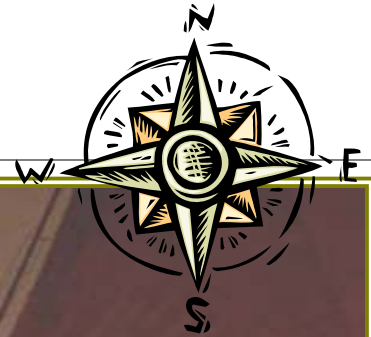


October 2006

Volume 4



The NAVIGATOR



As we approach the last part of 2006, news about our industry continues to be encouraging and optimistic. For the third year in a row, the staffing industry is experiencing solid growth, with three out of four sectors seeing substantial revenue improvement.

As reported in recent staffing industry publications, experts had forecast 11.0% overall growth in U.S. staffing industry revenue for 2006, however, current numbers are reflecting a slight softening of overall employment growth – now adjusting that estimate downward slightly to 9.9%. The original forecast indicated the total industry revenue would be around \$131.0 billion in 2006, up from \$119.2 billion in the previous year. Due to the above adjustment, this will come down slightly from previous estimates of 2006 sales of \$133.0 billion. Although softened, these figures still put our industry on the upswing.

Temporary staffing growth in the **information technology sector** currently is running stronger than previously forecast; we now estimate this segment will increase 10% in 2006. Data indicates that the IT segment has been to some degree resisting the otherwise broad trend of slowdown in temporary staffing expansion. Likewise, in the second quarter, nine out of the 12 largest IT staffing and solutions companies reported that revenue and profit were on the increase.

2006 is shaping up to be the third year in a row of strong growth in the staffing industry!

In keeping with that trend, TCM has made some exciting changes in the ways of staff additions, promotions and has expanded its service offerings to include full-time placement. We have also received great news about a impressive placement in another leading industry publication. *(details inside)*

The next time **THE NAVIGATOR** will run will be after the holidays, so at this time we at TCM would like to wish all of you a happy, safe and enjoyable holiday season! We look forward to sharing more exciting and interesting industry news in 2007.

** Contributing Source—SI Review, September 2006

Please visit our new website at www.tcm.com



The 2006 CRN Fast Growth 100 List

We are pleased to announce that The Computer Merchant, Ltd. is among this year's CRN Fast Growth 100— **TCM's ranking is #89**
TCM's two year growth rate: 65.85%

This is a great achievement and one that we should all be proud of. As a CRN Fast Growth company we have reached a higher status in the solution provider community. We have demonstrated that TCM is creating a new customer demand and growing at a phenomenal rate. The average company on the 2006 Fast Growth list generates over \$52 million in annual sales and is growing at an average of 218%. This year's top-ranking companies grew hundreds or even thousands of times their previous size in just two years.

TCM is now part of this elite group.

For more information visit www.crn.com

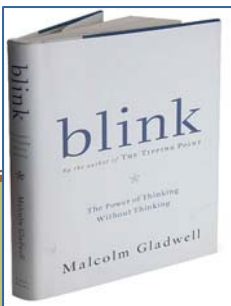
TCM has been awarded a project with a global Fortune 100 technology & services firm to provide Storage Area Networking (SAN) services. This project will run for one year initially however, we anticipate delivery will be renewed for a total of up to three years.

Thank you John Prestidge and Brad Sematore for this terrific win....



"Opportunity is missed by most because it is dressed in overalls and looks like work."

~ Thomas Alva Edison, American Inventor



Blink: The Power of Thinking without Thinking
by [Malcolm Gladwell](#)

Blink is about how we think without thinking, about choices that seem to be made in the "blink of an eye", that actually aren't as simple as they seem, and about those instantaneous decisions that are impossible to explain to others. Gladwell's conclusion, after studying how people make instant decisions in a wide range of fields from psychology to police work, is that we can make better instant judgments by training our mind and senses to focus on the most relevant facts—and that less input (as long as it's the right input) is better than more. In his landmark bestseller, *The Tipping Point*, author Malcolm Gladwell redefined how we understand the world around us. Now, in *Blink*, he revolutionizes the way we understand the world within by exploring the decisions made by experts in museums, sales, sports, the military and the high-speed world of the New York Mercantile Exchange.

Drawing on cutting-edge neuroscience and psychology, and displaying all of the brilliance that made *The Tipping Point* a classic, *Blink* changes the way you understand every decision you make. Never again will you think about thinking the same way.

Did you know...?

'Tis the Season to Earn a Few Extra Holiday \$\$ Don't Forget ...

About TCM's referral program. Referral of a new contract employee that works a minimum of 320 hours can earn you \$250.00!! If you have any questions or require further details, please contact your Account Executive or Recruiter.

There is no specific indication of when the first Thanksgiving was held. It is unlikely that it was held as late as November (more than likely late summer/early fall) and the invitation of the Wampanoag was not just about being neighborly; it was also to recognize the special role which the Native Americans played in ensuring the Pilgrims' survival. Squanto acted as interpreter between the colonists and Massasoit, he taught the Pilgrims how to fish and plant corn and how to live in harmony with the land. The remaining Pilgrims would have starved without his help. 70% of the original passengers and crew perished before the first summer in Plimouth (traditional spelling) due to illness and the elements.



In the spring, TCM launched its new website. As to always keep up with the IT industry and its changing technology, the development of this website is an ongoing process and TCM would like to hear your feedback. Our website was developed with our consultants and clients in mind, so what you think is important to us. If you haven't visited our website, please visit it at www.tcml.com and send all feedback to cfahringer@tcml.com

TECH SATISFIED

Technology workers are overwhelmingly satisfied with their jobs, according to an index released by industry analysts. In the study, 94% of those surveyed said they were satisfied with their current positions. Reasons cited include job enjoyment (40%), good pay (34%), "liking" their field (34%) and the ability to be creative (88%). It also found that 88% would recommend their field to others.

