Contents

ssue 22 April - June 2007

- **02** Message from the Management
- 03 Our Partners
- 03 Micros Fidelio News
- **04** ACT and Open Text Agreement Announcement
- **05** ACT Graduation from Microsoft Academy
- 05 Cisco Certification
- 06 Interview with an ACTAWY
- **07** Windows on Microsoft
- 08 | ACT @ Cairo ICT 2007
- 10 ACT Implements Cairo Airport Terminal 3 IT infrastructure
- 11 SpotLight HP
- **12** ACT @ CeBit 2007
- 12 Surfing The Web
- 13 ACT @ Automation Fair 2007
- **14** ACT @ ITB 2007
- 16 Partners

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Message

from the Management

n today's ICT climate, customers are not only seeking normal support services from a stable and established IT company, but one that offers quality service and comprehensive technical support that deliver a rapid return on investment. *ACT* promises to continue to serve the ICT community by providing a reliable technical support services, offered by highly professional technical engineers, technical managers and senior services managers.

The focus at *ACT* over the last several years has been to build on and improve the support content and tools we offer to our customers. We are confident that our industry knowledge and technology expertise, coupled with our 17 years of experience in the ICT market will continue to exceed our clients' requirements today and will bring them real business value.

ACT thoroughly understands the advanced level of technical support required to maintaining large and medium ICT environments. **ACT** – not only possess the technical expertise needed- but it partners with its vendors and yet relies on their technical support services too. **ACT** and its partners offer complete technical support services to meet a wide range of technology and business requirements. While most competitive ICT firms address only one or two parts of the support spectrum, **ACT** pledges to be one of the few System Integration companies supporting a wide range of technical areas, including the following:

- Operations Support and Business Support Systems
- Warranty Services for HP and non-HP products.
- Per call field support services.
- Maintenance contracts and Extended service level agreements.
- · Software applications and Operating systems.
- · Cisco Networks Services.
- Workshop Services

With this wealth of experience and expertise, the company is able to offer quality support services to its customers. These support services are designed to provide a more complete support package to customers rather than simple troubleshooting.

ACT maintains strict service level objectives for each defined problem severity level, along with clear escalation procedures for handling unresolved support requests.

It's our mission in *ACT*: 'To be the best solution provider and to give the excellent services and responsiveness to our valued customers'



Eng. Zakaria Ibrahim Senior Services Manager

n today's Information, Communication & Technology (ICT) climate, customers are not only seeking normal support services from a stable and established IT company, but one that offers quality service and comprehensive technical support that leliver a rapid return on investment. ACT promises to continue to serve the ICT community by providing a reliable technical upport services, affered by highly professional technical engineers, technical managers and senior services managers and senior services managers and senior services managers. The focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support content and tools we affer the focus at ACT over the last several years has been to build on and improve the support services and services managers and services managers and services and services managers and services and services are provided to the focus at the focus at



PARTNERS

Over years, ACT has built many strategic alliances with Pioneer International ICT companies in the fields of ICT Hardware, Networks, Property Management Systems, Integrated Solutions, Financial Management Solutions and more.

In ACT, we carefully choose strategic relationships with select vendors to enable us to provide a broad array of proven, practical IT business solutions. Through these partnerships, we have access to tools and support that help us in assisting our diversified clientele.

We value our partners and therefore teaming up with the best technology partners to find the cost effective and best solution.

We are committed to building relationships built on trust, integrity, and innovative business practices.

We will adhere to our philosophy of open communication, understanding, and mutual respect.

شركة الحاسبات المتقدمة Advanced Computer Technology

TAKES YOU TO THE FUTURE

micros FIDELIO

E W S

• MICROS Systems, Inc. Acquires the Hospitality and Retail Subsidiaries of RedSky IT For more details:

http://www.micros.com/CompanyInformation/News/PressReleases/120706Tangent.htm

 American Airlines Arena Consolidates to MICROS Integrated 9700 Hospitality Management Solution For more details:

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

• Guitar Center, Inc. Selects Data Vantage XStore Java POS For Its Guitar Center Retail Stores For more details:

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





ACT SIGNS A STRATEGIC PARTNERSHIP AGREEMENT WITH OPEN TEXT

Cairo ICT 2007 has witnessed the signage of a strategic partnership agreement between ACT and Open Text. Open Text is one of the leading companies in Enterprise Content Management (ECM), i.e. Document Management solutions, Archiving, E-docs, knowledge Management and Business process management.

