



TA'MINET Portal hosted at TRINEC

AFFRAD SARL the owner of TA'MINET Insurance products has chosen TRINEC to host its portal. TRINEC shall be responsible for providing high availability and uptime for TA'MINET portal.

TA'MINET is the first insurance plan offering customers a wide variety of insurance policies to suit their needs, and made with the least amount of formalities, with the lowest cost possible, interesting payment facilities and instant delivery.

Developed with the collaboration of various reputable insurance companies, TA'MINET is present at different supermarkets and miscellaneous retail stores, accessible to everyone and operating within a friendly and relaxed environment.

TA'MINET provides you with virtually all types of insurance policies, namely: motor third party, motor all risk, life and personal accidents, shop, home and comprehensive insurance, expatriates, health care and travel insurance.

CONTENTS

TA'MINET Portal hosted at TRINEC	1
MEDICAL EXPRESS - NEXT CARE CHOOSES TRINEC'S DATA CENTER FOR COLOCATION	1
UNITED SPORTS OF LEBANON SWITCHES TO ASP	1
CITRIX SOLUTION NETWORK (CSNs)	
NEW APPOINTMENTS	2
BANQUE AUDI SAL ON THE WAY FOR A FULL CITRIX CONVERSION	2
WHO HAS JOINED THE TRINEC FAMILY?	2
TRINEC ENTERS THE POS MARKET WITH HYPERCOM	2
CALC EXPANSION	2
AT TERMIUM 2002	3
TRINEC GIVES CLIENTS A TASTE OF THINGS TO COME	3
CUSTOMER RELATIONSHIP AND SALES TRAINING AT TRINEC	3
MICROSOFT EXCHANGE ONLINE NOW AVAILABLE WITH JORDAN TELECOM	4
TRINEC, A KEYNOTE SPEAKER AT CONVERGENCE 2002 FORUM IN JORDAN	4



Medical Express - Next Care chooses TRINEC's data center for colocation

Medical Express- Next Care, who acts as a Third Party Administration (TPA) for a group of local insurance companies, decided to collocate its hardware at TRINEC's data center. Medical Express- Next Care uses "TATSH" the state-of-the-art software application for managing its clients and subscribers.

Mr. Malek Abi Nader, Managing Director at Medical Express- Next Care explains: "Data transfer is a main issue for our operation, we rely heavily on exchange of information between Medical Express- Next Care and our Clients. At the same time, we found ourselves in a definite need for more space, smooth Internet connection and more IT specialists. Outsourcing this operation to TRINEC has enabled us to benefit from both their infrastructure and the facility."

Today, TRINEC provides Medical Express- Next Care with a fully secure data center coupled with highly skilled support personnel. High Availability, security, and bandwidth backed by a Service Level Agreement (SLA) enable Medical Express- Next Care to provide its customers with a supreme service. To conclude, Mr. Abi Nader clarified that Medical Express- Next Care looks at TRINEC as a key consultant for their upcoming solutions.

United Sports of Lebanon switches to ASP

United Sports of Lebanon (USL), the distributor of Nike products in Lebanon decided to switch to ASP ... ASAP.



Mr. Abdo Kassir, General Manager of USL explains: "we decided to outsource our IT department to TRINEC and focus on our business. Our previous experience with our IT department provoked the switch to TRINEC. Today we are receiving an excellent service and support for our business, something we did not enjoy before. Cutting cost on Hardware and Software upgrades and the need for secure access to the Internet were

also major points in the decision process. Today, via our connection with TRINEC, we are able to centralize our IT infrastructure and communicate securely with our branches and Nike Head office. All this with the help of an excellent and homogeneous team. TRINEC's Customer service deserves to be pointed out".

To conclude, Mr. Kassir made it clear that ASP is the solution for companies who ultimately want to forget about daily IT hassles and focus on their core business.

CITRIX® CITRIX solutions network (CSNs) new appointments

Based on the strategy set by TRINEC to expand the CSN network in the Levant area, TRINEC has appointed, in the last Quarter of this year, 2 new Silver CSNs being NetU in Cyprus (www.netu.com.cy) and Jordan Data Systems in Jordan (www.jds.com.jo), both Companies known to be very active and implicated in the market. Today, the CITRIX CSNs family counts 10 companies spread in the Levant area.

Banque Audi Banque Audi sal on sal the way for a full CITRIX conversion

Beirut, Lebanon – September 30, 2002 – TRINEC, the distributor of CITRIX products in the Levant area, has, with the cooperation of Midware Data Systems SAL – GOLD CITRIX Solutions Network (CSN), concluded a Corporate Licensing Program (CLP) for 1000 CITRIX Licenses. The program will be backed by a citrix preferred support agreement.

The deal, which is considered one of the largest in the Middle East, was a result of extensive testing of the CITRIX software and a proof of concept with the existing environment at Banque AUDI SAL.

Mr. Naoum Moukarzel, IT Director at Banque AUDI SAL pointed out that the first branch is scheduled to go live in December and the full deployment phase is expected to end in December 2003.

Mr. Joe Khayat, Commercial Director at TRINEC commented that TRINEC and its CSNs are currently working on similar deals with other large institutions and expecting at least another 2 Corporate Licensing Program (CLPs) early in 2003.

