

Mayflower II docked In Plymouth Harbor, June 2016
Photo taken by Carol Corsaro of TCM—See next page for story...

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THE NAVIGATOR

5 Questions CIOs and CFOs Need to Ask to Prepare for IoT (Source: IT Business Edge)

There is a lot of hype around the Internet of Things (IoT), but make no mistake, the IoT is here to stay and will have a transformative effect on businesses of all kinds. According to a **2015 report from McKinsey**, over the next decade the economic impact of the Internet of Things will be as much as \$11.1 trillion per year. Ensuring that your IT processes and technologies are prepared for the changes the IoT will bring will be crucial. Investments in infrastructure, security solutions and analytic capabilities are musts for any organization.

Business models are changing too. With the rise of the service economy — a concerted effort by many businesses to focus on developing revenue from their existing customer base (e.g., subscription services, recurring billing, professional services and product/service bundling) — companies are shifting from being product-oriented to service-oriented. Although IoT-inspired business models have not hit the masses, many C-level executives are already evaluating how the IoT may change the way they deliver, measure usage, and ultimately bill for products/services. Sensors and wearables will soon be used to measure how much of a given product or service is used, and businesses will charge accordingly. Recurring revenue is increasingly becoming a key tenet of any business; however, first there needs to be a financial system to support it. When the IoT goes mainstream, will your business be able to perform?

Kevin Roberts, director of platform technology at FinancialForce, outlines the five questions CFOs and CIOs need to ask themselves to better prepare their infrastructure to support an IoT-centric model.

Customer Data Access—Do you have access to customer data?

The IoT is creating a shift within our business models where data is becoming the most valuable asset and customer expectations are increasing at a high rate. Companies need to have as many insights into customer satisfaction as possible and have the ability to leverage this data quickly and strategically. This requires breaking down the data silos among client, services, sales and finance.

No matter the department, all back-office applications must be organized around the customer and its data — so that processes can be smooth, visibility can be clear, and employees have the ability to make well-informed decisions from any part of the business. The closer you can get to a single source of truth for all your customer data, the better, especially as the IoT shines a spotlight on its importance.

(Continued inside)

5 Questions CIOs and CFOs Need to Ask to Prepare for IoT (Continued from cover)

Recurring Revenue Models—Are your financial systems geared toward supporting recurring revenue models?

According to a recent survey from the Institute of Management Accountants (IMA), spreadsheets are still the most commonly used method to track revenue recognition despite their inability to handle complex or large volumes of data.

CFOs and CIOs need to be aware of how accounting standards will change and find out what technological capabilities will be required to accommodate them. They must assess major technological shifts, adopt new accounting models, or risk losing market share for failing to give customers the new billing models that they want. In most cases, there will need to be an adoption of a financial system that can handle recurring revenue. The solution to this problem is a mix of both technology implementation and meeting new accounting standards, and requires an effective partnership between the CFO and CIO.

Automation—How much of your financial technology process is automated?

Inputting transactions, handling account reconciliation and managing revenue are a few of the most time-consuming tasks for any finance department. As customer bases and data from the IoT both grow, it will be crucial to automate these processes as much as possible to ensure that the business can scale with its growth effectively.

Your financial processes need to be automated so they can quickly and accurately handle any new business requirements that come your way. The faster you can close books, the more time and money your organization will save; you will also be able to provide financial insights faster to management, auditors and investors.

Reporting—How much of your data is reported in real time vs. after the fact?

It's safe to say that almost every industry has been affected by the 24-hour, real-time nature of the Internet. With the upcoming onslaught of data generated from the IoT, the pace of business will increase even more and customers will further demand instant, timely information. Real-time reporting will soon be a must, not a nice-to-have. Departments need to understand what is going on across business operations and customer reactions in real time, not after the fact.

Beyond that, finance departments should train their employees to build effective visual reports, interpret analytics, and write compelling narratives that are easy to understand for the non-finance layperson. The goal of a finance department is not just to keep track of cash flow, but also empower the business to strategically get ahead of the competition.

Collaboration—Is your back office collaborating with your front office?

A financial system should be equipped with tools that provide organizations with agile communication between the front-end and back-end of a workplace. Finance may be focused on getting invoices paid, but often lacks context of the customer relationship. If sales is finalizing a new upsell, finance may jeopardize a big deal by chasing a smaller cost.

Having cross-departmental collaboration features built in to your system of record and molded around functional needs and work patterns is a must for any organization that wants to stay competitive today and in tomorrow's IoT economy. CFOs need to work with CIOs to ensure that this sort of system is implemented and tailored to an organization's business processes and strategic needs.