Ashraf Momen, ACT Marketing Director says: "In ACT, we are all excited about this agreement. It will open new venues to both ACT and Open Text, best serve the Egyptian ICT market."

Focusing on our customers needs, ACT realized that there are many business needs that drive the deployment of ECM solutions, such as the need to:

- Ensure compliance with industry standards and regulations;
- Manage the secure creation, archival, and deletion of corporate records (including e-mail);
- Maximize the value of integrated enterprise content;
- Increase operating efficiency;
- Provide an optimal customer experience;
- Help users work together better around the globe;

And collaborating with Open Text will allow ACT better serve its customers by fulfilling their needs."

Open Text - A Smart Choice for your organization Open Text is the market leader in providing Enterprise Content Management (ECM) solutions that bring together people, processes and information. Its software seamlessly combines collaboration with content management, transforming information into knowledge that provides the foundation for innovation, compliance and accelerated growth.

Open Text, Microsoft, Oracle, and SAP: The solution equation

The solution to all three scenarios lies in the forging of

strategic alliances between Open Text and Microsoft and SAP. Microsoft and Open Text are partnering to integrate all systems and tools involved in a compliant ECM system landscape. The goal of the alliance, formed in November 2005, is to provide ECM solutions that extend business processes right from the desktop, to back-end systems required to manage critical information in a compliant and long-term fashion.

Microsoft, desktop dominance and its intimate understanding of usability - coupled with Open Text-deep understanding of the ECM needs of large enterprises and its content management infrastructure "create a unique offering in this market space. Open Text" partnership with SAP means that organizations such as yours can use ECM technology as a "bridge" between the structured data in ERP systems and the like, and the familiar Office user interface. The result of these three industry powerhouse partnerships: for CLIENT, now all your content management solutions can be found in one place - Open Text Corporation.

About Open Text:

Open Text, is the world's largest independent provider of Enterprise Content Management software. The Company's solutions manage information for all types of business, compliance and industry requirements in the world's largest companies, government agencies and professional service firms. Open Text supports approximately 46,000 customers and millions of users in 114 countries and 12 languages. For more information about Open Text visit



www.opentext.com



ACT GRADUATION FROM MICROSOFT ACADEMY

Under the auspices of H.E. Dr. Tarek Kamel Minister of MCIT, ACT has been graduated from Microsoft Partner- Academy in a ceremony held in the Nile Hilton.

Certificates of Achievement in the Line Managers Track were awarded to:

Eng. Walid Samy Eng. Ashraf Momen Mr. Hisham Hassan; Certificates of Achievement in the Sales & Marketing Track were awarded to:

Mr. Sherif Aly

Eng. Mohamed Tawfik



Certificates of Achievement in the Technical Track were awarded to:

Eng. Mohamed Sakr Eng.Sameh Mohamed

Microsoft Partner Academy (MPA) is an educational program designed to provide Partners with competitive advantages in the areas of Management, Sales, and Technology. In view of the fact that Partners are important to Microsoft's future growth, the Partner Academy has based its curriculum on partner business priorities and revenue opportunities. The Partner Academy is sponsored by MCIT.





ACT achieves Three Cisco Specialization



In ACT, we believe that the difference between powerful and great ideas is the quality of presentation. Over the years, we have presented ourselves as a highly technical, competent organization.

Recently, ACT achieved three important Cisco specializations:

- CISCO Foundation Express Specialization
- CISCO Advanced Wireless Specialization
- CISCO Advanced Security Specialization

Special thanks goes to the Network and Communication Team, without whose efforts, ACT wouldn't have achieved these three specializations in a very short time.





Interview with an "ACTAWY"

In this issue we are fortuned to interview Eng. **Ahmed Abdel Raof**, General Manager - Marketing, El Araby for Trading & Manufacturing- Office Equipment & Computer Sector.