Respondents to the study who did not work in information technology weren't as likely to recommend a career in tech; only 64% would.

** Contributing Source—SI Review, September 2006



Background Screening

Screening to some level has always been part of the staffing industry however, in this security heightened world that we live in, the picture is changing considerably. Staffing firms are now under increasing pressure to test and screen from a more sophisticated clientele. Why screen?

The obvious reasons:

- Many segments mandate it and clients demand it
- It is the right thing to do
- It avoids placing the wrong people
- 79% of companies are now performing background screening



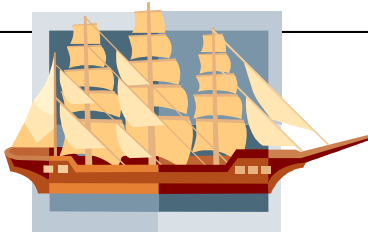
Less than obvious, but scarier statistics:

- On the job violence cost employers \$36 billion a year
- One in six employees has a drug problem and the estimated cost of misuse of drugs and alcohol to American Industries and government is \$60 billion per year
- Dishonesty by employees costs 1%-2% of gross sales
- 40% of all resumes have some discrepancies
- More criminals are trying to get into companies by using staffing firms as an intermediary rather than directly

Between the years of 1992 and 2001 the average cost of settling a negligent hiring lawsuit was \$1 million. (Negligent hiring is defined by failure to use due care or action given the risk provided by the position being given.)

A properly implemented drug and background screening need not be an obstacle for staffing firms. They can make the workplace safer and bring staffing firms closer to their clients. Find the program that is right for you and be consistent in implementation, and you will find out that doing the right thing can pay off!

*** All TCM candidates are screened and/or tested (Background Checks and Drug Screening) as requested by our Clients. Please consult with your Account Executive for more details regarding our policy.*



TCM Direct Our Business Giving Your Business the Edge

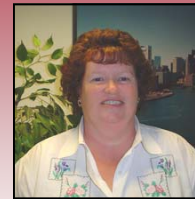
The Computer Merchant, Ltd. is proud to introduce **TCM Direct**, our newest line of service specializing in the **permanent placement of technology professionals**. **TCM Direct** draws on our 26+ years of experience serving national companies ranging from start up firms to the Fortune 500, specializing in the fulfillment of technology project and staffing needs. Now TCM leverages that experience into providing full scale contingency search and outsourced recruiting services.

TCM's expertise provides:

- A proprietary database of over 100,000 technology professionals across the United States.
- Thorough interviewing process conducted in-person by Recruiters and Account Executives tenured in the technology field.
- In-depth screening that includes drug and background checks, credit investigations, education credentials, salary and employment history and professional references.
- Based in New England with particular emphasis in the Boston, New York, Philadelphia and Washington, DC markets.
- Confidential searches.
- Executive search capabilities and service at contingency pricing.

We invite your company to try **TCM Direct** for your contingency search requirements and give your company the competitive edge. To learn more, call your TCM account representative at 1-800-617-6172 or by asking for Nancy Pugliese at x4466.

Employee Spotlight Meet **Mary Crager** Payroll Administrator!



Some of you may already know of Mary if you have had the occasion to call payroll for assistance. Mary assists both contractors and in-house employees with questions, concerns and issues pertaining to payroll. She also codes all placement records that have been created with TCM payroll and tax codes, and then enters this information into the payroll system— tasks that are critical in getting payroll processed in an accurate and timely manner.

Mary started with TCM in January 2001. Prior to TCM, Mary worked with such New England based retail chains as Grossman's (13 years) and Bradlees (4 years).

Mary owns a home on the South Shore (MA) and has been married for 20 years with one son, Tyler who is 10 years old, in the 5th grade and naturally... the apple of Mary's eye! In her spare time, Mary helps Tyler with the 4-H club he belongs to.

Mary has impressed coworkers, consultants and clients alike with her knowledge and exceptional customer service. Thank you Mary for all that you do for all of us at TCM and keep up the good work!

*Do you know of any industry or TCM related news that you think may make a great "NAVIGATOR" story?
If so, e-mail your thoughts and ideas to cfahringer@tcml.com*



As further evidence of our commitment to the growth and the success of TCM we are pleased to announce the following promotions and appointments:

Promotions:

- **Nancy Pugliese to the role of Director of Recruiting**
- **Doug Edwards to the role of Vice President of Corporate Accounts**
- **Lee McCartney to the role of Director of Client Development for the SBU**

Joining the TCM Team:

- **Edward A. Gregory as Executive Vice President – Sales and Marketing**
- **John Prestidge as Vice President of Client Development**
- **Tom Arbogast as Director of Client Development**

**Congratulations to Nancy, Doug and Lee
Welcome Ed, John and Tom**

Safe Assumptions in the Workplace.....

Most people realize that making assumptions is bad and can get you into some serious trouble. Nevertheless, as humans we all tend to make them. So here are some safe ones....things you can feel ok in assuming.

- The e-mails you send will be seen by more people than those they are addressed to.
- Things said "just between you and me" won't stay that way.
- The time you pick to take a long break or lunch will be the same time your boss looks for you.
- The "minor" rule you choose to ignore will be the pet peeve of the manager that catches you.
- Call in sick so you can do something else and you will be seen by someone who knows you should be working.
- Treat one customer poorly and ten people will hear about it – including someone who has authority over you.
- Your ability to "get another job" will be directly related to how well you do on the job you have now.
- Whenever you think "no one will ever know" someone will.
- Whenever you think "no one will care" someone will.
- Whenever you think "it will never be missed" it will.
- Whenever you think you're as good as you need to be, you aren't.

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