer satisfaction as a result.

over 30 years. Designed from the inside out, they deliver high performance and reliability, with the latest innovations and industry-leading technologies. The new HP Z2 Mini Workstation delivers unrivalled performance from a remarkably small design. The Z VR Backpack is the most innovative Virtual Reality device on the market.

Our ZBook Mobile Workstations are proving to be out of this world, as they make their way up to the International Space Station, and last but not least, our new Z Desktop Workstations are not only leading the way in terms of performance, but are also the most secure workstations on the market. Coupled with a stunning Z Display, our customers are able to enjoy an unbeatable Workstation experience.

Tell us about the HP DAAS, and how it can lighten the load on IT departments?

HP DaaS delivers a modern consumption model that simplifies how commercial organizations equip their employees with the right hardware, accessories, and lifecycle services to get the job done. Whilst also improving end user productivity, IT efficiency, and cost predictability. The key benefits of HP DaaS are:

- A wide range of premium devices and accessories delivered as a Service from HP.
- A wide range of plans that include device support, repair or replacement services, fleet security and management, and other lifecycle services tailored to your business needs.
- More insightful and proactive fleet management with HP's actionable and predictive analytics, that identify issues before they become a problem and help optimize IT asset life and budgets.
- Reducing the day-to-day workload on IT so they can focus on projects that move the business forward. With plans that include unified device management performed by HP Service Agents, and a portfolio of other lifecycle services, from deployment, to end-of-use and everything in between.

The HP Device as a Service is a one-stop solution, which makes your company more efficient, improves the employee experience, and frees up IT resources to drive growth. With HP DaaS, customers get the right devices for the job, hardware support, analytics and proactive fleet management – all in one contract, with a fixed price per device and monthly payments.

What are the 3D printing solutions? and how it can help the big industries?

3D printing or additive manufacturing is a process of making three dimensional solid objects from a digital file. The creation of a 3D printed object is achieved using additive processes. This involves applying successive layers of material in a precise way in order to create an object. 3D printing has been making an impact in the manufacturing industry as a result of the various benefits that it brings for manufacturers. One of the advantages of 3D printing is that it allows you to produce variety of intricately designed products from the same machine.

Often accompanied with HP's 3D scanning technology, we're starting to see businesses completely reinvent the design of their products using 3D printing. This will bring with it a whole host of new design possibilities, **for example**; objects with complex interior structures being created from a single piece or moving parts being constructed into the product, without the need to attach them later. Manufacturers will also experience lower costs-per-parts and further opportunities to recycle materials. HP continues to expand its 3D printing portfolio with the announcement of the new HP Jet Fusion 3D 4210 Printer. Designed for industrial-scale 3D manufacturing environments, this new printer significantly lowers overall operating costs, while increasing production volume capabilities. Overall, HP looks to enable customers to mass-produce parts for 65% of the cost of other alternatives, and in turn fully benefit from economies of scale.

How do you see ACT in fulfilling success implementation standards in Mega projects?

ACT has one of the best project management teams that produce consistent results, and would be more than capable successfully dealing with Mega Projects.



Virgo (Helpful)

In ACT, We measure success by our ability to help advance our customers' work and their professions.



Aries (Courageous)

In ACT, we take smart risks and reach beyond boundaries. We're inspired by opportunities and challenges, and eager to act.



Leo (Creative)

In ACT, We embrace creative ways of thinking and push boundaries to challenge conservative thinking.

ACT Horoscope



Taurus (Determined)

In ACT, We're determined to set clear goals and focus on speed and quality in reaching them.



Cancer (Loyal)

In ACT, The strength of our family lies behind our loyalty to our company; it's not just a place we work in, it's our second home.



Gemini (Committed)

In ACT, We are committed to our core values: Family, People, Teamwork, Innovation, Integrity, Quality and Customers.



Pisces (Wise)

In ACT, throughout the past 29 years we have learned wisdom from turning adversity to advantages.



Libra (Cooperative)

In ACT, We are respectful and supportive of one another. We lead and learn from each other in innovation, service and knowledge.

ACT Horoscope



Scorpio (Enthusiastic)

In ACT, we approach every day with a positive attitude and a willingness to grow, learn and challenge ourselves.



Sagittarius (Encouraging)

In ACT, we motivate each other, and encourage individual abilities and contributions.



Aquarius (Hardworking)

In ACT, The great things we achieved came from our hard work and dedication and our will to give our best.



Capricorn (Responsible)

In ACT, We are responsible for our actions, accountable for our results and take ownership of our mistakes.

Well, we have a very good experience while working with ACT as partners for many years ago whether its in hardware, software or even in the technical support.



Biography

Eng. Abdelhamid Osman graduated from Faculty of Engineering in 1996, has a BSc. Of Communications and Electronics, Cairo University. He is certified in Cisco CCNP and Project Management Professional (PMP). He worked as a Network Manager in Internet Egypt (1997 to 2007), and as an IT Director in Talaat Mostafa Group from 2007 to present.

Could you please tell us about TMG and its line of business?

Talaat Moustafa Group (TMG) Holding is the leading community real estate developer in Egypt, with a land bank of 50 million square meters. The group has a strong track record of over 37 years in the housing and real-estate development industry, having developed 8.5 million sqm of land so far. TMG's vision is "community development" through establishing self-sustained residential city and community complexes for the upper and middle classes. Amongst the group's largest and most prominent development projects are Al Rehab City, East of Cairo, spread over 9.9 million sqm to host 200,000 residents, and "Madinaty" project, started in July 2006 spanning over 33.6 mn sqm of land with 600,000 target residents, making it the biggest all-inclusive enclosed city in the Middle East. TMG's achievements also include signature compounds like May Fair in Al Shourouk, East of Cairo and Al Rabwa I & II in Six of October City, West of Cairo. TMG's activities also extend to the hotels and resorts segment. Its has developed three large scale luxury hotels, Nile Plaza in Cairo, San Stefano in Alexandria, and Four Seasons in Sharm El Sheikh, all managed by the internationally reputable Four Seasons chain, in addition to two other Hotel & Resort projects currently under development.



Eng. Abdelhamid Osman

*IT Director
Talaat Moustafa Group*

How do you see the technology role in TMG?

Technology plays a vital role in TMG as the company depends mainly on IT applications and infrastructure to run its business. We have many applications such as SEP system, ERP system and Microsoft dynamics CRM and other applications that are developed mainly for specific functions like bus-ticketing using hand held. In Addition to applications for our sporting clubs that helps in renewing subscriptions and facilitating the management there.

How do you see ACT in helping TMG to meet its technology goals?

ACT is considered one of the main helping hands for TMG, preserving its consistency, always giving us an overview of the new technologies not only in the hardware but also in the software technologies, so ACT is supporting us by all means to guarantee our continuous growth today and in the future.

What are your plans for Microsoft cloud solutions?

We're currently working on the implementation of CRM as I mentioned before, and of course in the meantime the CRM covers a huge part in the cloud, customers' care management, sales, marketing and social engagement. As well as, we're planning to implement power BI dashboard for representing the repots to our top management. Lastly, we're also applying Microsoft Azure and SharePoint.

So far, how do you evaluate ACT in the current experience with TMG?

Well, we have a very good experience while working with ACT as partners for many years ago whether its in hardware, software or even in the technical support.

As for TMG , what will be its plan for the future with ACT and its products and services?

As long as ACT is offering us new technologies and enhancement on their services we'll continue working with it, we'll be one hand and plan together our roadmap for the future. For example, if we're planning to implement new products and services surely ACT will be our first choice.



in HITEC Dubai



Advanced Global Services (AGS - One of ACT's Sister Companies) has participated in HITEC Dubai 2017, the world's largest hospitality technology exposition and conference brand. AGS has exposed its IT solution for the hospitality sector such as INFOR and MAESTRO. The event was accessible to buyers from the lucrative Middle Eastern tourism and hospitality market.



Announcement

“as a part of completing HPE’s Storage Portfolio and being able to penetrate the market with the entry-level storage, HPE announces the acquisition for *Nimble storage* and it will be legally merged to HPE started from the beginning of November, 2017.”



The App-Data Gap

Nimble Storage surveyed nearly 3,000 IT decision-makers (ITDMs) and business application users around the world to see how even small delays in applications affect both individual employees and organizations.

The App-Data Gap is real

The survey shows that delays caused when applications don’t load or run swiftly enough leads to significant lost worker time.



Key term: The App-Data Gap is the delay between a user interacting with a business application and the speed of its data delivery.

Business impact

By the numbers ...



47%

of business users say they waste more than 10% of their day waiting on technology.



41%

of business users actively avoid using some SaaS apps because they load too slowly.



59%

of business users say they are less tolerant of technology delays than they were five years ago.