Eng. A. Raof, joined ACT on April 1991; ACT was a young emerging player in Egyptian IT offering services across various vertical industries and representing distinguished names like Compaq. Novell and Fidelio among other brands. He was appointed to boost the newly formed hospitality support department. He was one of the first local IT professional to fully implement Fidelio Front Office in Egypt.

To find our (out) more about Eng. A. Raof, Here are some highlights of our interview with him.



Eng. Ahmed Abdel Raof

How did working at ACT contribute to your career?

Working for ACT was a rich and pleasant experience for me; yet it was highly educational. In ACT I learnt how to realize my customers' business "dreams" without unrealistic over commitments. Also; ACT management cultivated in me a unique sense of working as a partner rather than an employee. Those two elements are of immense importance throughout my entire career.

How do you think ACT has grown in these vpast years?

- In retrospect; ACT always carried the seeds of its own growth through stepping in (into) areas where others fear to tread. ACT emerged at the time when the marketplace was on the verge of transforming from a mere "computer ware H/W & S/W to "Information Technology IT".
- Riding the crest of this wave: ACT management believed that a different customer offering is due: new in substance; adventurous and carried (out) by fresh young bread (breed) of professionals breaking the ice of the stiff white collars old guard. I still look for ACT whenever there is a new turning point like WiMax to see how it excites the marketplace.

What would you consider your first milestone at ACT?

It has to be the Jolie Ville Moevenpick Hotel Sharm Sheikh (implementation)in the summer of 1991. I was deeply involved in FO; BO and interfaces; it engraved deeply my all rounder experience in Hospitality industry. All of us were proud to be a part in the biggest single installation performed by a single

company at that time. The shear magnitude of the achievement was unprecedented.

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

I believe that ACT still functions based on the collective well of its management and employees to be "King of the Mountain" concerning new technologies and offerings. To maintain this status; a culture of a small family of big achievers is at home in ACT. Meaning that all the team can achieve big; still they work in harmony like members of a small family.

What is your most memorable accomplishment?

In ACT; my achievements were like my children; all dear to my heart. But the two most precious moments in ACT were when I met my wife there and when I was chosen Employee Of The Year 1993.

What is the factor that makes ACT stands out?

Being young at heart and keeping the atmosphere of friendship among the staff. I think that ACT people spend quality (after hours) leisure time together more than any other (IT) staff I know

What is your message to ACT?

You have a special place in all our hearts; keep up growing; keep up your unique character; I am always proud to be an "Actawy"

Windows on Microsoft

10

Top Ten Reasons to Upgrade to Exchange Server 2007

Microsoft Exchange Server 2007 is designed to deliver increased protection for your business and give anywhere access for your employees, while being operationally efficient to deploy, manage and maintain. Should you upgrade? Here are ten reasons for you to consider.

- 1 Keep your e-mail system running at lower cost
- 2 Access e-mail, voice mail, calendar, and contacts from virtually anywhere, anytime
- 3 Get affordable, enterprise-class mobile messaging thatis better than ever
- Empower employees with unified messaging while saving money
- Get comprehensive protection from spam, viruses and phishing attacks
- 6 Reduce compliance risk in a way that makes sense for your business
- 7 Take advantage of powerful Web access
- 8 Boost administrator productivity with new tools
- 9 Ease deployment and management
- 10 Optimize your investment for future growth



شركة الحاسبات المتقدمة كالم

Advanced Computer Technology

Cairo ICT 200





HE Dr. Tarek Kamel with Mr. Hassanien Tawfig, in Cairo ICT 2007

Hassanien Tawfig, Managing Director, Advanced Computer Technology (ACT) said: "This has been a tremendous year for Advanced Computer Technology (ACT) in terms of growth and its commitment to deliver customer-focused ICT integrated solutions." He added: iWe always looks forward to participating in Cairo ICT to showcase our solutions to a wider number of local, regional and international usersî.

ACT has showcased - with its partners - six integrated solutions that meet with the growing IT needs in the Egyptian Market. Solutions that covers all industrial sectors: Oil & Gas, Manufacturers, Telecommunications, Tourism & Hotels, Bankingetc.

"Solutions that Connect your Business", ACT's theme for its participation in Cairo ICT 2007, brings new dimension to ACT's branding philosophymoving from a technology-focused to a customercentric corporation.

