

THE NAVIGATOR



Five Trends Shaping the Future of IT

Itbusinessedge.com

When we think about the future or even the present of IT, it's easy to get caught up in the vendor, analyst and media new-technology buzzword frenzy. Words and phrases such as cloud, IoT (Internet of Things), AI (artificial intelligence), Big Data, bimodal IT, DevOps, wearables and the quantified self, the consumerization of IT, BYOD and personal cloud services, and shadow IT all seem to get the headlines over the operational evolution required for many corporate IT organizations. Plus, many of these technologies/ideas are nothing new. For instance, the consumerization of IT has been around since June 2004 and is thus three years older than the Apple iPhone. Sometimes, it just takes time for new innovations and practices to permeate their way into your average corporate IT organization.

Look at the adoption of cloud, for instance. How long did it take for cloud to finally start its rapid ascent in the enterprise IT space? It can be hard to change the IT status quo, even when the technology itself is changing rapidly around it. And even when the technology does change, there are often people issues (beyond having the right technical skills and knowledge) to address. Again, using cloud as an example, it really is a case of "step away from the technology" for the IT professionals that have previously been more hands-on in the corporate data center. Now the IT professionals responsible for the infrastructure, platform or software delivered by third-party cloud service providers need to be more focused on service quality, costs, contracts and integrations.

In addition to responding to the impact of technology changes, corporate IT organizations and those within them need to better understand what IT really is – that IT is a business capability, not a department. And that the IT itself is not the required "end" – it's merely the means to an end, with the end being some form of positive business outcome. So, according to Sarah Lahav, CEO of SysAid Technologies, it's time to think differently about IT and what we ask of IT employees. While there will always be new technologies to watch and then adopt, there will also be fundamental changes required in the way that IT organizations work in partnership with business colleagues. In this slideshow, Lahav has identified five technology and operational trends that will help corporate IT organizations deliver better business outcomes via the optimal use of technology.

Continued inside...

Introducing the TCM Shared Services Team ...



TCM is pleased to announce the creation of a new, **TCM Shared Services Team** led by Karen Mulligan as Shared Services Manager and supported by Customer Relations Specialist, Stephanie Esposito.

The Shared Services group will contribute to the mission, growth and success of TCM by becoming the focal point for many of the administrative and operational tasks and responsibilities that impact (1) *client account delivery*, (2) *client/consultant stakeholder care* and (3) *business/operational processes*.

The Shared Services team will apply their knowledge of our business and organization to offload and free up time for our sales and recruiting teams, allowing them to focus on their areas of expertise.

The team will be delivering in three main areas:

- 1) **Client Account Delivery.** The team will assist the Sales VP's on specifically designated clients that are "low/no manager contact" accounts in which they work with recruiting to source and submit candidates and engage with MSP/VMS teams on supplier calls.
- 2) **Stakeholder Care.** The team will be responsible for managing key aspects of the TCM "experience" and will service as an inbound and outbound point of contact for clients, consultants (present and past) and candidates. This focal point will enable the team to improve the quality and consistency of the specific experiences these stakeholders have when working with our company. We are confident that these efforts will increase the likelihood that our clients and consultants choose to work with TCM in the future. As this new TCM team grows in their new roles, we will continue to learn and adjust where needed to continue to improve the level of our stakeholder care to become a stronger, more competitive force in the market.
- 3) **Business Process Improvement.** With deep knowledge of TCM's internal operations and personnel coupled with the information gathered from our account delivery and stakeholder care efforts, the group will work with various departments to improve our internal processes and create new processes where we need them. Efficient, scalable and repeatable processes will continue to be paramount as we look to differentiate ourselves in the marketplace and adapt to the inevitable changes we will face as our business and the marketplace evolves going forward.

This is a new concept for TCM and we are excited to see the value it will bring!



A Big THANK YOU from TCM to our contractors who worked at the Veteran's Administration!

TCM would like to say, thank you to all of our VA contractors who have worked very hard for the last four years. As this project comes to an end, we would like to express our appreciation of their efforts and dedication! Because of them, the project was a great success.

- A consultant calling in said to **Diana Naples**, "...such a pleasure to call a company where everyone is so nice to deal with..."
- Email to **Katie Daly** from a consultant, "Hi Katie, Just updating you on my job ...Things are going very well. I really love the department I work in and the guys I work with. I pray to be here forever. Couldn't ask for a better fit for me. Thank you for your help in getting me here."



This just in...TCM jumped to spot 21 in Boston Business Journal's Top Temporary Placement Firms List (from 23 last year)

TCM CONSULTANT REFERRAL BONUS!



Only 5 more months
of vacation...

The holidays are fast approaching!

\$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.

Our experience has taught us that great candidates often know other great candidates, so be sure to take advantage of our referral bonus program. There is no limit to the number of employees you may refer!

Please contact your Recruiter or Account Executive for further details.

Also!

