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# THE NAVIGATOR



The Computer Merchant, Ltd. (TCM) constantly evaluates its internal processes to find areas that can be improved upon as a way of maintaining its competitive advantage. As a technology-minded company, it will come as no surprise that the effectiveness and efficiency of our internal systems – the tools that drive our processes – is an area that we give particular attention.

Last year we rolled out TalentDeploy, our state-of-the-art applicant tracking and CRM system. Since its inception our database of resumes/candidates has grown upwards to three million. TCM now has the second largest state-of-the-art recruitment system in the U.S. This remarkable tool significantly shortens the distance between best candidates and the client specific need resulting not only in speed but quality and customer satisfaction.

This year, we are squarely focused on the systems that drive processes after the successful candidate is hired. Of the several critical system components currently being enhanced or replaced, the employment document management and delivery system is one that is near completion with an anticipated general release date just several short weeks away. This system component is responsible for automatically determining and delivering all documents pertinent to an assignment and represents a significant improvement in process automation. Unlike many of our internal systems, our employees and contractors will notice this system once it is deployed because it uses a customized and content-rich web portal to deliver assignment documents rather than the current email attachments.

For TCM, our system enhancements mean greater process efficiency. For our clients, partners, employees and contractors, it means a more pleasant user experience.

The IT landscape is everchanging, and as the U.S. economy wrestles with a weak housing market and record oil prices, perhaps surprisingly, demand for talented IT professionals is still growing. The key to getting hired is dominating one of the handful of skills that are in high demand. More than a dozen technical recruiters, CIOs, and other industry professionals were asked what they predict are going to be the IT skills in demand for 2008/2009. Here's what they had to say.

### **Web 2.0 Development**

As companies continue to increase their investments in web initiatives, demand is red-hot for individuals skilled in AJAX, PHP, and Microsoft's .Net Framework. Flash is another powerful skill for your portfolio. "The biggest increase in demand I've ever seen for a particular skill in my ten years of recruiting is Flash programmers," says one senior technical recruiter. "Flash programmers are going to be in very, very high demand," he added. Job hunters with solid OOP skills in Java, C#, and C++, along with DBA skills in Oracle, DB2, and SQL Server are assured of employment, now and in 2013, says Arne Vajhoej, architect at GTECH.

### **Unified Messaging**

In 2008, there are more ways than ever to send and receive messages. Office voicemail, wireless voicemail, email, instant messages, and faxes all compete for our time and, until recently, required a separate device or application to use. Modern workers demand flexibility and speed—they want the ability to quickly send and receive messages from whatever device they happen to have handy.

### **Security**

IT security may be as old as computing itself, but it's a skill that will never go out of style. And, right now, the demand for security talent is outweighing the supply.

### **Collaboration Technology**

MOSS 2007, short for Microsoft SharePoint Server 2007, topped the list of most in demand skills of almost all the recruiters we talked to. With new functionality beyond that of former versions of SharePoint, and all the hype surrounding said enhancements, consultants with as little as 6 months of experience with MOSS are in big demand.

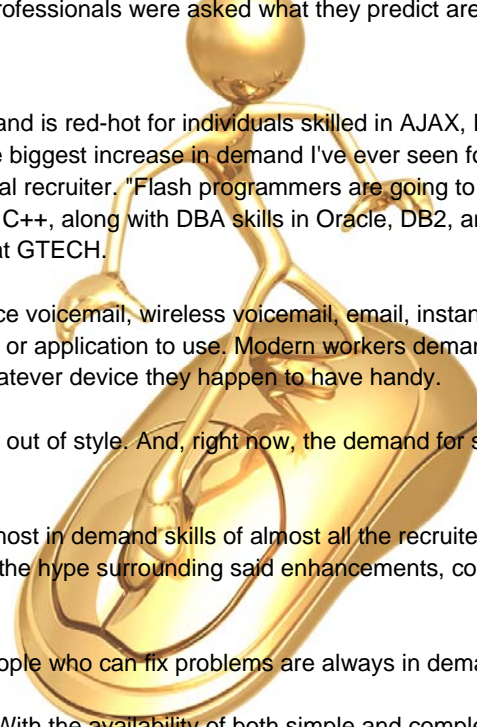
### **Troubleshooting/Technical Support**

Troubleshooting may not sound new or fancy. That's because it isn't. But people who can fix problems are always in demand.

### **Data Storage**

Data storage has become an absolute necessity for companies of all sizes. With the availability of both simple and complex end-to-end options in the marketplace today, companies are jumping at creating customized and scalable solutions. Storage Engineers, Architects and Administrators are heavily sought for their know-how.