ACT has inked agreements with OpenText Hummingbird, Etm and mphase companies. Agreements aimed to enable ACT to provide to the Egyptian ICT sector with state-of-the-art integrated solutions that connect to all business sectors.

ACT Management considers Cairo ICT 2007 as one of the prominent ICT events in the region. ACT participation in this exhibition allows us to display our portfolio of unique State-of-the-art integrated solutions, and allow us to exchange industry trends and expertise with leading professionals from the regional and international ICT sector.



Dr. Youssri El Gamal with Eng. Mohamed Abou El-Lail

Solutions That Connect Your Business



1. ETM Professional Control- The innovative process visualization and control system PVSS II

The object-oriented SCADA System PVSS II enables solutions tailored to customers, supplying all necessary tools for managing the process as well as for the engineering, and guided by the usersí requirements. PVSS II shows its major advantages in highly complex, and widely distributed systems. As it is using Kerberos, PVSS II is as well a perfect solution for all security and safety sensitive applications.



3. Infor - Leading Financial and

2. Open Text Hummingbird - Leading **Enterprise Content Management** (ECM) provider

The Livelink ECM solutions enable oil and gas organizations to streamline internal processes, connect remote sites and disparate technologies, improve workforce productivity, and ensure regulatory compliance while leveraging existing investments.



Integrated enterprise solutions as well as best-in-class standalone products that help our customers meet the essential challenges: Challenges related to their financial accounting & budgeting, asset management, costing & value flow, reporting & analysis, and risk management.







4. IP communication and IP TV

The mPhase TV+[™] System enables service providers to deliver high quality entertainment content over their IP infrastructure reliably, securely and with proven technology. mPhase as taken a different approach in developing carrier class system in close cooperation with selected partners assuring network providers of are liable, scaleable, high performance and open solution.

5. SCALA - Connect Your message to your Audience!

Leading end-to-end software solutions for centrally controlled and managed electronic display networks. ACT in cooperation with Scala presents the third generation of Scala's InfoChannel software platform as the world's leading digital signage platform. The InfoChannel software platform offers field-proven 24/7 stability and scalability and is used in many thousands of locations around the world.





ACT@ Cairo ICT 2007

SECURITY SOLUTIONS

6. ACT Security Solutions: Monitor and Secure your

ACT provides world class security solutions to help organizations secure their facilities from outside attackers and help monitor the facility surrounding from danger.

Ashraf Momen, Marketing Director, Advanced Computer Technology (ACT): "This year Cairo ICT, witnessed the signage of strategic partnership agreement between ACT and Open Text. Open Text is one of the leading companies in Enterprise Content Management (ECM), i.e. Document Management solutions, Archiving, E-docs, knowledge Management and Business process management."

ACT has always been committed to provide the Egyptian ICT sector with state-of-the-art integrated solutions that connect to all business sectors. This year ACT showcased solutions that are mainly designed to serve the needs of the e-government initiatives in addition to the Egyptian oil & gas sector.

ACT continues to be committed to providing the ICT Sector with the highest standards of service in the industry.

Cairo Airport Termina

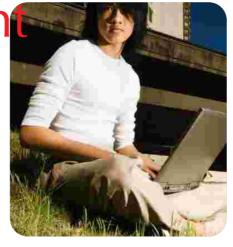
When it opens for travelers on OCT. 2007, the new Terminal 3 of Cairo International Airport will be equipped with the most advanced suite of airport technologies ever deployed. **The massive project**, just approved by Cairo Airport Company (CAC), will feature several major firsts for the airport industry and the region.

