



# Press Release

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## **WORLD-CLASS PROVIDERS TO HELP MODERNIZE ACTS INFORMATION TECHNOLOGY INFRASTRUCTURE**

**MONTREAL**, April 3, 2008 — ACTS has announced that Hewlett Packard (Canada) Co. (HP), Nortel and Bell Canada will help modernize its information technology infrastructure in an ongoing effort to remain competitive and flexible in a fast changing environment by improving performance and reducing maintenance charges. This modernization is an integral part of an overall strategy to become the leading maintenance, repair and overhaul (MRO) provider in the Americas.

“This strategic move will help create a strong foundation from which we can continue to offer our clients superior service levels, while enabling us to aggressively pursue our growth objectives,” said Michel Vincent, ACTS Chief Information Officer. “We are competing at a world-class level, and we are confident that HP, Nortel and Bell Canada are the winning combination that will help keep us there.”

ACTS has signed a seven-year agreement with HP for the management and transformation of the ACTS information technology environment. HP will provide overall expertise in service desk and on-site support, server administration and hosting, as well as an upgrade of the ACTS fleet of desktops and laptops.

Nortel, a leading provider of unified communications solutions, will provide equipment and services for seven years. This includes switches, routers and phones along with network design, deployment, management and resident engineering services from the Nortel Global Services portfolio; while Bell Canada—with its extensive network of partnerships around the world—will provide communication services for three years.

“These companies have successfully worked together in the past, so we are not only getting their expertise, but also the assurance that they can deliver a smooth and efficient transition, which is of paramount importance,” added Mr. Vincent.

ACTS will also be implementing the SAP platform. This type of application will allow for the harmonization of business processes under the governance of one integrated system platform.

The information technology infrastructure is expected to be fully upgraded by the fall.

### **About ACTS**

ACTS is one of the industry’s leading independent full-service maintenance, repair and overhaul (MRO) service providers to the airline industry. Originally formed as the in-house maintenance division of Air Canada, ACTS has since become a leading provider of MRO services to third-party customers worldwide. ACTS has developed an industry-wide reputation for exceptional quality with the broadest portfolios in the industry encompassing comprehensive airframe, engine and component maintenance,

as well as a wide range of supply chain management services. ACTS services customers from around the world and operates major maintenance centers in Canada and El Salvador with a workforce of approximately 5,000 employees. ACTS is headquartered in Montreal. For further information, please go to [www.acts.com](http://www.acts.com)

#### **About Nortel**

Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Nortel's next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at [www.nortel.com](http://www.nortel.com).

#### **About Bell Canada**

Bell Canada is Canada's largest communications company, providing consumers with solutions to all their communications needs, including telephone services, wireless communications, high-speed Internet, digital television and voice over IP. Bell Canada also offers integrated information and communications technology (ICT) services to businesses and governments, and is the Virtual Chief Information Officer (VCIO) to small and medium businesses (SMBs). Bell Canada is proud to be a Premier National Partner and the exclusive Telecommunications Partner to the Vancouver 2010 Olympic and Paralympic Winter Games. Bell Canada is wholly owned by BCE Inc. For information on Bell's products and services, please visit [www.bell.ca](http://www.bell.ca).

#### **About HP**

More information about HP is available at [www.hp.ca](http://www.hp.ca)

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