TCM offers a special referral bonus program for the referral of **NEW Client Hiring Managers!** If you provide the name and contact information of a hiring manager that TCM hasn't worked with and TCM places a consultant under that manager, you may be eligible for the Referral Bonus! Bonus prizes range from an iPad Mini, iPad, iPhone 6 or iPhone 6+! Referral Bonus details can be found on our website at: <http://www.tcm1.com/client-hiring-manager-referrals>



IN THE NEWS!

- TCM continues to provide tremendous value to our top clients within the financial services arena. Around New England, TCM has partnered with many IT project teams amongst our major banking clients. Hats off to the TCM Account Management and Recruiting staff for delivering high quality Project Managers, Business Analysts and critical Developers to these clients. Within 2015 we have engaged 80+ contractors to these clients. We appreciate the relationship we have with our hiring managers and the results our contractors bring is being recognized.

- Congratulations to TCM for being awarded a major staffing contract with one of the world's largest automobile manufacturers. Our client is leading the way in aligning automotive engineering with the latest technology. TCM's support will assist in sourcing the best IT talent for their NJ and NY work locations.

- TCM has just partnered with a brand new client and leading infrastructure firm on Cape Cod, MA. Backed by TCM's delivery model, our client will continue to provide top network support to their clients in the field.
- TCM has recently partnered with a global manufacturer specializing in highly engineered, complex and severe environment products that serve long-term, high growth infrastructure markets, including oil and gas, power generation and aerospace and defense. We are very happy to be working with this new client.



IT Costs

Trend 1: Greater focus on IT costs

It's inevitable that a greater focus on IT costs will play a key role in shaping the future of IT. It's been over 10 years since business colleagues buying consumer products and services first started to question why they receive lower spec IT equipment at a higher cost from the corporate IT department. And now as companies require more and more technology to function, especially those that are transforming to digital enterprises, those IT costs will continue to rise. The increased use of third-party service providers (cloud or IT services) will reduce the burden somewhat but it will not be enough for IT organizations to escape the scrutiny of the CFO and CEO, and the need for greater financial stewardship.

Wearables

Trend 2: Wearables and the quantified worker

The recent launch of the Apple Watch will no doubt contribute to a greater potential business use case focus on wearable computing. While employees might like the idea of a new gadget giving them access to alerts and short messages related to email, social media, schedules, travel plans, or the weather, the ability of wearables to provide location and productivity-related information about the employee might not be so appealing. Lahav believes that we will soon be seeing exciting technology opportunity arise here, but one that will need the corporate IT organization and its business partners to fully understand the human implications of new technology.

BYO_

Trend 3: The BYO_ epiphany

This is where corporate IT organizations finally wake up to see that shadow IT, BYOD, or BYO-anything is not being driven by consumer IT and cloud service providers but by the corporate IT organization's inability to meet stakeholder and user expectations across usability, cost, service, and agility. The 10 years of consumerization of IT talk, with a focus on consumer gadgets, has thus been a red herring – hiding the true root cause of customer discontent with existing IT supply. Post-epiphany, corporate IT organizations will need to change, and change quickly.

Software-Defined Everything

Trend 4: Software-defined everything will continue its advancement.

You've probably already heard the talk of software-defined data centers or software-defined networks, where the control plane is abstracted from the hardware. It seems to be in vogue across all data center domains: Software-defined servers now seem old hat; software-defined networking continues to mature; and software-defined storage is gaining interest. But this is about more than quickly moving from the old to the new state data center, notwithstanding the fact that the legacy data center might not want to change so quickly. It's about increasing your agility, minimizing vendor lock-in, and improving your ability to serve the customers and consumers of your IT services.

Cloud Adoption

Trend 5: Continued cloud adoption

IT organizations will continue to move IT services (whether buying SaaS, IaaS, or PaaS) to third-party cloud service providers. Security will continue to be a cause for concern, especially as the media's breach article frenzy continues. However, the ability to integrate with existing on-premise and newer cloud services and have always-up service availability will rise to be two very practical concerns for enterprise cloud adoption. From an IT management point of view, organizations will need to continue to seek out people with the ability to manage suppliers and service delivery. Nonetheless, IT will continue to head to the cloud in the future.



TCM's Open Enrollment period for employee benefits will be held in August for September 1st coverage. Employees will be notified of TCM's benefit plan options and how to make changes and/or enroll, via email, from the Human Resources department. Keep an eye on your inbox for this important information!



2015 JPMorganChase Corporate Challenge

Fun was had by all at this year's race!
It was hot and humid, but nothing Team TCM
couldn't handle!



We thought it was worth noting that TCM Recruiter, Meghan Weaver, came in 28th in the women's division! There were 9,000 runners in total and registration sold out in 45 minutes.



The 2015 results are in on another yearly event!

Up 29 spots from last year!

2015 Rank	2014 Rank	Company Name	URL	Executive	Location
161	190	The Computer Merchant	tcml.com	John Daniels, President & CEO	Norwell, MA
162	175	Three Way Systems	threewaysys.com	Don Frank, CEO	Falls Church, VA
163	148	Dedicated Computing	dedicatedcomputing.com	Don Schliatt, CEO	Waukesha, WI

Great Team Effort! Everyone contributes to our success! TCM moves up to 161 over last year's 190...up 29 slots!

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