

THE NAVIGATOR

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“The U.S. economy slowdown and rising oil prices will drive both clients and providers to cost realizations but still the overall mood is optimistic”

Outsourcing

The global trend for 2008 suggests that outsourcing will continue to be the major economic driver. New hotspots will also gain advantage in countries like Mauritius, China, Sri Lanka, Vietnam, and Central and Eastern Europe. However, according to National Association of Software and Services Companies (NASSCOM), the growth of IT and Business Process Outsourcing (BPO) industries are expected to slow down by 3 to 4 percent this year due to the slowdown in the U. S. economy, weakening of the U.S. dollar and the rise in oil prices. The overall mood is optimistic with companies gearing up to ride the tide with aggressive plans and innovative policies.

Nearshoring - The New Outsourcing

Canada has optimum cultural affinity with the U.S. and shares the same time zone that makes it a new preferred nearshore destination, although Latin American countries like Mexico, Chile and Brazil are not far behind. These countries have a ready multilingual talent pool, highly skilled workers, and well-established domestic and international business culture to cater to the clients' requirements.

Same Old Message for MSPs and VMSs

Cost rationalization will be a major concern. The focus on the client side will be on cost cutting, while the services providers will struggle to provide services at lower costs. Clients will be looking at price negotiations, and will try to drive harder bargains with a view to derive maximum value from the operations. Service providers may look at re-opening negotiations, if the U.S. Dollar continues to depreciate.

New Areas of Growth

Today's companies are in search of a quality IT labor force and are ready to spend money to build value for customers and their business. They are not merely focusing on cost savings but also shifting their focus on the service provider that can provide the customer's requirement with the best talent. The pressures of cost and talent will lead the companies to smaller cities that provide competitive talent at lower wages at an accelerated rate. The infrastructure advantages, lower attrition and lower operating costs are other pulls of rural destinations. Proximity to tier-1 cities will also dictate rural sourcing. This will allow companies to shift their focus from non-core business activities to their core-business activities.

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Source: Global Services Media & CIO Magazine

(Continued from front)

H-1B or no H-1B? That is the question....

There's lots of disagreement about H-1B visas, the U.S. government-sponsored program that every year permits 65,000 guest workers with a bachelor's degree or the equivalent to work in America at specialty occupations ranging from computer science to fashion modeling. Tech execs like Microsoft's Bill Gates trek to Washington to plead for increasing the annual cap to 130,000 visas because, they claim, they cannot hire enough qualified tech workers among those living in the United States.

On the other hand, labor unions, college professors and unemployed tech workers say, "Bill, that ain't so." These opponents argue that companies like Microsoft are lobbying to raise the visa cap to hire lower-priced foreign workers.

Who is right? Who is wrong? They both are. On both fronts.

The tech labor and skills shortage in America is real. So are the tens of thousands of unemployed American tech workers. The solution to this dilemma is education. The culprit responsible for our insufficient technology workforce is America's education system, particularly our inadequate science and math curricula.

What are your thoughts on this subject? Send us your feedback to Navigatorfeedback@tcml.com.



We are please to announce that The Computer Merchant, Ltd., ranking on this year's VARBusiness 500 list is 186! Last year's ranking was 211, which pushes us up 25 points, breaking the 200 mark!! This is a great achievement that we should all be very proud of. To read more about this year's VAR500 ranking and to view the full listing of the 500 solution providers in North America, go to www.varbusiness.com.



The Corporate Challenge



TCM once again attended the JPMorgan Chase Corporate Challenge in Boston on June 26th. Top finisher for TCM was Kyle Brady with an impressive time of 18:06!

Proceeds from this year's Corporate Challenge helped to provide a true summer camp experience to children in some of Boston's at-risk neighborhoods. The JPMorgan Chase Foundation will make a donation in connection with the Corporate Challenge to Camp Harbor View in partnership with the City of Boston and Boys and Girls Clubs of Boston.



Camp Harbor View's goal is to offer children ages 11-to-14 the opportunity to leave the city during the day and participate in a four-week summer camp program. In addition to offering the traditional activities that summer camp is known for -- hiking, arts and crafts, swimming -- Camp Harbor View also includes programs that strive to build children's academic and leadership strengths. *Way to go Team TCM!*

Five Most Highly Valued SAP Skills

In the past six months these SAP skills have had the greatest increase in market demand.



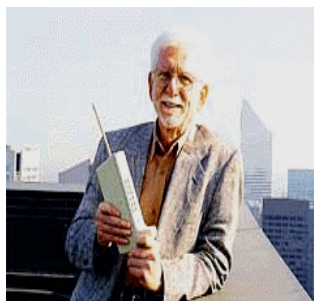
The Cell Phone Turns 35

1973

Motorola invents the cell phone. Engineer Martin Cooper's first call is to his research rival at Bell Labs.... to taunt him.

First Cell Phone (1973)

- Name:** Motorola Dyna-Tac
- Size:** 9 x 5 x 1.75 inches
- Weight:** 2.5 pounds
- Display:** None
- Number of Circuit Boards:** 30
- Talk time:** 35 minutes
- Recharge Time:** 10 hours
- Features:** Talk, listen, dial



SOURCE: Foote Partners

Six Serious Resume Blunders

Resumes are tricky. If done well, they can put you in the running for a job; if done poorly, they end up in the hiring manager's recycling bin. They should be easy since you're just talking about yourself. No one knows your work history, qualifications and skills better than you. Unfortunately, they are hard work.

Making years of experience fit on one or two pages is no easy task. Yet, while there is no one way to craft the perfect résumé, there are some moves guaranteed to hurt your job hunt.