32%

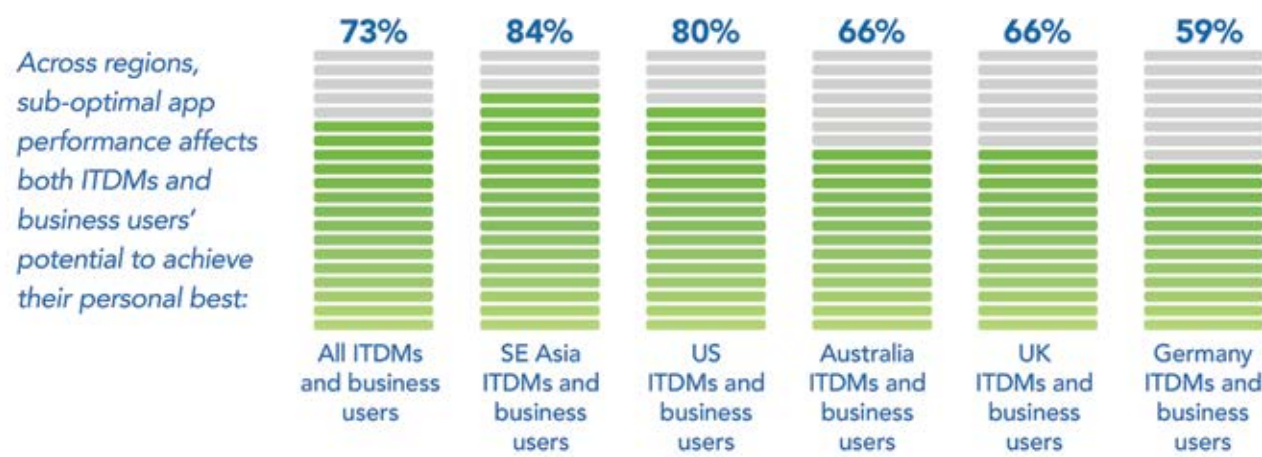
of business users think 3–5 seconds is too long for a core application or web page to load.

Career impact

Globally, 73% of respondents believe sub-optimal app performance prevents them from achieving their personal best.



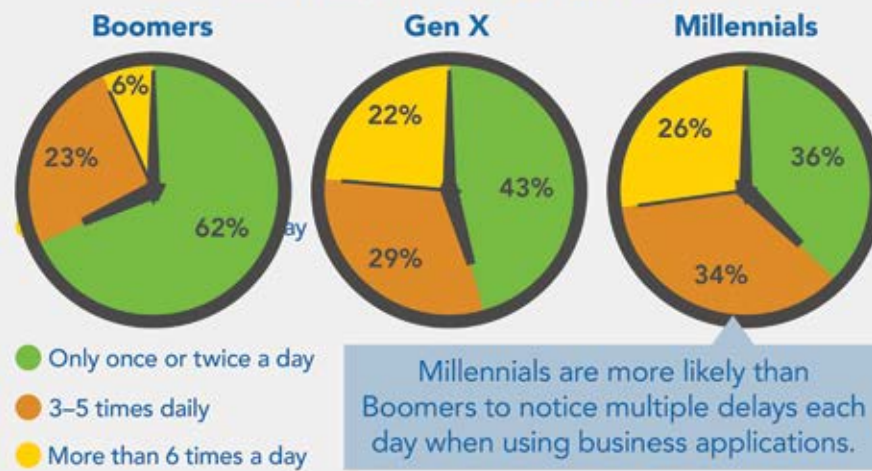
In general, respondents from the US and Southeast Asia are more demanding of and affected by their technology infrastructure.



Generational differences

The App-Data Gap affects some generations more than others, perhaps due to differing levels of technology experience.

How frequently do you experience delays when using applications through the course of your daily work?



Millennials are more likely than Boomers to notice multiple delays each day when using business applications.



77%

of Millennials say that sub-optimal application performance affects their ability to achieve their personal best, compared with just half of Boomers.

Financial impact



Based on a calculation derived from the survey results, US companies may be losing as much as

7.5 billion annually of worker time due to delays and downtime.

The lesson?

Microseconds matter. Small delays pile up for both ITDMs and business users of all ages around the world. Organizations need to address these delays to protect their businesses from lost revenue and damaged reputations.

For more information, visit www.nimblestorage.com/app-data-gap



Produced in collaboration with
OXFORD ECONOMICS

The Technology Day

The Technology Day was an event organized on the 8th of November to meet the newest technology trends, our specialists and consultants offered different vendors' products and services: Microsoft, HPI, HPE, and Cisco. As well as ACT's homegrown application (MAESTRO) human resources management system.

Presenting various topics: Cloud Solutions, the new trends in data center, hyper converged infrastructure and virtualization, wireless technology solutions and security solutions as well.

We are always working in ACT in full swing to meet our customers' expectations and needs, covering all aspects of the IT total solutions and services in order to sustain the best outcomes.



BIG DEALS

ETHYDCO
6,500,000
EGP



**General
Authority
For Investment
GAFI**
8,000,000
EGP



**Badr
Petroleum**
2,500,000
EGP



**Bibliotheca
Alexandrina**
4,000,000
EGP



**Ahram
Beverage**
3,740,000
EGP



BIG DEALS

**Egyptian
Steel**
5,200,000
EGP



**ETISALAT
Misr**
28,000,000
EGP



Gupco
3,519,000
EGP



**Ministry of
Higher
Education**
13,500,000
EGP



Burullus
8,942,000
EGP



ACT Family 2017



"If we understand the warm, we understand life."



Welcome on Board

Mohamed Hassan (Senior Manager, Administration Sector)

I have about 13 years experience in the administration field, specifically 10 years in the telecommunication sector. I was responsible for supporting operations by supervising staff, planning, organizing, and implementing administrative systems. Joining ACT was a great challenge for me, it has put me in a leading position that's why I'm working now on past experience and carrying out all my new ideas on the ground. My vision for ACT is to provide the best working environment for its employees up to or even above the multinational companies standard. Seeking ACT employees' comfort and enhancing their work routine in all aspects is my main objective.



Dalia Mostafa (Talent Engagement Team Leader, Human Capital)

I graduated from GUC University in 2009, Management Technology Department. My first major was HR and my second major was Strategic Management. I worked first in the banking sector but then I realized that it wasn't the career I want to proceed in. So I joined IT Worx for about 3 years as a Regional HR Business Partner for their branches in Saudi Arabia, Dubai and Bahrain, we were doing everything related to the HR functions. Then I joined Rayaa smart buildings for around a year then ICT Networks a system Integration company but there wasn't anything challenging for me and that was the reason for my departure. Joining ACT is very challenging for me, I think I'll be adding value in my position as I'll be restructuring various functions in the HR department and adding new ones too. Moreover, one of my prime goals is to increase the engagement between ACT's employees and creating a better work environment for all.



Mazen Mohamed (Solution Architect & Bidding Manager, Pre-Sales Sector)

I graduated from faculty of Engineering, Cairo University. I joined Global Brands then HP partner. To customer side I've joined Al-Sallam Family Group and Misr Pyramids Group MPG as an IT Director. My vision in ACT is to change the technical perspective of the support circle, because I think that the technical side is the core of business in the IT field, as an example if you have a lot of salespersons and you don't have the right technical support you'll never hit your business goal and vice versa. I choose joining ACT because I wanted to go back from the customer side to system integration and ACT was the best chance for me.



Marwa Mohamed Khorshid (Sales Account Manager, Enterprise Sales)

I graduated from Faculty of Law, Cairo University. I've been working in the IT field since I was still in college, by self-learning and courses in software and hardware I managed to have an IT background. Before joining ACT, I was working in Metra for 7 years as a Senior Sales then after 6 months I got promoted to a product manager, then I joined Sony as an Account Manager for 2 years. With my past experience, communication skills and marketing strategies I hope I can add value to my position. My main challenge in ACT is focusing on the banking sector, and I managed in a short period of time to grow our business in this area.



Mohamed Ibrahim Hamed (Solution Architect & Bid Manager Pre-Sales)

I graduated from Faculty of Commerce, Zagazig University in 1999. To the customer side in the IT field, I have experience in system administration: network, infrastructure, database and applications. I worked in Micro-tech as a Microsoft courses trainer, Then in SiliconExpert American company for Electronic Components Database and MobiServe Holding, there I was responsible for infrastructure, system and database. I worked in TEData also for 7 years, where I was in charge of the system database in the telecom segment. Once you achieve your set of objectives in your position, you should be looking forward to another challenge to set new goals for yourself. I achieved all my objectives in my past job experience, joining ACT is considered a new challenge for me as moving from the customer side to system integrator side. I started to acquire the needed knowledge in the technology field and after an accurate research I found that ACT has a wide range of technology trends and solutions, partner with major vendors and has a clear scope for transformation; That's why I've joined ACT. With the latest technology acquisition, exposure to wide range of customers and ACT's vision of transformation I'll be able to add value to my position.



Ahmed Hamdy El-Sayed (App. Projects Manager, Hospitality App. Projects)

I graduated from faculty of Business in 2004, then I left the business side and took intensive courses in operating system, network, web developing, database and analysis. I started to work in Egos in 2005 till 2017 and within this period of time I worked in a lot of IT companies as a part-time job mainly in project management and sales.

My IT background along with my business study helped me a lot to face many challenges because the merge between the technical side and the business skills is one of the main keys for success and for being a project manager. I used to know ACT since I was in Egos and I used to read its magazine to know its latest news as a successful system integrator company so I loved to be part of this environment and one of the main things that encouraged me to join ACT is the teamwork spirit we have here, so I'm lucky to be one of ACT's family members.



