

THE

NAVIGATOR

52% of North American IT firms to raise headcount**July 9, 2014—Staffing Industry Analysts**

More than half of IT organizations are increasing IT staff headcount this year, and headcount will be increased by 1.0 percent at the median, according to the Computer Economics' annual IT spending and staffing benchmarks study. The survey collects data from more than 200 IT organizations in the U.S. and Canada.

According to the survey, 52 percent of survey respondents plan to increase headcount; 17 percent plan to decrease headcount; and 31 percent expect no change.

The study found that, at the median, IT staff headcount will rise 1.0 percent this year, a significant movement for an indicator that has remained flat since 2007. The sector with the highest rise in IT staff headcount is financial services at 5.0 percent. It was followed by healthcare providers at 3.9 percent.

"The hiring is primarily concentrated in larger organizations, as it has been," said Frank Scavo, president of Computer Economics. "But the rise in the median is a good sign that the recovery is broadening its base to include more midsize companies and additional sectors."

In line with the IT staffing forecast, IT operational budgets will increase 2.4 percent at the median, a rise that is about in line with revenue growth and similar to what has occurred over the past few years, according to the report.

"What we are seeing is slow and steady improvement, but the growth is still a long way from robust," Scavo said.

The following hiring statistics are from CareerBuilder's Midyear Job Forecast:

When asked to identify the types of roles they will be creating within their organizations over the next six months, employers were most likely to report:

- Jobs tied to social media – 11 percent
- Jobs tied to mobile technology – 11 percent
- Jobs tied to cloud technology – 10 percent
- Jobs tied to wellness – 10 percent
- Jobs tied to content strategy for the Web – 9 percent
- Jobs tied to managing and interpreting big data – 9 percent
- Jobs tied to cyber security – 8 percent
- Jobs tied to financial regulation – 8 percent
- Jobs tied to search technology – 8 percent
- Jobs tied to health informatics – 8 percent

An exciting new benefit being offered by TCM this fall...



An important component to health care is having access to a provider or health care expert when you need it most. Most physicians are only available during certain times and the thought of going to the Emergency Room to wait for a physician and pay exorbitant copays or fees can deter people from getting the care they need.

Here are some important health care statistics:

- With the implementation of Health Care Reform, 32 million citizens will gain access to coverage by 2019, increasing the proportion of the population with coverage to 94%. The current shortage of primary care physicians will worsen as the nation's population grows and ages.
- The average wait time to make an appointment with a physician is 3 weeks and 63% of Americans report difficulty accessing a primary care doctor on nights/weekends.
- Average wait time in an ER is 1-2 hours and 66% of the ER visits are non-emergency and over 70% of ER visits can be handled via phone or webcam.

TCM has found a solution to help our employees and their families with the increasing issues associated with wait times and access to care. We have partnered with Ameridoc, a leading provider in telemedicine, that provides unlimited access to a physician via telephone or over the web, 24//7/365. The physicians can provide advice and prescriptions for some diagnoses, alleviating costs to visit a doctor and eliminating the time constraints and sending you directly to the pharmacy. This benefit reduces the need for time off from work, which increases productivity and provides members with affordable healthcare on demand. Members can be at work, at home or on vacation and have access to in-network physicians across the country. Telemedicine, is adding a new dimension to modern healthcare and these advances are not only making care more accessible and convenient, they are also helping to raise the quality and contain the costs of medical care.

More information to come...watch your email next month (August 2014).

App Developers Are in Very High Demand...

Mobile Application Developer Job Outlook

The mobile device market is growing at breakneck speeds. Some experts even compare the mobile movement of the 2010's to the Internet explosion of the mid 1990's! This growth is feeding the increased demand for mobile application developers. As smartphones and tablets change the way people communicate, do business, shop and access news & entertainment, the demand for new and innovative mobile applications will continue to rise as mobile devices become more capable.



This rapid growth of mobile apps is creating a host of employment opportunities for both corporate and freelance mobile application developers.

According to hiring managers and IT recruiters, **the demand for skilled & talented mobile application developers still far exceeds the supply.** Some of the most popular industries hiring mobile app developers include video game studios, advertising and marketing firms that aim to build branded application for clients, media firms that recognize mobile as a powerful content distribution channel, government agencies and financial institutions that want to bring their core services to mobile users, software development firms and real estate agencies.

The job market for mobile application developers is expected to skyrocket by 32% from 2010 through 2020, creating close to 300,000 new positions and heralding one of the decade's largest increases for any occupation (IT or otherwise). The lion's share of these opportunities will be in Android and iOS app development as these giants represent close to 90% of all smartphones in circulation in the U.S.

Meet TCM Onboarding...

TCM's Onboarding department is responsible for the consultant new hire process and serves as the primary interface for all internal and external inquiries regarding our clients' onboarding requirements. The team is responsible for setting up and scheduling required drug testing, ordering background investigations and reviewing the results with both candidates and clients as appropriate and ensuring certain client documents are reviewed and completed in a timely manner. The team assists consultants through this process and is available to answer any questions they have. They also work with clients to ensure consultants are in compliance with their various requirements and guidelines. Last year alone, the Onboarding team assisted 1,400 consultants through this process!

Christa Higgins (Left) and Sarah Morganelli (Right)



Thinking of Upgrading to Win7?

TCM has a full service offering for existing and new clients who are moving their system to Win7. From Discovery and Analysis to Migration and Post Install Support, TCM can assist. Please reach out to us if you are short-handed and need highly qualified Win7 professionals to augment your project goals—800-617-6172.