Source: Tech Careers



## **From the Director's Chair**

**By Nancy Pugliese, Director of Resource Delivery**



What is the definition of a partnership? Webster defines it as a business association between two or more people where the risks and profits are shared. In any professional services business, the word "partnership" is standard terminology typically used to describe the relationship between two companies; a client and their service provider. The majority of the time, this type of partnership involves the vendor fulfilling the client's needs to satisfaction. Pretty standard stuff.

But when I received an unsolicited testimonial from a high profile client a few weeks back, praising TCM as "more than a partner" but rather "an extension of their staff," I knew that was the *real* definition of partnership. I also knew that we had certainly reached our company's most coveted service goal; a goal that we strive for with all our clients.

This started me thinking about how we reached this goal and what partnership has come to mean to the delivery teams of TCM. To us it means delivering in a pinch when our customers needed it "yesterday"; it means finding that developer with web AND mainframe skills; it means giving our clients guidance and insight to an ever-changing marketplace; it means understanding when budgets are tight, our relationships should be tighter. This is the attitude we have come to keep and we are proud of it. It's what we do for our clients everyday....redefine the word partnership.

Nancy Pugliese joined TCM in 2004 as a Director of New Business Development responsible for engaging with executive level clients in understanding business needs and creating solutions. In April 2006, Nancy was promoted to Director of Resource Delivery. Nancy is responsible for the custom design and delivery for all lines of service across the organization including staff augmentation, managed services programs and project solutions. Managing 30+ technical recruiters, Ms. Pugliese creates and executes delivery plans targeted to individual client needs. With more than 16 years of experience in the information technology consulting industry, Nancy possesses extensive experience working directly with Fortune 100 clients in the capacities of Account Management, Sales Management, New Business Development, Recruiting and Service Delivery.

### **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.*

TCM recently signed two contracts with one of the world's leading manufacturers and marketers of quality skin care, makeup, fragrance and hair care products. For fiscal year 2008, this company's net sales were \$7.9 billion and employed 32,000 employees worldwide. These contracts designate TCM as a preferred supplier in two distinct areas of support. The first is for supplemental labor by providing contract resources to work on-site under the direction of company personnel. The second contract allows TCM to provide Perm Placement resources across a wide range of skillsets. Fewer than a dozen firms are considered preferred suppliers and even fewer are on both contracts. TCM is currently working on 11 perm placement requisitions and have scheduled our first interview. We are looking forward to working with this premier organization!

## Workplace Etiquette Revisited: Technology Edition

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Anthony Balderrama, CareerBuilder.com writer



Along with office politics and water cooler gossip, workplace etiquette has been around since the invention of jobs. These guidelines might be unspoken or, thanks to the diligent Type A person in the office, they might be typed up, laminated and taped to the break room fridge.

As technology becomes even more engrained in all fields of work, we thought it was time to revise some workplace rules and add new ones to prevent you from making an on-the-job faux pas.

### Tip No. 1. Putting your cell phone on vibrate only works if it's in your pocket

Thank you for not wanting to disturb the office with your "Theme From Love Story" ringtone, but setting the phone to vibrate and then leaving it on your desk isn't helpful either. Everybody can hear the buzz as the phone dances across the desk. Set it to silent or put it in your pocket.

### Tip No. 2. Don't use your BlackBerry or iPhone in the restroom

Talking on your phone in a bathroom is a common sense no-no. The person on the other end of the phone doesn't want to hear toilet flushes and the echo of your voice bouncing around the tiled room. Trying to be sly by responding to text messages or e-mails on your smartphone is no better. The tapping of the keystrokes can easily be heard, and now everybody in the restroom is grossed out. Who wants to shake hands with the person whose phone is covered in bathroom germs?

### Tip No. 3. Don't blog about your co-workers

Everybody's got a blog these days and, no matter the topic, there's sure to be an audience for it. Even if it's locked so only a few people can view it, you can't stop readers from copying and pasting your entries elsewhere. A rant about a co-worker who smells like a gym sock and has greasy hair can find its way to the wrong person. Keep your workplace complaints to the journal you keep tucked away under your mattress.

### Tip No. 4. Take your headphones out during a conversation

Portable MP3 players have made the workday a little better. Even the most stressful day can be improved by clicking over to some classic Hall and Oates. You know to keep the volume low so that everyone in a 10 foot radius doesn't also hear the sweet, mustachioed grooves, but don't forget to take the headphones out of your ears when someone's talking to you. The other person can't tell whether or not you've hit the pause button and may think you're not giving your complete attention. Note: If you're approaching someone who has their headphones in, knock on their desk or do something to let them know you're there. Standing quietly behind them, waiting until they sense your presence is just plain creepy.