Ali Adel Reda (Sales Manager, Enterprise Sales)

I graduated from Faculty of Commerce, Ain Shams University in 1997. Then I took a post-graduate diploma from Sadat Academy, Management Information System. I have more than 20 years experience in the IT sales field. I worked in Egypt from 1997 till 2001 in one of the well-known system integrator companies back then, ProsyLab. I moved to Kuwait and I worked there in various IT companies as NCS, El Fares then Oracle. In Oracle I was a Territory Manager responsible for the technology in Kuwait and Bahrain public sector. After that, I joined IBM as a Government Sales Manager then I returned back to Egypt months ago.

ACT's vision of transformation and its strategy of hiring professional calibers is giving me a chance to proceed managing the government accounts with my vast experience in industry, technology and sales. My challenge here in Egypt is giving the project I'm working on the first priority, implementing new ways of thinking and the will to change.



Mohamed Shedeed (Microsoft Consultant, Professional Services)

I was working with Microsoft partner as a Project Manager and a Consultant. I'm an Instructor at Cairo University for the professional master cloud computing and trainer for the NTI and ITI. I've always heard about ACT as a reputable company in the IT field, how it is opening a wide range of technology trends, solutions and services to be provided, and how it's executing mega projects with strategic vendors. I joined ACT because I believe that it's a suitable environment for development, learning, innovation and promising career.

My vision in ACT is contributing in business development at all levels. For me, ACT is the right company to exert my effort in because it has unlimited resources and unlimited no. of customers, a rich environment.



Mohamed Abd El-Rady
(Software Development Projects Manager, Hosp. R&D Sector)

I graduated from Al-Azhar University Faculty of Education, Department of Educational Technology in 2005. Afterwards I was a teaching assistant for practical courses in my department for about 2 years. Then I changed my career path and joined Helwan University to participate in a new initiative project for E-Learning and I've done my masters there about the inclusion detection of cloud computing.

In 2015 I worked in Solutions company for E-learning education mainly in the Gulf region as a Project Manager, Then I joined ACT. One of the reasons why I joined ACT is that I wanted a clear path for my career, what I've read and heard about ACT made me believe that it is considered as what we call in our language "Digital Incubators". Respecting minds that always think about innovation, change, technology and development especially in the IT field, more importantly providing the suitable environment to be capable of setting your objectives.



Mr . Wafik Boghdady
(Enterprise Sales Director)

I graduated from Alexandria University as a Mechanical Power Engineer, during which I took trainings in mechanical design systems as designing compaq systems and packaging rack systems. 3 years after, I left the mechanical design side and I headed to be a systems engineer ,in which I used my computing experience to do more sophisticated designs and developing the systems we are using .

I worked in Unitel as a CIO where I managed to make a complete remodeling for the whole organization to improve its internal processes. Then I joined Microsoft in 2002 as a Technology Solutions Professional to drive the general business segment, and I was also a Product Manager across the whole subsidiary responsible for increasing the technology penetration in the oil & gas and the general business segment.

To the telecom segment, where I worked as a Senior Account Manager responsible for the telecom industry, my vision was how I can transform the relation between Microsoft and all mobile operators in Egypt to be our sales engine. Then I moved to a newly developed segment in Microsoft " Corporate Accounts " where I was responsible for developing their business.

I decided to join ACT because I believe that our country is changing so fast , and ACT 's market perception is aligned with this transformation . Here, there is a huge opportunity for me to change the way services are delivered by the government , my prime objective is how I can utilize IT to change the form of industries in Egypt to export them with higher efficiency in all aspects.



Welcome aboard!

"Hope you will have an amazing time working with us and are really glad that you've joined us."

ACT and Magrabi are not just business partner but also alliances, technology in business ultimately made living worthwhile.



Biography

Mohamed Salem is a Regional Information Technology Head at Magrabi Retail, with an exceptional Ability to drive business growth, manage and change organizations to their optimum potential, Achieved top operating and technology results in MENA, GCC and Turkey, Solid Technology and innovations background with high Management and Technical Skills within FMCG and Retail Sectors. Creative and Strategic Thinker, able to navigate in different Cultures, establish strong Relationships and build Cohesive teams. A team Player and a people leader, with excellent interpersonal skills.

Could you please tell us about Magrabi retail and its line of business?

The Magrabi Company was first established by Dr. Amin El-Maghraby in Egypt in 1927. Proudly following in his father's footsteps, Dr. Akef El-Maghraby continued investing in the field of eye care services, and lay the foundation for Magrabi Hospitals and the Magrabi Retail Group, thus bringing the Magrabi name into prominence. Magrabi Optical has expanded into Bahrain, Egypt, Jordan, Kuwait, Lebanon, Oman, Qatar, the UAE and Turkey, making it the largest ophthalmic eyewear and sunglasses retail chain in the Middle East and North Africa, with over 220 retail outlets.

How do you see the technology role in Magrabi retail?

Technology in Magrabi is a growing necessity. As the years go by, we are leaning more and more toward the latest technology trends. Since technology paves the way for us, it can be said that growing business and success in Magrabi needs technology to be sustained.

How do you see ACT in helping Magrabi to meet its technology goals?

ACT and Magrabi are not just business partner but also alliances, technology in business ultimately made living worthwhile. It cannot be denied though that technological threats to business are growing rampant. ACT has helped us to overcome any malicious activities and kept us updated with implementing the newest technology at the same time.

What are your plans for Microsoft cloud solutions?

Well, we have been dealing with Microsoft enterprise subscription agreement, so we are interested to convert it to an enterprise agreement perpetual license. Moreover, we're interested to move to Microsoft Cloud and its security products too.

How do you evaluate the added value of Microsoft Software Assurance for your EA?

In Magrabi Retail , we're enjoying the free 24/7 technical support which helps us in solving our technical problems in an easy and flexible way . As well as , using the training vouchers to develop our teams with the new technologies beside the E-Learning tools , planning services and home-use program benefits.

So far, how do you evaluate ACT in the current experience with Magrabi?

Well, we faced once a problem with Microsoft SA benefits and ACT helped us to claim it in an efficient way in an efficient way. ACT always lends us a helping hand if we faced any business obstacles, we deal with ACT from the stand point of trust and reliability.

As for Magrabi retail, what will be its plan going future with ACT and its products and services?

Actually in the meantime as I've mentioned before we're interested to convert to the enterprise agreement perpetual license , also we have new plans to move to the cloud and also we are thinking to go through Microsoft Azure.



Mohamed Salem

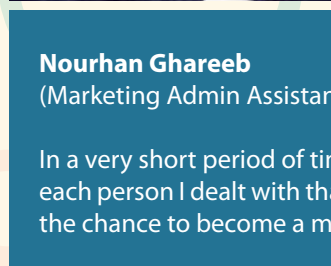
*Regional IT Head
Magrabi Retail*

Message from the Heart



Dalia Ahmed
(Corporate Alliances Senior Manager)

Moving to ACT felt like transitioning to my second home; everyone was welcoming and nice to me. I wouldn't have picked another work family; one that is constantly working on advising each other; teaching one another and making sure we all grow together.



Nourhan Ghareeb
(Marketing Admin Assistant)

In a very short period of time, I already felt like I'm a part of ACT and it's all because of each person I dealt with that showed me what loyalty means. Thank you for giving me the chance to become a member of ACT family.



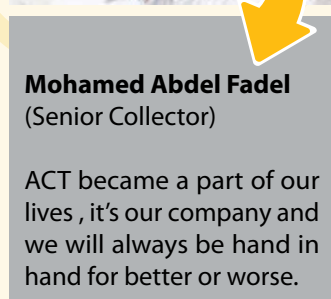
Souzanne Naplione
(Projects and Operations Secretary)

I have been working in ACT for almost 20 years, ACT with its people became part of my family. My love and respect for my colleagues is growing day after day.



Sawy Salama
(Microsoft Sales Manager)

The most thing I like about ACT is the challenge it puts me in everyday. It always empowers me to get better and better.



Mohamed Abdel Fadel
(Senior Collector)

ACT became a part of our lives, it's our company and we will always be hand in hand for better or worse.

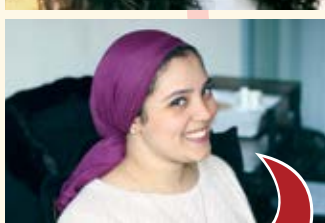
Karim Abdel Aziz
(Personnel Team Leader)

ACT is not a company I work in; it's my second home. We spend time with each other here more than we spend with our families, the relationship with my colleagues is getting stronger everyday and I'm thankful for being a part of ACT family.



Raghda El Orbany
(Talent Development Specialist)

Every single day in ACT is an enriching learning experience and source of power to pursue my goals.



Magdy El-Refaay
(Programs Senior Manager)

We are loyal to our company, because we really feel that ACT belongs to us. A place where you spend most of your time in and colleagues more than a family to you.



Walaa Megahed
(Quality Assurance Executive)

ACT is giving its employees the chance to learn, develop and innovate; a rich environment for each and everyone of us to achieve their career goals.

Ashraf Salem
(Hospitality Sales Manager)

ACT is a loyal company to its employees, keening on their continuous development to get the best out of them.



Aly Al-Senousy
(Oracle Hospitality Professional Services Manager)

All over the past years, we were and still loyal to ACT because it's the place we learned and grew in. We owe ACT a lot and we are proud to be part of this huge entity.



