



Prabu Balasubramanyan, Executive Director TransSys Solutions with the Oracle CX Award

TRANSYS WINS 'ORACLE CX CLOUD PARTNER OF THE YEAR' AWARD

TransSys Solutions, a leading regional IT services and solution provider, announced that it has won the 'Oracle CX Cloud Partner of the Year' award for 2016 at the recently held Oracle Partner Day Event in Dubai.

As an Oracle Platinum Cloud Select partner for the Middle East and Africa region, TransSys has been offering customers innovative solutions around its Oracle Cloud solutions portfolio.

MAKING A SERVICE LEVEL AGREEMENT WITH YOUR HOSTING SERVICES PROVIDER

With the increasing adoption of Managed and Cloud services, where either an entire or a part of IT function is outsourced to a third-party services provider, the need for unambiguous, easy to apply and easy to follow service agreements are becoming more important.

end-customer having a prepared SLA allows the services of one provider to be objectively compared with another. A well written and legally comprehensive SLA may include as many as two dozen different heads.



Sachin Bhardwaj, eHosting DataFort, Director of Marketing and Business Development

service including quality, availability, and responsibilities. The SLA converts the Hosting Provider's services into a known function. This is particularly important where continuity and consistency of services from the Hosting Provider is important for the end-customer.

Notwithstanding the above, a few of the more important clauses used in a Hosting Services Provider agreement appear below: Services - This is a detailed description of the services that will be provided and the end-customer groups that will receive specific services.

NEW WAVE OF ROBOTS SET TO DELIVER THE GOODS

'AUTONOMOUS ROBOTS TO TRAVEL ON SIDEWALKS'

WASHINGTON: The robots of the future will be coming soon, rolling along at a lumbering pace with those goods you just ordered. The six-wheeled, knee-high robots from startup Starship Technologies are part of a new wave of automated systems taking aim at the "last mile" delivery of goods to consumers.

The startup, created by two of the founders of Skype, Ahti Heinla and Janus Friis, has already begun testing in several European cities as part of an effort to bring new efficiencies to local delivery. The goal is to enable delivery within a radius of two miles within 15-30 minutes of an order, for \$1 or less, with the autonomous robots traveling on sidewalks and alerting consumers of their arrival via smartphone app.



are home" and collect the goods at the door.

While the Starship robots roll at a modest pace of around four miles per hour, Harris-Burland said they offer a more efficient and economical delivery model than drones, which are being tested by online retail giant Amazon and others. The rolling robots are far less expensive to build and operate than drones and face fewer regulatory issues.

Mapping sidewalks

Starship has agreements for testing with the delivery firm Postmates in Washington and DoorDash in California, as it works toward a commercial model with other partners and retailers. When the pilot begins in February, consumers will be able to order pizza, toothpaste, milk or eggs through the services which may use humans or robots.

real-time mapping using nine cameras on each robot to help navigate along sidewalks and circumvent obstacles, people and pets. "We can see every crosswalk, every traffic light, every pothole," Harris-Burland said. "A lot of companies have mapped roads but no one has mapped sidewalks."

TECH COMPANIES PROTEST TRUMP IMMIGRATION ORDER

NEW YORK: Google, Apple and other tech giants expressed dismay over an executive order on immigration from President Donald Trump that bars nationals of seven Muslim-majority countries from entering the US.

is time to link arms together to protect American values of freedom and opportunity," he continued. Facebook founder Mark Zuckerberg criticized the order in similar, though more carefully couched, terms on Friday.

Technology investor Chris Sacca, an early backer of Uber and Instagram, said on Twitter that he would match ACLU donations up to \$75,000 after the organization sued over the ban - and then decided to donate another \$75,000, for a total of \$150,000.

be cultivating a relationship with Trump, tweeted that "many people negatively affected by this policy are strong supporters of the US" who don't "deserve to be rejected." Musk is an immigrant from South Africa.

Google grumbles

Google told its employees from those countries to cancel any travel plans outside the US and to consult with the company's human resources department if they're not currently in the US, according to a company-wide note described to The Associated Press.

The move, ostensibly intended to prevent extremists from carrying out attacks in the US, could now also heighten tensions between the new Trump administration and one of the nation's most economically and culturally important industries. That's especially true if Trump goes on to revamp the industry's temporary worker permits known as H-1B visas, as some fear.

Biting back

"I share your concerns" about Trump's immigration order, Apple CEO Tim Cook wrote in a memo to employees obtained by The Associated Press. "It is not a policy we support."

Netflix CEO Reed Hastings was forcefully blunt. "Trump's actions are hurting Netflix employees around the world, and are so un-American it pains us all," he wrote on Facebook.



SAN FRANCISCO: In this file photo, the Apple logo is shown on a screen at the Apple Worldwide Developers Conference in the Bill Graham Civic Auditorium, in San Francisco. —AP

AN IPHONE MADE IN AMERICA? NOT THAT SIMPLE

SAN FRANCISCO: As US President Donald Trump pushes hard for goods to be "made in America," how realistic is it to expect Apple to stop manufacturing its iconic devices in China?

manufacturing processes chief analyst Dan Panzica. Apple never moved jobs offshore, it created them there. "The Apple jobs were never here," Panzica said. "The entire supply chain grew in China."

"I have discussed with my major clients about going to (the US) and they are also willing to invest, including Apple," Foxconn founder Terry Gou told reporters in Taipei. Taiwan-based Foxconn has given no details, and Apple declined to comment.

China also offers sources of important raw materials, along with cheap, flexible and abundant labor to keep iPhone assembly lines cranking along. It would be "very hard to replicate" that situation with US workers without using "more robotics and less workforce," undermining the political aim of creating jobs here, according to Endpoint Technologies analyst Roger Kay.

Sacrifice profit or price

The MIT Technology Review in June considered several scenarios, from simply bringing assembly to the US to simultaneously shifting the manufacture of parts here. The Review estimated the extra manufacturing cost of an iPhone 6S Plus at \$30 to \$100 as a result of those moves.

Logistics puzzle

Whether politically motivated or not, Apple is not in the same position as automakers which relocated US factories overseas to cut costs, according to IHS