- ACT started to install a fully redundant solution that is based on Cisco IP infrastructure communication at the airport that including Local Area Network (LAN) which will be one of the biggest backbones in the Area (over 7300 node), WLAN coverage for all the internal and external areas, Network Management based on HP OpenView management system to monitor and manage all the active devices, and Voice over IP (VOIP) solutions including wireless IP telephony that cover the whole airport area all H/W infrastructure is based on HP servers and storage technologies.
- ACT will also implement a full video streaming system based on **VBrick** technology that capture live real-time video, store it and then manage the delivery of the video over local area networks and the Internet. The growth of bandwidth available on today's networks, combined with more efficient video networking technologies has enabled the deployment of video in mission critical applications across today's enterprise.
- ACT video streaming solutions effectively address the challenges of these new mission critical applications by:
 - Reducing video bandwidth to minimize impact on network traffic
 - · Efficiently distributing video to a large and disperse user base
 - Storing video for later use, on-demand
 - Managing and protecting video assets on a network
- ACT video streaming solution has revolutionized the capture, delivery, storage and management of video over local area networks and the Internet. ACT video streaming solution is an enterprise-wide solution composed of a set of scalable, industrial strength, network-aware appliances that allow organizations to build a video infrastructure on top of any existing IP network.
- ACT video steaming solution supports the most widely deployed digital video formats, including MPEG-2, MPEG-4 and also Windows Media. ACT video streaming solution architecture is unique in its ability to allow organizations to choose "the right technology for the right application" by drawing on the advantages of each technology. At the same time, PLS presents clean and simple interfaces to end users, making the system extremely easy to use. In addition ACT video streaming solution is interfacing with the (FIDS) Flight Information Database System that will be implemented in the new Terminal 3 of Cairo International Airport to display live scheduled of arrivals and departures flights using latest of art technology of redundancy systems to ensure 24 x 7 operation.

The Total solution is fully integrated with the old systems that are running in both terminal one and two of Cairo International Airport.









Keep your IT infrastructure up and running with HP Care Pack Services.

Your business depends on mission-critical applications.

Most businesses today depend on key applications—making it essential to maintain availability at service levels defined by the business.

A stable, adaptive infrastructure allows business users and customers to access critical applications—so you can focus on strategic initiatives instead of on IT problems. To achieve this, you need constant attention to the technology, people, and process issues that cause IT instability and downtime.

HP Care Pack Services help you deliver results.

HP Care Pack Services for mission-critical environments help you achieve the level of availability and operational effectiveness you need—so your IT organization can align with your business and readily adapt to business changes.

By combining powerful IT management processes and tools, HP proactively helps you predict, manage, and reduce downtime. Certified high-availability experts help you implement IT management processes that improve IT effectiveness and attack the causes of downtime. If a pr oblem occurs, our industry-leading, rapid-response infrastructure provides expertise and a consistent worldwide approach to solving problems so that your environment can recover quickly.



ACT @ CeBIT 2007

For the third consecutive year, ACT participates within the Egyptian Pavilion at CeBIT in Germany. ACT delegation included Hassanein Tawfiq, Managing Director, Mohamed Abou El Leil, Senior Marketing Manager, and Mohamed Tawfik, Business Development Manager. The objective of ACT participation was to present our services team especially in Hospitality for outsourcing under slogan "The Art of Outsourcing. A Powerful Business Strategy" We also had the opportunity to meet with our vendors as well as conduct meeting with new prospect companies.

CeBIT is organized annually in Hanover, Germany since the spring of 1986. It is the world's largest trade fair showcasing digital IT and telecommunications solutions for home and work environments. The key target groups are users from industry, the wholesale/retail sector, skilled trades, banks, the services sector, government agencies, science and all users passionate about technology.

ITIDA (Information Technology Industry Development Agency) is responsible of Egyptian Pavilion at **CeBIT**. With 13 companies participating within the Egyptian Pavilion, the Egyptian Pavilion was located in Hall 1 along with Samsung, Fujitsu-Siemens, IBM, and others. ITIDA also organized an Egyptian night in which the Egyptian Minister of Communication and Information Technology, Tarek Kamel, was present.



Leby ZUU/ACI @ CeB

SURFING THE WEB

Megaupload

Megaupload is a "leading website of the world" for transferring files easily, with complete security and free of charge.

Badongo

Easily Upload Files up to 1GB for Free.

ACT in Automation Technology Fair 200

Under the Auspices of H.E. **Dr. Rashid Ahmed Rashid**, the 1st Round of Int'l Industrial Control & Automation Technology Exhibition and Conference was held in International Fair Ground, from 8-11 March 2007.

The event focuses on Advanced Automation Products, Integrated Control and Information Architecture, Valued-add Services and Solutions.