Dalia Yassen
(Services Administrator)

As a fresh graduate, ACT is the right place for me to learn, gain experience and innovate.



Mohamed Samir
(Professional Services Deputy Director)

I hope that the upcoming generations will be capable of developing ACT's 29 years of achievements, preserving its values and taking advantage from our experience.

Remoon Milad
(Senior Developer)

What distinguishes ACT from any other company is the family environment we are working in, also it gives ACT employees the chance to express their opinions and innovate without barriers.



Mohamed Saied
(Administrator)

ACT is the place where you can develop your skills, enrich your knowledge and enhance your career. We are working together as family members.



Molham Kamal
(Director of Governmental Affairs)

Since I joined ACT, it is a company that is always Committed to principles and values.

ACT is a Top Partner with a long experience in handling Mega Complex projects.

Hewlett Packard Enterprise

How do you see partnership with ACT generally in terms of commitment and business growth?

We see ACT as a main strategic partner in terms of commitment, ACT has a strong presence in the Egyptian Market and they are strong player in driving HPE business in the market.

How do you see ACT team (sales and support) in helping customers achieve their technology goals?

ACT are fully dedicated to full customer satisfaction in all stages of the projects and they achieved many customer service excellence awards.

How do you evaluate ACT team to represent your company in Mega Projects? how do you see ACT in fulfilling success implementation standards in Mega projects?

ACT is a Top Partner with a long experience in handling Mega Complex projects, always delivering on time and making sure all the international standards of project management are fully implemented and applied.

What is the objective of the partnership with GE?

GE & Hewlett Packard Enterprise signed a strategic partnership agreement that will bring GE Digital's breakthrough digital industrial solutions at scale to the Middle East, Africa & Turkey. The three-year agreement with HPE, is the first collaboration of this scale and scope in the region, and will focus primarily on cyber security solutions in Operational Technology, with the potential to move into other digital solution in the future.

One of the first solutions this partnership will focus on is OpShield from GE Digital. OpShield was created specifically to protect critical infrastructure, drawing on years of embedded device testing and assessments of hundreds of industrial facilities. The solution reduces risk of cyber-related unplanned downtime; improves asset protection from cyber-related damage; helps safeguard protected health information (PHI); reduces risk of damage to reputation and intellectual property theft due to cyber incidents; and increases customers' confidence to connect and optimize assets.

What do you expect from 2 big companies such as HPE and GE?

GE Digital Cyber Security solutions will be distributed through the HPE Channel Partner Network across the MEA & T region, with a particular focus on the Gulf, Levant, Northern Africa, South Africa, and Turkey. By using this existing Partner Network with partners such as ACT, HPE and GED together will bring critical digital and cyber security solutions to industrial controls and infrastructure networks. To enable this outreach, the HPE Partner Ready Program will ensure that more than ACT technical and sales resources will be trained and certified on GE Digital solutions to deliver the solution on HPE storage and server infrastructure. In addition, HPE's own security capabilities for information technology infrastructure will complement the solutions provided by GE for the operational technology environment.

Do you believe in which industry will be interested IOT technology?

The Industrial IoT verticals we see the interest coming from are within Oil & Gas, Manufacturing, Healthcare and Government bodies, all of which are key industries within Egypt, so it's really a partnership for success.



Fiona Fox

*CCEMA Alliances Manager
GE Digital at HPE*

Success Story

No. of Current Customers: **14 Customers**

No. of Employees: More than **4300 Employees**



The global Agreement between ACT and ACCOR Hotels for **MAESTRO's** implementation was fruitful, covering about four thousand and one hundred hotels around the world. The successful partnership played a vital role for **MAESTRO** to leave a clear footprint in enhancing the HR practices of ACCOR Hotels to be used by more than 14 clients and 4300 users around The Middle East (Egypt, Saudi Arabia, Oman & UAE).

What distinguishes **MAESTRO** from any other HRMS application is its dynamic functionality; Matching with all fields, sectors and different

enterprises. One application can be implemented in hotels, companies and factories. More Importantly, **MAESTRO** now is being deployed in banks and petroleum companies too. It was a big challenge for us to build- up such a unique system to meet up all customers' needs with a simple user interface design.

Due to **MAESTRO's** widespread in the Middle East and Africa. We established a new unit of developers and consultants for **MAESTRO** in ACT to accommodate this expansion, as we have started with only 3 developers years ago.

After the remarkable success with ACCOR Hotels, now we're invading the Gulf area to reach Oman, Dubai, Saudi Arabia and Qatar etc.. One of the reasons why **MAESTRO** is with strong presence in the Gulf Area is because the used HRMS applications were not covering their whole HR tasks and functions unlike **MAESTRO** which is characterized to be dynamic and flexible to any HR requirements.

The old way of doing HR is over, whether you're on prem or on the cloud **MAESTRO** will be your guidance; because your people is our responsibility.



infor

Infor Named a Leader in 2017 Magic Quadrant for Enterprise Asset Management Software...

Designed for progress™

Infor Recognized for its Ability to Execute and Completeness of Vision NEW YORK - Nov 20, 2017

Infor, a leading provider of beautiful business applications specialized by industry and built for the cloud, today announced that the company was recognized as a Leader in the Gartner 2017 Magic Quadrant for Enterprise Asset Management Software for Infor EAM.(1)

According to Gartner, "Leaders combine the characteristics of vision and thought leadership with a strong ability to execute. Leaders in the EAM market are present in a high percentage of EAM evaluations, and they win a significant number of them. They have robust core functionality and offer reasonable - although not necessarily leading-edge capabilities in extended EAM areas. To be a Leader, a vendor doesn't necessarily need to have the absolute broadest or deepest EAM application. Its offerings must meet most mainstream maintenance requirements in complex industries without significant modifications, and references must be available to validate this. Leaders must anticipate where customer demands, markets and technology are moving, and must have strategies to support these emerging requirements ahead of actual customer demand. Leading vendors should have coherent strategies to support IoT and OT integration and APM, and must invest in, and have processes to exploit, innovation. Leaders also have market momentum and strong client satisfaction - both in the vendor's local markets, as well as internationally. Because Leaders are often well-established in leading-edge and complex user environments, they benefit from a user community that helps them remain in the forefront of emerging needs."(2)

Infor EAM is a cloud-enabled enterprise asset management solution that is designed to help improve asset performance, with rich built-in functionality and industry-specific editions. The solution uses predictive and preventive technologies to help extend asset life and increase efficiency. In addition, Infor EAM is supported on all mobile devices, operating systems, and screen sizes for on-the-fly fieldwork and informed decision making.

"Infor understands the importance of scalability, and the need for organizations to have modern software systems that are able to support them as they grow, change, and evolve in complex business environments," said Kevin Curry, senior vice president, Global Public Sector, Infor.

"To us, being named a Leader by Gartner further proves our commitment to help customers understand the connection between asset performance and top-line growth," said Kevin Price, Infor EAM Technical Product Evangelist. About the Magic Quadrant

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After 28 years of absence, Egypt in World Cup Russia 2018

It was a historical Sunday night for the Egyptians after their National football team qualified to the World Cup Russia 2018, after 28 years of absence from the World Cup platform. Huge celebrations took place across the Egyptian cities and lasted till the early morning hours of the next day.