Who's joined
the TRINEC family?



Professional Computer Association



Expanding your Limits

TRINEC enters the POS market with HYPERCOM

TRINEC, Lebanon's HYPERCOM distributor since November 2001, took the market by storm by signing an outsourcing contract with Banque Audi SAL for its POS equipment.

After customizing and adapting the HYPERCOM application to the host system, located at Banque Audi, the operation was officially launched at the end of June, 2002. The POS business of Banque Audi is steadily growing and gaining market shares.

The terminals are preconfigured at TRINEC based on Audi's requirements. The Terminals are remotely managed allowing fast and remote configuration downloading to the terminal using the HYPERCOM's advanced Term-Master Suite Management application.

The outsourced solution includes a high availability hosting of HYPERCOM network equipment and gateway to authorization servers located at TRINEC's data center. In addition to the POS equipment, TRINEC provides related services such as consulting, customization and integration of HYPERCOM software application for POS terminals, installation, training, support and maintenance. TRINEC also designs and implements complex POS LAN solutions for malls and department stores.

From Design to Production

Many companies are facing big challenges in implementing and supporting a high-end infrastructure that can keep up with the dynamic business changes and that can offer scalability, availability, security and manageability.

TRINEC has established its Professional Services department to present its extensive expertise in consultancy, implementation and ongoing support services covering all 7 layers of IT, from the infrastructure up to the application layer.

TRINEC follows advanced and well-known designs and methodologies, where all activities are documented and supervised by qualified project managers. TRINEC will handle the project from the design and planning

phase all the way to the production phase, covering the facility, network, systems, OS, and applications design and deployment, and going through the extensive testing and fine tuning of the whole solution.

TRINEC's involvement extends to offer an advanced 24x7 support agreement provided by a team of certified engineers and supported by the latest Customer Relationship Management (CRM) technology from PIVOTAL that enables ticket generation and customer follow up on incident status.

At Termium 2002

This year at GITEX – TERMIUM 2002, TRINEC launched new products and services such as "Business in a Box", an Internet/Intranet appliance powered by Right Vision, whereby the client leases a high end IT box based on Microsoft SBS (Small Business Server); and the "Enterprise Portal", an Enterprise Intranet portal allowing employees to have a consolidated and logical view of enterprise information, to collaborate on projects, share and organize documents securely.

This year at TERMIUM, we chose the Pyramidal shape as our symbol because TRINEC not only centralizes your IT infrastructure and safeguards your data, its products and services are here to ensure a new life for your business as well.



PIGIER

Customer relationship and sales training at TRINEC

As part of its strategy to keep its standards high, TRINEC has partnered with PIGIER one of the leaders in the local market in Coaching and Training to deliver a one-year training program for TRINEC's staff and Management.

Mr. Samir Zehil from PIGIER, Harvard graduate, with an extensive professional experience in Sales training, will be giving 26 sessions covering different topics such as Acid listening, consulting versus selling, Good stress, personal success.

TRINEC gives its clients a taste of things to come

On Wednesday December 18th 2002, TRINEC invited its customers and partners to an end-of-year reception at "Au Premier", in Le Vendôme Inter-Continental hotel.



A 7 minute multimedia presentation preceded lunch, during which a film, prepared solely for the event, portrayed just how fast technology has progressed since the beginning of time.

The projection was followed by a multimedia show of mobile applications over Personal Digital Assistants (PDA).

Mr. Samer Hanna, Chief Executive Officer of TRINEC, demonstrated the advantages of using Centralized Mobile Applications in a Connected Environment.

The "Travel Demo" highlighted the ease of communication with colleagues, partners and customers over mobile-enabled PDAs.



Mr. Pierre Mattei, CEO of JORDAN TELECOM and Mr. Nadim Ghorayeb, CEO of TRINEC-JORDAN at the signing ceremony

TRINEC and Jordan Telecom have signed an agreement to commercialize Microsoft exchange online bundled with Jordan Telecom data services.

This joint effort will allow TRINEC and Jordan Telecom to provide best of breed collaboration and messaging solution to SMEs at affordable prices.

This product will be offered as a monthly subscription with no upfront investment from the customer and using high available infrastructure from JT.

This service is backed by a Service Level Agreement offering around the clock hot line support. Besides the desktop PC, This service is accessible from multiple devices such as PDA, GSM phone and web appliances.

TRINEC, a keynote speaker at **TRINEC** convergence 2002 Expanding your Limits Forum in Jordan

On July 16, 2002, Convergence 2002, the largest technology event in Amman - Jordan was held under the patronage of His Majesty King Abdullah II of Jordan, and hosted by Jordan Telecom in partnership with the Jordanian Ministry of ICT and int@j.

Held under the banner "Building business on communications services", Convergence 2002 aims to showcase the wide range of technology-based business opportunities that are opening up in Jordan today, as well as to examine and assess some of the challenges facing Jordan's business community.

Mr. Nadim Ghorayeb, TRINEC's COO, participated as a keynote speaker showcasing the regional synergy to come between the Application Providers and the Infrastructure Providers.

The event was attended by well over 1,000 delegates from the government and business community.



TRINEC[®]
Expanding your Limits

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