ACT - with cooperation ETM and Oracle - joined the Automation Fair and Conference. ACT presented solutions that are totally dedicated for the Egyptian manufacturing operations.

Etm powered by Oracle featured solutions that can be found in all industries. Especially in the fields of infrastructure, traffic, environment, power supply, building automation, industry and research. Etm Solutions are known with its highest standards and powerful components, taking into account economic aspects, efficiency and security.

In addition Etm presented two sessions in the Automation Conference covering:

- State-of-the-art SCADA requirements:
- Semi integrated SCADA PLC concept for process control

ACT - with its partners- continuously seeks new ways to leverage the potential of the Egyptian manufacturing operations. We believe that sharing knowledge with our customers will allow us create better automation solutions.













In ITB 2007

Always There!

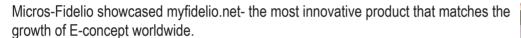


The power of hotel distribution

micro

March 6th , 2007 marked the start of ITB Berlin 2007, one of the most important tourism & hospitality events in the world. The convention represents a significant business environment and a profound market place for all players in the tourism and hospitality sector worldwide.

For many years, ACT has joined Micros-Fidelio -the world's leading developer of enterprise applications serving the hospitality industry- to be a part of this momentous event. Attending the event has given ACT the possibility to present Micros-Fidelio products to new prospects.



"myfidelio.net" is an enterprise solution for the hospitality industry providing central reservation management services and connections to world-wide distribution channels. This advanced e-commerce solution connects individual hotels & hotel chains with the travel trade and end consumers allowing them to conduct travel related revenue management through e-commerce.

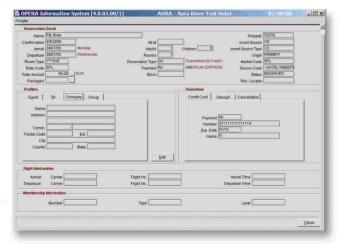
Successful business with "myfidelio.net" requires active co-operation of hotels and hotel groups. Room,Äôs inventory, rates and channel management activities need to be secured. Constant training of hotel employees is a pre-requisite for success.



RESERVATIONS SCREEN

This screen has also improved and is now showing you reservation data in a much clearer and more structured format.

You can use all filters above, as usual. They are now positioned in a clearer way for you to work with.



Following fields are new:

- "Chain" (select reservations for a group of hotels belonging to the chain), which is useful for Chain and Head Office users.
- Check boxes with status "reserved" and "cancelled". You can now filter the list by all reservations that were cancelled for example.

CHANNEL MANAGEMENT

This screen contains a few changes and it has been redesigned for a better overview of channel specific information.

This includes credit card, guarantee types and marketing text (new!), as well as the details of the rate and room type combination.

Following are the new fields:

1. Marketing Text

The marketing text is descriptive promotional information that you can publish in the channel. The booker will see your message at certain steps of the booking process, for example, when searching for availability or when making the reservation.



2. Rate and Room

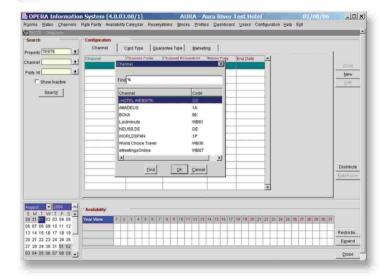
The rate and room type combination is the result of your distribution of rates to the channel rates and to the channel room types. This shows you exactly what the channel is selling. You will find it by clicking the bottom "Rate Room".

Using the 3-months Availability Calendar for House Level only

All restrictions set here will be applicable on HOUSE level. Depending on the restriction, it is marked differently:

- 1- Red: Hotel Closed
- 2- Blue: Close for Arrival
- 3- Green: Close for Departure
- 4- Number in blue: Min. Length Stay
- 5- Number in red-wine: Max. Length Stay
- 6- Number in red: Min. Stay Through
- **7-** Number in green: Max. Stay Through (It will display the number along the range of date you select as you see in the Picture down)
- 8- Number in rose: Min Advance Booking
- 9- Number in grey: Max. Advance Booking





Menu Options Available



Partners

































Novell