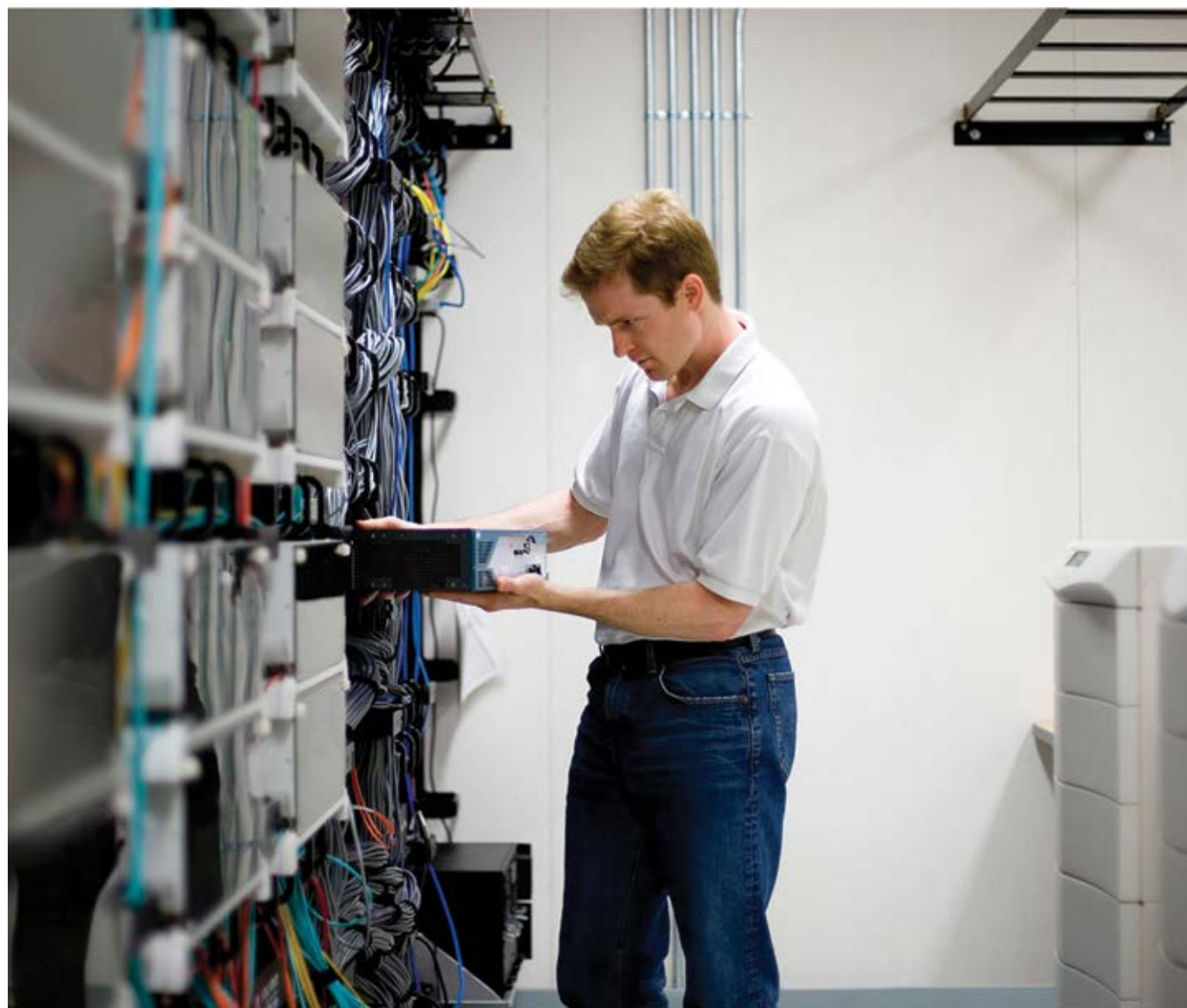
Egyptian player Mohamed Salah's goal in the last minute wrote the history that Egyptians waited for since World Cup 1990. Egypt wasn't lucky enough around those years to get qualified to any of the World Cup events.



FIFA WORLD CUP
RUSSIA 2018



Make Your Network Edge Intelligent and Meet Tomorrow's Needs Today



Universidad EAFIT transforms educational experiences with technology

Universidad EAFIT:

Size: 16,600 students

Industry: Higher education

Location: Medellín, Antioquia
Colombia

Solutions

- Supporting innovative new services with a secure, high-performance network
- Accelerating research with a converged infrastructure platform

Universidad EAFIT is one of the most prestigious educational institutions in Colombia and one of the first universities to receive the Ministry of National Education's Institutional High Quality accreditation twice in a row. The private teaching and research university offers 21 undergraduate programs, 53 graduate certificate programs, 35 master's degree programs, and 6 doctorates, helping Colombian and international students achieve their academic goals with a modern, diverse, and high-quality education.

Challenge: enabling growth and delivering academic excellence

At EAFIT's 30-acre main campus, tropical flora and fauna blend with modern technology to create an inspiring and relaxed environment in which students can learn and grow. The park-like setting contains 28 buildings and 8 annex houses, all of which are equipped with technology resources. The university also operates six smaller remote branches and a growing language division, each with its own IT infrastructure.

"We're constantly growing, and we're committed to being a technology leader," says Hugo Giraldo, head of IT infrastructure, Universidad EAFIT. "As new buildings are constructed, we need to be able

to deploy workstations and networking quickly to make them ready for classes or administrative use."

Using manual deployment methods, equipping a new building with a technology infrastructure took EAFIT two to three weeks and required a team of 25 IT employees, many of them higher-level engineers. "We wanted the ability to move faster, be more efficient, and enable entry-level staff to perform configuration and administrative tasks," says Giraldo.

Fast growth also placed greater demands on the university's wired and wireless networks. As Wi-Fi usage increased, EAFIT was challenged to provide adequate coverage for high-density public areas, causing wireless availability to drop below 85 percent. Faculty wanted the ability to use new, more demanding applications including video content, but legacy switches did not provide sufficient throughput. Data access was also a challenge. For security reasons, EAFIT universally blocked access to some websites and resources, having no way to dynamically control network access based on identity.

"We needed to improve the performance, security, and manageability of our network

With Cisco solutions, Universidad EAFIT:



Drives innovation in education
with distance learning



Encourages scholars with
connected research access



Improves BYOD connectivity,
efficiency, and safety with a
connected campus

to enable a bring-your-own-device (BYOD) program and other initiatives," says Giraldo. "We also wanted to help our researchers by giving them a data center solution that would enable them to achieve faster results."

Building a secure, connected campus

After considering several vendors, EAFIT decided to implement an end-to-end Cisco® solution for converged wired and wireless access. The university used Cisco Catalyst® switches and more than 200 Cisco wireless access points to build a 10 Gigabit Ethernet network, growing from 720 Gbps to 11.4 Tbps total switching capacity, and a campus LAN that simultaneously serves 12,500 computers over a wireless network and another 4500 over the wired network. The wireless network includes support for the 802.11ac Wave 1 standard, improving Wi-Fi performance and throughput in dense environments.

"In higher education, demands change so fast that we wanted the best, most reliable technology available," says Giraldo. "Cisco gave us what we needed for today and also for tomorrow, with high availability built in at every layer. Since deploying our new Cisco network, we've had 99.96 percent uptime."

Instead of individually configuring and monitoring each switch and access point, engineers manage them all from a

single pane of glass using Cisco Prime™ Infrastructure. To control access to the wireless network and allow guests to connect securely, EAFIT uses the Cisco Identity Services Engine (ISE). "The web interfaces for Cisco Prime and ISE are very easy for even entry-level admins to understand and use," says Giraldo. The result is an intelligent, sustainable campus that can operate efficiently in a rapidly changing environment.

Deploying workstations and access points in new buildings and branches is much easier with automated workflow and Power over Ethernet (PoE). "In the past, we could only deploy 20 computers per day, even with a large team," says Gustavo Medina, infrastructure engineer. "Now three people can equip an entire building with 400 computers in just two days, and we can fulfill new requests within a few hours. In the past, it took three days."

The Cisco solution is improving physical security as well, enabling the university to deploy IP video cameras for real-time surveillance of campus grounds and buildings to keep students and faculty safe.

Empowering educators to innovate

With a robust network in place, professors are free to apply technology to create innovative learning spaces and introduce

"In higher education, demands change so fast that we wanted the best, most reliable technology available in order to stay competitive. Cisco gave us what we needed for today and also for tomorrow."

Hugo Giraldo
Head of IT Infrastructure,
Universidad EAFIT

new, more compelling curriculum designs. The university can satisfy students' rising need for educational accessibility and campus connectivity, and build and maintain the institution's academic integrity with a more connected classroom. EAFIT is also maximizing the potential for distance learning and virtual classrooms by using innovative and accessible extended learning environments to offer online graduate certificate programs in human development management, organizational control, and municipal public management.

"With our new Cisco network, we're giving the university more options to improve the educational experience," says Giraldo. "The performance improvements were immediately visible to end users."

Improving efficiency with new possibilities

The university is now moving forward with innovative projects to improve efficiency, such as smart lighting and air conditioning control to reduce costs and optimize campus facilities. Through improved connectivity and data analytics, the university can enhance educational environments while keeping budgets in line with strategic priorities.

EAFIT is also accelerating projects, such as the digitization of its library collections and piloting new technology such as virtual desktops. Even as the university

grows rapidly, it can support secure BYOD, allowing students to access information anytime, anywhere from their own devices.

Foundation for impactful research

To accelerate the deployment and migration of servers and services for company, education, and research environments, EAFIT deployed a Vblock converged infrastructure platform based on solutions from Cisco and Cisco partners. The Cisco network improves data access, giving researchers secure and convenient access to experiments and results from wired or wireless devices.

By fostering a connected research environment, EAFIT is improving collaboration and accelerating results for research computing, allowing innovative research to be conducted efficiently and with reliable access.

What's next?

The university is looking at other areas where it can leverage technology to improve education and operations, such as collaboration and video conferencing using a Cisco Jabber® solution. Teams can have the freedom to be productive from anywhere, on any device. "Cisco is always willing to partner with us for better outcomes," says Giraldo. "As a result, we're ready to grow and meet any new business need, whether academic or administrative."

Products and Services

Routing and Switching

- Cisco Catalyst 6800 Series Switches
- Cisco Catalyst 4500, 3700, and 3500 Series Switches

Wireless

- Cisco 8510 Wireless Controllers
- Cisco Aironet® 3700 802.11ac Series access points
- Cisco Aironet 2700 802.11ac Series access points
- Cisco Meraki wireless LAN

Security

- Cisco Identity Services Engine (ISE)

Cloud & Systems Management

- Cisco Prime Infrastructure

VCE Vblock System 240 Converged Infrastructure

- Cisco Unified Computing System (UCS) C220 Servers
- Cisco Nexus® 5000 Series Switches

Cisco Services

- Cisco Smart Net Total Care™ service



Financial Application Installer

Applications & Hospitality Services & Projects Division/ Oracle Hospitality Hotels Services Department

Job Description

- Complete full implementation from Pre installation activities, installation initiation meeting, software installation, and training, interfaces and life support cycle.
- Assure customer full understanding after setting up systems, installation, and configuration.