Here are some resume blunders you should avoid at all cost.

1. Forgetting the employer

Although the resume is about you, it's not for you. The resume is meant to show prospective employers why you're the perfect match for the job. They want to see the skills, experience and qualifications mentioned in their job postings. If you have skills that don't line up exactly with the position but you know are transferable, make that clear in the resume. Don't assume they'll infer what you mean, because if they don't, you won't be considered for the job.

2. Not using keywords

Keywords, like career summaries, are signs of the time. Today, many employers use software to scan submitted resume for keywords that suggest an applicant is a good match for the job. Although you won't know which exact words the software is looking for, a job posting can give you a good idea. Incorporate phrases and terms from the posting, and see what words reappear in several industry ads. Concrete terms such as "infrastructure development" and "strategic planning" will fare better than generic phrases like "hard worker" and "team player."

3. Using an objective instead of a career summary

An advantage of updating your resume regularly is that you can not only update your skills and accomplishments but also its format. For example, just five or 10 years ago most resumes included an objective at the top. These days, the career summary has taken its place. Like an objective, the summary should give the employer an idea of who you are, except it allows you to focus more on your experience than on your goals. You can briefly mention your career highlights, including past roles and your strongest skills.

4. Not proofreading

Typos and grammatical errors on a resume are the textual equivalent of showing up at an interview chewing gum and wearing tennis shoes. A resume full of mistakes suggests you care neither about the quality of your work nor the impression it makes. An employer wants someone who produces exemplary work and will be an excellent representative of the company.

5. Lying

Embellishing is a common practice that rarely impresses hiring managers because they've seen it all. They know "childcare leadership executive" means "baby-sitter." Outright lies, however, have no place on a resume. For one thing, it's not hard to verify any information you put down, so you could get caught at any point between submitting your resume and getting a job offer. Plus, it's a small world, and the truth has a way of coming out when business associates bump into one another at conferences. If your boss mentions your name to your supposed former supervisor only to be told you never worked there, you could get fired.

6. Not keeping up appearances

Before an employer even reads your resume, he or she forms an impression based on how it looks. Make your resume visually appealing by using bulleted lists, plenty of white space and subheadings. Also, avoid fonts that are full of distracting swirls and colors. It doesn't matter how well-written your resume is if no one wants to read it.

Anthony Balderrama, CareerBuilder.com writer

TCM NEWS...TCM NEWS...TCM NEWS...

TCM was selected as a preferred supplier for a worldwide package delivery company. This new client uses contingent IT labor extensively across four main sites, (NJ, GA, MD and KY). Positions are typically a year in duration with extensions beyond that. They use skill sets ranging from Mainframe to the latest technologies.



Boston Business Journal

TCM has landed in the Top 25 Again!!

Boston Business Journal has recently voted TCM as one of the Areas Top 25 Largest Temporary Placement Firms (based on number of placements) and landing us in the Top 10 when it came to number of employees. This listing was of area staffing agencies for all industries (medical, accounting, administrative, etc.) and based on average daily placements in Massachusetts alone. Last year TCM was recognized as one of the Regions 50 Fastest Growing Companies by this same publication.

Employee Spotlight



Jill Froio
Travel Coordinator

Jill Froio has been with TCM now for close to four years and handles travel arrangements for roughly 80-90 employees (core and contract) on average per month. As you can imagine, this keeps Jill going non-stop (no pun intended). Jill's job as Travel Coordinator may seem pretty cut and dry, but it never is. "Between searching for the best flights at the best cost for the travelers' schedule, searching for hotels & rental cars, tracking down approvals, confirming with the travelers, sending out the itineraries, faxing hotel authorizations & keeping a log of all travel, it's a lot of work, but something I really enjoy doing". Then there are the last minute changes that occur due to changing assignments and schedules. "It never fails...just when you think you have everything confirmed, something changes. This definitely keeps me on my toes".

For those of you who may have had the pleasure of working with Jill, you know how truly efficient, thorough and professional she is. A truly valued member of the TCM team!



Did You Know?

The temporary help segment of the staffing industry can be traced all the way back to the 1890s. Back then a man by the name of D.J. Nugent, who was in the "stevedoring" business in Milwaukee, found his workers, who loaded and unloaded ships, often left in the wintertime when the lakes froze over to find other work. So, in order to make sure that they would be around in the spring when he needed workers, he began to find temporary factory jobs for them during the off-season.

It was around this same time, in 1893, that a staffing firm by the name of Engineering Agency opened to find permanent jobs for engineers. Today the company, which is still in business 115 years later, has changed its name to General Employment Enterprises, Inc.

Staffing Trends of the New Millennium

- Vendor management systems are on the rise
- Use of the Internet as a tool, including job boards and professional networking sites
- Growing acceptance of contingent work
- Rise of healthcare staffing
- Overall growth of professional staffing
- Globalization
- Recruitment process outsourcing

Challenges of the New Millennium

- Worker shortage
- Immigration-related issues
- Millennials beginning to enter the workforce

Don't Forget!!

Contract Employee or Subcontractor Referral:

A referral bonus of \$250 will be paid to the sponsor of a new TCM consultant (W2 or corp-to-corp) upon completion of the first 320 hours of work by the new consultant, and a second referral bonus of \$250 will be paid upon completion of 640 hours of work. This is now double what was offered previously!!

Direct Hire/Permanent Placement:

A referral bonus of \$750 will be paid to the sponsor of a full-time placement candidate.

Certain guidelines and restrictions apply. Please contact your Account Executive or Recruiter for complete details.

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