### Tip No. 5. Use wireless earpieces with care

Thanks to wireless earpieces (that are so tiny passersby) don't even notice them, we can talk on the phone without having to sit at a desk or even hold the phone. So while you're walking around, talking into your microscopic gadget, people are trying to figure out how to answer a seemingly random question from you -- until they realize you're not talking to them at all. If you stay out of walkways or at least lower your voice a little, you can save a lot of awkward exchanges where you're talking into your earpiece and mouthing to a co-worker, "I'm on the phone."

### Tip No. 6. Let colleagues know if you'll be working from home

If you're lucky enough to have the option to work from home, tell your co-workers or anyone else you interact with daily that you'll be out the next day. If it's a last-minute decision, send an e-mail or make a quick call. When you don't show up, people are left wondering whether or not you're coming in, if they can call you or if they'll be disturbing you on your day off. A little courtesy can make everyone's life easier.

### Tip No. 7. Ask before you upload pictures of co-workers to social networking sites

By now everybody knows social networking profiles can get you into plenty of trouble. Don't forget that your profile can get other people in trouble, too. You might not have friended your boss online, but if you upload pictures of you and a colleague enjoying a day on the beach with the caption, "Playing hooky!" you don't know if the boss or the boss's assistant can see those images. Check with the people in your pictures to avoid any drama.

### Tip No. 8. Don't rely on technology to communicate all your needs

E-mails, voice mails and even text messages save a lot of time, often eliminating the need for a meeting or a conference call. However, they can't always replace actual conversations, either in person or over the phone. If you shoot someone an e-mail and assume they got it although you never heard back, pick up the phone or walk over to their office to make sure you're on the same page. E-mails and voice mails can get lost or accidentally deleted, leaving you with expectations that will never be met.

*Anthony Balderrama is a writer and blogger for [www.CareerBuilder.com](http://www.CareerBuilder.com). He researches and writes about job search strategy, career management, hiring trends and workplace issues.*

TCM is proud to announce we have signed a four year contract extension on our services as the Managed Staffing Provider for an international hospitality client. In support of our customer's technology centers across the U.S, TCM will continue to place emphasis on cost savings, quality and speed to deliver the best technologists to this well respected leader in the hospitality industry.

TCM has been a strategic business partner with this customer for six years and has provided over 800 contractors and converted 145 contractors to employees over those critical growth years in this customer's history. TCM provides all types of technologists for this customer from Desktop Support, Senior Application Development, Oracle, SAP and Project Management resources.

This is a great example of team work and two organizations collaborating to meet critical business goals. We look forward to the ongoing delivery and support of this client in the years to come.



The Computer Merchant, Ltd. is proud to announce its second consecutive ranking in the Inc. 5000 Fastest-Growing Private Companies in America. TCM moved up 143 points in 2008 over last year's ranking. The company we keep in this ranking is notable, as Inc. 5000 alumni include Bill Gates of Microsoft, Larry Ellison of Oracle, and many more.

This latest accomplishment was made possible by all of you - our valued Clients, Contactors and Employees. I would like to commend all of you and recognize the commitment that has gone into building The Computer Merchant, Ltd. into what it is today. Thank you and keep up the good work!

*Also:* In September, TCM was once again ranked among Staffing Industry Analysts "Largest U.S. IT Temporary Staffing Firms" and in the Top 50 (of 100) for Managed Security Providers by VAR Business Magazine.

### 1347: The Year Contingent Labor was Born?



In 1347, plague swept across Europe killing somewhere between a third to a half of the population. In its wake, it left a labor shortage of unprecedented proportion. Landlords still had plenty of land, but now they had to compete with each other for labor. Wages went through the roof, the terms of employment gradually began to liberalize and then the unthinkable happened: "In gaining more power, workers following the Black Death often moved away from annual contracts in favor of taking on successive temporary jobs that offered higher wages," according to historians Simon A. C. Penn and Christopher Dyer of the University of Birmingham. Gee, that last part sounds familiar.

I am sometimes asked what will be the ultimate impact of the en masse retirement of the baby boomer generation. Will it really matter? The loss of skilled labor certainly will not be equal in magnitude to that of the plague, but the effect will be in the same direction. There will be fewer of whatever the baby boomers were skilled at. Hint: the oldest profession isn't what you think; it's librarianship. The average age of librarians is 51. Librarian unemployment is already just 1.0% (at such low rates an indicator of labor shortage). Wait a few more years when those 51 year-old librarians start retiring, and the predictable will happen: wages will rise and the terms of employment will liberalize—likely including more temporary and part-time librarians.

But librarians won't be the only ones in short supply. The same principal applies in varying degrees across the board, because baby boomers are in most occupations. A golden age of employment is coming—with all that it implies for staffing, and isn't it nice that we didn't have to have a plague this time to get it?

Source: Staffing Industry Analysts

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