Job Specifications

- Bachelor degree of Commerce
- Computer Knowledge (Operating System, MS Office, Crystal Report and database Oracle or MS SQL)

Oracle PMS Installer

Applications & Hospitality Services & Projects Division

Job Description

- Complete full implementation from Pre installation activities, installation initiation meeting.
- Assure to follow application checklist during the implementation.

Job Specifications

- Bachelor from a reputable university/ Institute (Tourism, Alsun or Arts are preferable).
- Computer Knowledge (Operating System, MS Office, Crystal Report and database Oracle or MS SQL)
- English Language, Presentation & communication skills

Project Manager

Applications & Hospitality Services & Projects Division

Job Description

- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements.
- Reviews deliverables prepared by team before passing them to client.
- Analyzes project profitability, revenue, margins, bills and utilization.

Job Specifications

- B.SC degree in Computer Engineering or equivalent
- Project Management (PMP), Planning, Negotiation &Tracking Budget Expenses
- 5-8 years of experience.

Interested qualified candidates are most welcomed to send their CVs, with a recent photo to [\(hr@act.eg\)](mailto:hr@act.eg), Please mention the job title in the E-mail subject.

Our” Employees are the most Valuable “Assets



Creative Graphic Designer

Marketing

Job Description

- Designing, Printing Issues (Brochure, Flyer, Banner, Magazine)
- Designing Social Media Issues (Cover photo, Greeting Cards, Post).
- Design marketing email.
- Using computer programs, motion graphics artists create Animated video

Job Specifications

- Work perfectly with Photoshop and illustrator
- Good knowledge of design after effect is preferred.
- Working under pressure and strong attention to details
- Creative , flexible & V. good in English

Sales Account Manager

EBD/Sales

Job Description

- Prospect; identify and qualify business in assigned sector
- Achieve assigned targets for both revenue and profit Sales of company products, services & offering in the assigned sector.
- Handles large & complex opportunities, responsible to win the business.

Job Specifications

- Must have worked as Sales in the IT field.
- Good spoken and written communication skills in both Arabic & English
- Strong presentation and negotiation skills.

Customer Care Specialist

Marketing

Job Description

- Use available resources efficiently to assess the customer’s issue and recommend valid solutions
- Escalate unresolved issues to the appropriate Program Manager or supervisor.

Job Specifications

- Associates degree or equivalent experience preferred
- Excellent written and verbal communication skills
- Effective organizational and time management skills.

Senior Network Engineer

EBD/Network Presales

Job Description

- Providing advanced presales support for networking opportunities.
- Providing advanced presales support for internal teams for networking solutions.
- Providing advice regarding architectural questions, product prerequisites, &features, etc..

Job Specifications

- B.SC. technical area(Bachelor's Degree in Computer Science)
- Sales, Marketing & Technical updating courses.



THE ONLY WAY to do GREAT WORK – IS TO LOVE – WHAT YOU DO – STEVE JOBS –

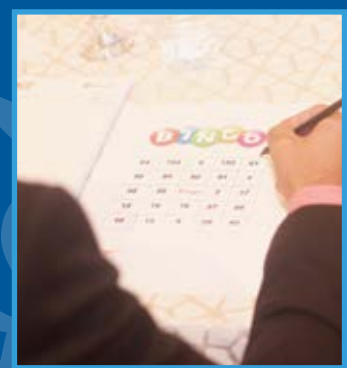


ACT Cloud Near Ground



ACT Microsoft Event “Cloud Near Ground” took place at The Ritz-Carlton Hotel on the 27th of September. The event was made to highlight the importance of digital transformation, Microsoft Azure, and Microsoft Cloud Society. The event was planned to target Banking, Government and General Business sectors. Different marketing activities were done that day, some won prizes in games like Bingo, Tambola Drawer and the most interactive attendee.

Different marketing activities were done that day as Bingo Game, Tambola Drawer and the most interactive attendee.



Life is about **growing**
improving
and **getting better.**

ACT In Social Media

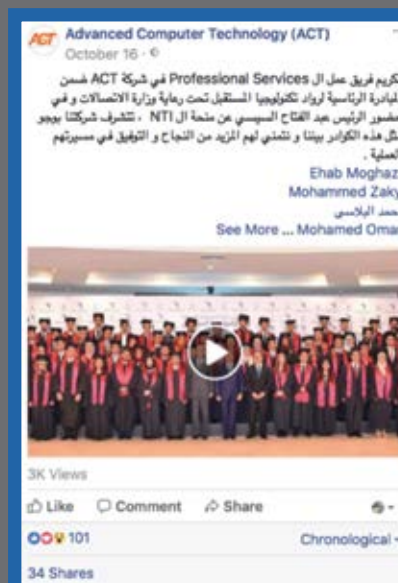


ACT in Facebook

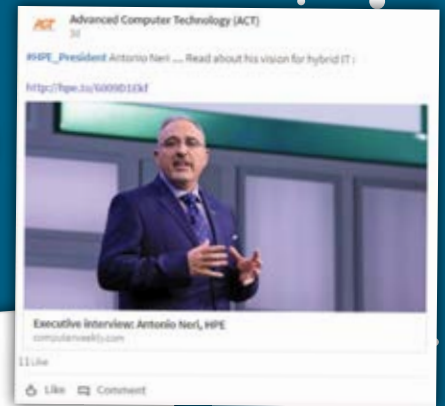
Followers
29,000



Page likes
29,000



ACT in LinkedIn



ACT in YouTube



ACT Website act-eg



ACT is platinum sponsoring the CIT 6th of October Investment Association Event



ACT was a platinum sponsor for the event of the Chamber of Information Technology and Telecommunications (CIT) and the 6th of October Investment Association. The event took place at Hilton Dream Hotel on the 30th of October in Hilton Dream Hotel, it's objective was about tackling the investment opportunities using information technology in Egypt. ACT speakers highlighted the importance of IOT by Mr Hany Saad (Pre- Sales Director) and Cyber Security Firewalls by Mr. Ahmed Othman (Network Pre-Sales Senior Team Leader) and their impact on future technology investments.

Helping people getting a great start in life, a great foundation, is an investment. **Gerry Schwartz**



HP recommends Windows 10 Pro.



EliteOne 1000 All-in-One
Our most breathtaking video conference.
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Launch video conference calls quickly with collaboration keys saving you time and boosting productivity.



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Cloud Technologies for the Hospitality Industry

Elevate the Guest Experience and Streamline Operations

Leading hotel brands gain market share by getting to know their customers, offering personalized services, and encouraging direct bookings to increase profitability. Guests enjoy a memorable experience not just because of the unique style or ambiance of the hotel itself but also because of the seamless flow of information that simplifies and enhances every aspect of their visits. Oracle is helping hospitality providers deliver these exceptional guest experiences with a cloud-based strategy for innovatively meeting traveler needs.

New Solutions for Hotels, Hospitality, and Food and Beverage

It's not easy to stand out in today's crowded hospitality market. Travelers have lots of choices, from versatile timeshare packages to private vacation rentals, and international resorts to intimate boutique hotels. Can hospitality providers use technology to stand out? The answer is yes, and Oracle Cloud technology is making it possible. For large hotel chains and regional resort networks, cloud technology makes it easier to onboard new properties and configure essential services for property management, reservations, housekeeping, financial operations, guest data management, and loyalty tracking. For hotels of all sizes, cloud-based information systems also encourage guest interaction, with mobile access to bookings, room preferences, dining preferences, and service histories.



ORACLE
CLOUD

"Technology can transform guest experiences at our hotels, but only if the delivery is flawless. It's not about pushing what we want them to know, but rather, giving them what they are looking for. We need the technology in our reservations systems, on our mobile devices, and throughout our properties to ensure that customer needs are being met at all times."

STEPHANIE LINNARTZ
CMO, MARRIOTT

THE NEW HOSPITALITY

"More than half of travelers are open to sharing certain types of personal information but in return expect to be offered relevant deals, discounts, or loyalty points."

FORRESTER, "CUSTOMER EXPERIENCE IN HOSPITALITY," STUDY COMMISSIONED BY SABRE HOSPITALITY, NOV. 2015



ORACLE



As more and more consumers voluntarily share information about themselves and their preferences, technically savvy hotels have a unique opportunity to engage their guests with personalized offers and services that increase revenue in addition to boosting brand recognition and solidifying customer satisfaction, leading to increased bookings.

Cloud Technology in Action

Personalization is a big part of **Marriott International's** strategy to connect more intimately with customers by collecting and analyzing guest data. Oracle Hospitality OPERA Cloud Services power property management and point-of-sale systems for about 1,200 hotels, with plans to expand to 4,300 properties soon. Marriott offers mobile check-in and checkout, with an 86 percent satisfaction rate among guests using the service. Most guests said they now have a stronger impression of Marriott, thanks to these outstanding and inclusive mobile experiences.

ClubCorp set out to enhance the member experience and boost profitability by transforming its data center operations and migrating its entire IT footprint to Oracle Cloud. In just 120 days, it transitioned to cloud-based applications for ERP, EPM, and HCM functions. ClubCorp also subscribes to Oracle Cloud Platform services such as Oracle Database and Oracle Java Cloud Services as well as to Oracle compute, storage, and archive infrastructure cloud services. Managers anticipate a significant reduction in operating expenses as well as greater agility in assimilating new club acquisitions and members.