News from our Commercial Team:

- TCM has recently partnered with a new national retail client in building their next generation of Mobile Applications
- TCM's project teams continue to add value and do very well at our Medical Device client's IT locations
- Our State and Local Government Agency work continues to grow—two agreements have been renewed for additional years
- TCM has signed large staffing agreements within the Pharmaceutical and Higher Education Space





Being in business for 34 years has its good and bad, its ups and downs. One of the great “ups” is the relationships formed over those years. Employees become part of the TCM family. The saddest part of this is seeing them go.

After 30 years with the company, Deb Webb, Asst. Database Support Administrator, has retired from TCM (**Deb pictured center**) Off to enjoy travel, her children, grandson and sandy beaches. Deb came to TCM in the very early days when John and Cheryl were just starting out.

Her departure is bittersweet. We are sad to see her go, but we are so happy for her to begin her new adventures. Thank you Deb for your hard work and dedication over the years. We wish you many healthy, fun filled years of retirement to come. Well deserved...to say the least.



Congratulations to Bill Allen who was recently promoted to Director of Finance

Bill has been with TCM for 15 years and started out with us as a Tax/Staff Accountant. He then moved into the Assistant Controller role and is now our new Director of Finance! To highlight a few of Bill's responsibilities, he will continue to analyze and report on the financial performance of the company and prepare projections as appropriate. He'll be responsible for our budgeting process at both the company and individual levels and will interact extensively with the management team to understand gross profitability objectives and create key models that will enable us to achieve our goals. He will be responsible for developing, implementing and/or revising our financial policies and procedures.

TCM Appoints Two New Executives to Join its Board of Directors

Norwell, MA (July 2, 2014) – TCM announced that Edward A. “Ed” Gregory, currently serving as its executive vice president and James F. “Jim” Dore, former CFO of Liberty Mutual's Agency Markets Group were appointed to the company's Board, effective in June. “Ed and Jim each bring highly complementary skills and perspectives to their new positions”, said John Danieli, Chairman and Chief Executive Officer of TCM.

“Ed joined TCM in 2006 and is a proven leader responsible for all market facing aspects of the company's business. His leadership strengths in client development, growth and go-to-market strategy and execution will be invaluable in his new role”. “Jim is a strong financial leader with a strong track record of success as CFO of two multi-million dollar General Electric Capital businesses, PXRE Group Ltd. and Liberty Mutual Agency Markets”. He brings strong financial discipline and the ability to help us continue to drive profitable growth”, Danieli said.

Ed and Jim join John Danieli and outside Board Members Paul O'Brien, former Chairman and CEO of New England Telephone and David E. Wilson, Senior Partner of the Boston law firm, Corwin & Corwin. TCM's Board also includes Cheryl Danieli, the company's vice president & treasurer.

TCM REFERRAL BONUS!

Believe it or not, the holidays are not far away and extra money could come in handy!



The rules are simple. Tell everyone you know about TCM and have them view our website and contact us directly, or provide us with the names of qualified professionals. Once a person whom you have referred works as a temporary employee or gets placed permanently by TCM at a client company, you will receive the cash amount listed below.

\$1000 Direct Hire/Permanent Bonus - You are eligible for our \$1000 Referral Bonus if you are the sponsor of a full-time placement candidate (payment will be issued when the placement has successfully completed the guarantee period and payment of the full net fee has been received).

\$250-\$500 Temporary Bonus - You are eligible for our \$250-\$500 Referral Bonus if you are the sponsor of a new TCM consultant (W2 or corp-to-corp). A referral bonus of \$250 will be paid 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.

"Successful and unsuccessful people do not vary greatly in their abilities. They vary in their desires to reach their potential." --John Maxwell



***The Computer Merchant, Ltd. ranked #190 on CRN's 2014 Solution Provider 500 list!
Five spots up from last year (#195)!***

The Solution Provider 500 is CRN's annual list which recognizes the top VARs, solution providers and integrators in North America, based on revenue size. TCM has been placing consistently on this list for 17 years!!

In the Spirit of the Fourth Celebrate Your Independence — And Employees



David Novak had so many pictures of his employees covering the walls in his office that he had to start using the ceiling. Who is he? Oh, just the CEO of one of the world's largest restaurant companies — Yum! Brands, which includes KFC, Pizza Hut and Taco Bell. And why does he do it? Because he believes that it's people who make a company successful and showing them appreciation and recognition for a job well done can go a long way.

Novak was a keynote speaker at SHRM 2014 in Orlando last week, where the theme of his presentation was around the power of people, and the need for leaders in particular to recognize their employees.



So in the spirit of the Fourth, a time we as a nation celebrate our independence, here are three simple ways that you can celebrate your employees.

1. Find a fun, personal way to recognize people. Novak had a unique way of doing this. He would sign and number a rubber chicken (KFC, right?) and present it to employees who deserved recognition along with \$100. He would then take a picture with the person and put it up on the walls or ceiling of his own office. The next time you think a budget constraint is a barrier to you recognizing someone who's doing great work, just remember — it doesn't have to be a monetary gift, just a thoughtful one.

2. Celebrate their ideas more than your own. Novak encourages leaders at every level — especially those at the top — to look for great things happening in the company and thank the people who made it happen. By thanking people for having great ideas, even if you had it first, it will inspire and motivate them to continue bringing their best ideas to the table, which is a win for your business.

3. TELL great employees they're great. Don't let a great worker who has contribute to the business and are shining examples to others go years without realizing their worth. Novak told a story about one such employee who only found out how valuable he was to the organization and his co-workers a few days before he was scheduled to retire. That's why Novak makes it his business to go the extra mile to show employees that he appreciates them.

Source: Careerbuilder.com



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