Landry's Golden Nugget Casino subscribed to Oracle Sales Cloud applications to improve collaboration among casino hosts, guest services personnel, and managers. Its cloud-based CRM system empowers managers with real-time analytics and provides greater visibility into team performance. Authorized employees have mobile access to guest data and can automatically integrate player and trip information from the casino management system, enabling them to easily obtain a real-time, 360-degree view of guest activities.

Start Your Journey to the Cloud Today

Oracle's open architecture makes it easy to connect new cloud applications with existing applications, both on-premises and in the cloud. Unlike the solutions from commodity cloud vendors, Oracle's cloud solutions are complete, open, and secure, constituting a platform that spans all layers of the cloud. With interconnected SaaS and PaaS layers, it's easy to connect data and business functions. You can deploy and manage apps on your own private cloud or move them to Oracle's public cloud for trouble-free deployment. Secure, scalable, and mobile-enabled, Oracle Cloud solutions provide comprehensive capabilities to deliver great guest experiences, improve operating efficiency, and enhance employee productivity. Visit oracle.com/hospitality to learn more.

WHAT ARE THE OPPORTUNITIES FOR HOSPITALITY?

- **Single Customer View:** Create a holistic view of customers across channels and derive actionable insights
- **Targeted Marketing:** Identify customers based on their intent signals and reach out at relevant points in their customer journeys to influence behavior
- **Personalization:** Make every interaction with your brand as personal as possible, regardless of channel
- **Monetization:** Convert customers to use direct channels and optimize cross-sell, up-sell, and loyalty

ORACLE'S INTEGRATED CLOUD

- **Complete:** One cloud with integrated applications, platform, and infrastructure
- **Data-driven:** Based on role, context, interests, and actions
- **Personalized:** Configurable to each user's needs; extensible to fulfill unique requirements
- **Connected:** Cohesive processes, unified data, and complete information in the cloud
- **Secure:** Multilevel security with data isolation and unified access controls

ORACLE

Cloud

Empowers Your Business to Innovate

RIGHT NOW

Businesses spend 4x more on IT maintenance than on innovation



Maintenance



Innovation

CLOUD CAN SHIFT THAT



Maintenance



Innovation

CLOUD HAS THE POWER

50% cost reduction

90% faster deployment and application access

70% of IT decision makers believe cloud computing makes them more agile

YOU HAVE YOUR CHOICE OF CLOUD



BUT NOT ALL CLOUDS ARE CREATED EQUAL

First-generation clouds face problems

75%

of large enterprise cloud deployments have 5 or more integration points. But only...

4%

are fully integrated

90%

of organizations say managing the transition of critical apps to cloud is a major challenge

62%

of organizations reported concern over losing visibility and control

82%

of organizations have security and data privacy concerns around deploying public clouds

Many of today's clouds are incomplete, inflexible, isolated

NOW, USERS HAVE A BETTER CHOICE: ORACLE CLOUD SOLUTIONS



- Most comprehensive and integrated
- Most flexible and modern
- Greatest reliability and security

Social. Mobile. Complete.

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ORACLE

NEXT GEN SECURITY FOR NEXT LEVEL THREATS

Hewlett Packard Enterprise

We're **ACT**ing with Customers...

Marketing

"We develop new ideas that generate revenue for the company, coordinate the relationship between our vendors and customers and keep a keen eye on our customers' experience with us through ACT's Customer Care Unit."

Applications and Hospitality Services

"We deliver business value by maintaining stable operations on a day-to-day basis. We ensure consistent productivity through our Front & Back Office, POS, Service Desk and Research & Development Services Application."

Purchasing

"We provide all necessary materials needed for production or operations with all the concerned departments in ACT, to ensure that promised deliveries were received by our customers on time."

Administration

"We ensure the smooth flow of information from one part to the other inside ACT, we provide motivation to the work force to make the organization work in a sound way."

Post-Sales

"We offer services that our competitors cannot, and we design packages of services to set ourselves apart and above of the competition."

Finance

"We believe that customers' financial experience should be smooth and efficient, so we opened up the communication with our customers throughout our department to serve them at the highest level at every stage of the customer lifecycle."

Project Management

"We are customer oriented, the relationship between us and customer value is a long-term relationship. For us, customer satisfaction is all about understanding, defining, evaluating and managing customer requirements."

Human Capital

"We are confident that we drive customer satisfaction by careful attention to who is hired, how they are trained, how they are coached, and how they are treated on the job. We launched ACT Academy in 2014 to be a strategic instrument for ACT to develop its employees."

Quality

"We meet customers' requirements and work hard to surpass customer expectations by following total quality management processes across our organization. Transparency and integrity play a vital role in building effective relations with our customers."

Sales

"We build customer value that positions us with a great chance to win sales, and grow long term business relationships."

Pre-Sales

"We play the role of technical consultants for our customers so we're not here to sell a product but rather advising our customers and organizing workshops to increase their awareness."

ACT تؤسس شركة للحلول التكنولوجية باستثمارات ١٠ مليون جنيه

كشف حازم منسى، مدير تسويق شركة الحاسبات المتقدمة للحلول التكنولوجية «Act»، أن الشركة تستهدف لإنشاء شركة جديدة منبثقة من شركة Act، في الربع الرابع من 2017، وهي الشركة الخامسة التي تدرجتها، وقال منسى في تصريحات خاصة للميزان الاقتصادي، إن حجم استثمارات الشركة الجديدة لن يقل عن 10 مليون جنيه، موضحاً أن الشركة سيتم إنشاء مكتب تنفيذي لها في مصرودبي وأفريقيا، مضيقاً أن الشركة الجديدة الهدف من تأسيسها هو تقديم خدمات متكاملة في كل ما يخص التكنولوجيا الجديدة، مؤكداً أن هناك العديد من المشروعات الجديدة التي تأسسها الشركة بالتعاون مع وزارة الاتصالات وتكنولوجيا المعلومات. وأوضح منسى أنه تم تدشين شركة جديدة في الربع الثاني من 2017، في دبي باستثمارات 10 مليون جنيه، حيث تهدف إلى تقديم حلول تكنولوجيا وخدمات في قطاع السياحة والفنادق على مستوى العالم. وأشار منسى إلى أن الشركة لديها إستراتيجيات عديدة لتطوير وتنمية صناعة تكنولوجيا المعلومات والاتصالات في مصر بالتعاون مع الوزارة، باعتبار «Act»، شركة رائدة في هذه الصناعة لأكثر من 28 عاماً.



ACT للحلول تستهدف مليار جنيه حجم أعمال

بالتعاون مع وزارة الاتصالات باستثمارات تصل إلى نحو 10 مليون جنيه خلال 2017، تضمن مشروع ميكنة المحاكم وربطهم من خلال الاعتماد على الوسائل الحديثة في الإدارة، وتقليل نسبة التكلفة في الموازنة العامة للمحكمة، بالإضافة إلى مشروع توريد أنظمة استرجاع بيانات لصالح الأدلة الجنائية في وزارة الداخلية. وأضاف تنفيذ مشروعات ميكنة وتوريد أنظمة تشغيل وحلول حوسبة سحابية لصالح وزارة الصناعة والتجارة وعدد من الشركات بقطاع «البروتوكولات» بإجمالي استثمارات تصل إلى 35 مليون جنيه خلال العام الجاري.

تستهدف شركة الحاسبات المتقدمة «أكت» للحلول التكنولوجية، تحقيق مليار جنيه حجم أعمال بنهاية العام الجاري مقارنة بـ 650 مليون جنيه بنهاية سبتمبر الماضى. قال حازم منسى رئيس قطاع التسويق بالشركة، إن شركته تخطط لإعلان تأسيس شركة «أكت القابضة» خلال أيام برأس مال 200 مليون جنيه، بهدف الاستحواذ على 35٪ من سوق حلول تكنولوجيا المعلومات مشيراً إلى انتهاء الشركة من دراسة الجوانب المالية والقانونية. وأضاف أن الشركة أسست 3 شركات فرعية «أكت للحلول المتكاملة، أكت للخدمات المتطورة العالمية، أكت للبرمجيات»، وتتخذ الآن خطوات لتأسيس 8 شركات تابعة للمجموعة، متخصصة في مجالات تطوير تطبيقات المحمول والبيانات الكبيرة وتبني الأشياء. وأشار منسى، إلى قيام شركته بتنفيذ مشروعات

«أكت» تفوز بتوريد الكابلات النحاسية والألياف الضوئية لوزارة الاستثمار

وأوضح في التصانيد لعدد من الشركات المتخصصة في تصنيع الكابلات النحاسية والألياف الضوئية، حيث فازت الشركة بتوريد الكابلات النحاسية والألياف الضوئية لوزارة الاستثمار. وقال منسى إن الشركة لديها خبرة واسعة في تصنيع الكابلات النحاسية والألياف الضوئية، حيث فازت الشركة بتوريد الكابلات النحاسية والألياف الضوئية لوزارة الاستثمار. وأضاف منسى أن الشركة لديها خبرة واسعة في تصنيع الكابلات النحاسية والألياف الضوئية، حيث فازت الشركة بتوريد الكابلات النحاسية والألياف الضوئية لوزارة الاستثمار.



حشام منسى



ACT للحاسبات» ترصد 40 مليون جنيه لتأسيس شركتين تكنولوجيتين وميكنة «ACT bright» في قطر

«هنسى»: 480 مليون جنيه إجمالي أعمال النصف الأول.. ونستهدف 250 مليوناً الربع الثالث من العام الحالي نسعى لرفع عائداتنا من الأسواق الخارجية إلى 35٪ بنهاية العام الجاري و50٪ بحلول 2020



حشام منسى

الدلتا من تأسيس فرع لشركة «AGS» في دبي خطة للتوسع بأسيا وغرب وشرق أفريقيا

الشركة تفوز بمشروع إنفاذ القانون وميكنة وأرشفة المحاكم لصالح «العدل» توريد برمجيات وأجهزة هارد وير لتأمين وتسجيل إجراءات دخول المواطنين عبر المطارات

إنعازم التحالف مع شركتين أمريكيتين في مجال إنترنت الأشياء قبل نهاية العام

في إطار تنفيذ استراتيجية الشركة المتكاملة، أعلنت شركة الحاسبات المتقدمة للحلول التكنولوجية «Act» عن تأسيس شركتين جديدتين، وهما «Act bright» و«Act Solutions»، بهدف توسيع نطاق أعمال الشركة في مجال حلول تكنولوجيا المعلومات. وقال منسى إن الشركة لديها خبرة واسعة في تصنيع الكابلات النحاسية والألياف الضوئية، حيث فازت الشركة بتوريد الكابلات النحاسية والألياف الضوئية لوزارة الاستثمار.

بالتعاون مع وزارة الاتصالات باستثمارات تصل إلى نحو 10 مليون جنيه خلال 2017، تضمن مشروع ميكنة المحاكم وربطهم من خلال الاعتماد على الوسائل الحديثة في الإدارة، وتقليل نسبة التكلفة في الموازنة العامة للمحكمة، بالإضافة إلى مشروع توريد أنظمة استرجاع بيانات لصالح الأدلة الجنائية في وزارة الداخلية. وأضاف تنفيذ مشروعات ميكنة وتوريد أنظمة تشغيل وحلول حوسبة سحابية لصالح وزارة الصناعة والتجارة وعدد من الشركات بقطاع «البروتوكولات» بإجمالي استثمارات تصل إلى 35 مليون جنيه خلال العام الجاري.



”وتكون البداية دائماً من رؤية أساسية ثم الاستماع الى عملائنا وشركائنا للوقوف على ما يهمهم لكي تتمكن من تحديد كيفية مساعدتهم لتحقيق النجاح المرجو.“



ويمثل هذا الفهم النقطة المحورية لكيفية تعظيم ارتباطنا بعملائنا وكسب رضاهم فهدفنا لا يمكن ان ينحصر في وضع علامات على صناديق منتجات للتأكيد على مطابقتها للمواصفات المطلوبة وانما الهدف هو الوقوف مع عملائنا على فهم مشترك لنوع وطبيعة وشكل المستقبل الذي نرغب في بناءه معا وهو الامر الذي نأخذه بجدية.

وتكون البداية دائماً من رؤية أساسية ثم الاستماع الى عملائنا وشركائنا للوقوف على ما يهمهم لكي تتمكن من تحديد كيفية مساعدتهم لتحقيق النجاح المرجو .

ولقد زادنا النجاح الذي حققناه مع عملائنا من خلال تعاوننا قناة ان كل ما حققناه ونحققه ونحققه من نجاح يعتمد بالاساس على العمل سويا بروح الفريق الواحد لضمان استمرار نجاحنا وتعظيمه والمحافظة عليه.

ومن هذا المنطلق تولى شركة اكت اهتماما خاصا بتطوير ابنائها باستمرار ليكونوا قادرين دائماً على توظيف احدث التقنيات والخدمات لترجمة ما يواجهه عملائها من تحديات الى حلول عملية وقابلة للتحقيق .

لقد شهد ما تقدمه الشركة من دعم لعملائها تطوراً مضطرباً على مدى السنوات ويؤكد تاريخ الشركة منذ انشائها والتي اصبحت على مشارف عامها الثلاثين ان رؤيتها و رغبتها في دعم ومساعدة ومشاركة عملائها كانت احد أهم سمات وأهداف الشركة منذ بداية انشائها.

وتقوم الشركة بدعم عملائها وشركائها وتقديم لهم كل ما يمكن من دعم مخلص ومسئول وهو الامر الذي جعل شركتنا رائدة في مجال تقديم الحلول المتكاملة في مصر والشرق الاوسط من خلال قناة تامة ان تحقيق هدف الارتباط بالعملاء وكسب رضاهم لا يمكن ان يؤتي ثماره المرجوة الا اذا تم التعامل معه بجدية.

وانتقدم بخالص شكري وتقديري لكل فرد في فريق عمل شركة اكت علي تفانيهم و إخلاصهم في عملهم وإصرارهم علي ان يقدموا افضل الخدمات لعملائنا .
هما كانوا وسيظلوا العنصر الاساسي في استمرار رحلة نجاح الشركة



”وتقوم الشركة بدعم عملائها وشركائها وتقديم لهم كل ما يمكن من دعم مخلص ومسئول وهو الامر الذي جعل شركتنا رائدة في مجال تقديم الحلول المتكاملة في مصر والشرق الاوسط من خلال قناة تامة ان تحقيق هدف الارتباط بالعملاء وكسب رضاهم لا يمكن ان يؤتي ثماره المرجوة الا اذا تم التعامل معه بجدية.“

رسالة من الإدارة

عملاؤنا هم سر نجاحنا...

أ. حسنين توفيق - العضو المنتدب لشركة أكت



على مدى ثلاثة عقود من الادارة والقيادة والتكيف المستمر مع التغيير أدركنا خلالها الفرق بين طول عمر اى شركة وبين استدامتها واهمية اتخاذ كل ما من شأنه زيادة الارتباط بعملائنا وكسب رضاهم من منطلق كونه هدفاً شخصياً .

القيمة التي تبناها اكت في التعامل مع عملائها تمتد الى ما هو أبعد من مجرد تقديم مجموعة من المنتجات والتقنيات والخدمات والادوات ليصبح هدف الشركة هو تمكين عملائها من انجاز اعمالهم بسهولة ويسر ومرونة وزيادة قدرتهم على سرعة الاستجابة والتعامل الذكي مع ما يواجهونه من متغيرات وذلك من خلال طرح العديد من النهج والاساليب التي تمكننا من خلق فهم اساسي لمجالات العمل.

Insertions Section

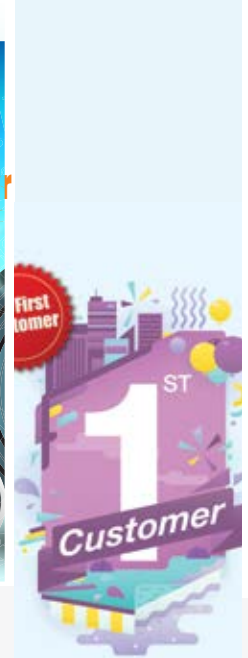
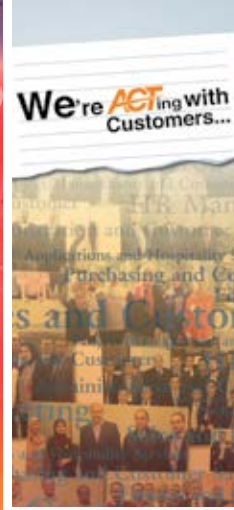
Hewlett Packard
Enterprise



Microsoft

مجلة أكت

هي مجلة غير مخصصة للبيع



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رئيس قطاع التسويق
حازم منسى
رئيس فريق الاتصالات التسويقية
مروة صابر

Our Special Interviews



Dr. Mohamed Adel Abdel-Kader
Interview - Manager of Computer
Services Center Arab Academy for
Science and Technology



Mr. Mohamed Salem Interview
Regional IT Head Magrabi Retail



Eng. Abdelhamid Osman Interview
IT Director Talaat Moustafa Group



Mr. Hassan El Sinbawy Interview
Microsoft Senior Partner Development
Manager-Channel Development



Mr. Sencer Menguc Interview-HP
Commercial Channel Head for Egypt,
Levant and GCC



Mr. Hazem Ashmawy Interview
Faisal Bank - Head of IT Project
Management



Mrs. Fiona Fox Interview
CEMA Alliances Manager
GE Digital at HPE

شكر خاص

أحمد عصام
جهاد سعد
داليا أحمد
دينا أبو يزيد
ريهام على
سالى عبيد
سميحة الخطيب
على توفيق
عمر الجوهري

شكر خاص

إسلام محسن
رضوى صابر

١٠ شارع البطل ممدحت عبد الحميد،
متفرع من شارع شهاب، المهندسين، الجيزة، مصر
تليفون: ٢٠٢ - ٣٣٠٨ ٥٢٠٠
فاكس: ٢٠٢ - ٣٣٤٤ ٠٢٣٠



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WHAT

we
REPEATEDLY
do

EXCELLENCE,

— *therefore,* —

IS NOT AN ACT,

BUT A

HABIT



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