Historical Landmark Returns to its home port, Plymouth, MA (cover photo story)

The Mayflower II has just returned to Plymouth, MA for the busy tourism season from Mystic Seaport's Henry B. DuPont Preservation Shipyard, where it has been undergoing a multi-year, multi-million dollar restoration effort to ensure her future seaworthiness and to ready her for Plymouth's 2020 commemoration.



In this second phase of a multi-year preservation initiative for the nearly 60-year-old ship, Mystic Seaport shipwrights and Plimoth Plantation maritime artisans replaced the half-deck area as well as worked on the tween deck and topmast rigging.

The original construction of *Mayflower II* was conducted at the Upham shipyard in Brixham, Devonshire, England. The ship's keel was laid on July 27, 1955, and ship architect William A. Baker was sent by Plimoth Plantation to advise the builders and view the progress of the ship's construction.

Construction was financed by private donations in England and the Plimoth Plantation. It represented the alliance between the United Kingdom and the United States for collaboration during the Second World War.

As the Town of Plymouth prepares to commemorate 400 years since the Pilgrims' arrival, Plimoth Plantation wants to ensure that the nationally relevant ship can continue to fulfill her educational mission and serve as a floating classroom. Today, visitors to the ship sense the perils and methods of maritime travel of the time, observe the tools of 17th century navigation, and are reminded of their

own ancestors who may have made similar voyages to the United States. (Source: *Patriot Ledger/Wikipedia*)

Why is it spelled Plimoth? If you take more than a cursory look at the name of the museum, and the town it's in, you'll notice that they are spelled differently. While the town goes by "Plymouth," the living museum takes the spelling "Plimoth." In the 17th-century, there were no standards for many spellings of words and writers would often spell out phonetically, often with different variations in the same document for the same word. The museum takes its spelling from a historical account of the town by Governor William Bradford in an effort to differentiate it from the town according to the museum's website. (*ExploreNewEngland.com*)



- **The Computer Merchant, Ltd. (TCM) Wins a Key Contingent Labor Award in the Federal Government Market**

TCM is pleased to have received a key contingent labor award from a leading provider of IT solutions and professional services to the U.S. Government. This competitive award will leverage our 30+ years of federal government delivery experience deploying thousands of IT consultants and employees in over 30+ agencies across the U.S. It will also provide TCM with the opportunity to deliver IT staffing and workforce solutions to all program requirements supporting key Civil, Defense & Intelligence, Homeland Security and Healthcare programs. The term of agreement for this award is initially for one year with the potential for two additional option years.

- **TCM Captures New Permanent Placement Contract Award**

TCM has been selected as a strategic staffing partner by a leading global provider of high-quality, innovative, cloud-based learning and performance support resources. We will help our client build out a new software development team that will support their next-generation content delivery platform, deliver an elegant user experience and interface, state-of-the-market search and discoverability as well as the latest innovations and capabilities in social and community functionality. This software development team will be based in a new Boston location and consist of key management and development personnel across the software development lifecycle.

- **TCM Tapped by Global Computer & Technology Provider**

TCM is excited to begin our partnership with a global technology solutions firm to support their infrastructure solutions programs nationwide. We signed our contract this past quarter and have already provided consultants to help drive key growth initiatives within our client's storage and security divisions. Our technologists bring in-depth skills and experience in critical areas such as cyber security, as well as data center and storage.

- **TCM Announces New Client in Content Technology & Management Market**

TCM is pleased to announce our partnership with a major nationwide content technology and management company. TCM will provide technical writers and online content management consultants to support several key client program initiatives. We will also provide key strategic resources to help build our client's business intelligence and data science programs. We're very excited to be partnering with this new client for years to come!

- **Leading Medical Device Company Extends TCM Engagement**

TCM continues to build on a solid partnership with one of the world's largest medical device firms. Thanks to our outstanding work with this client, we have confirmed an additional year extending our contract. Our project team continues to receive accolades from many of the folks in the field. Great work by our team!

- **National Women's Apparel Provider Selects TCM to Deliver Staffing Solutions**

TCM has recently partnered with a national women's apparel firm based in New England. TCM will be providing long term staffing solutions to this firm as well as employment opportunities for IT resources in our local market.

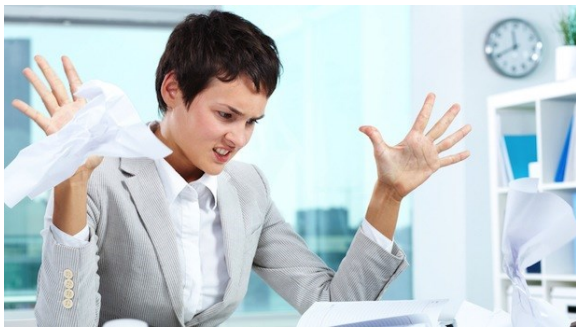
- **TCM Selected by MA Client to Provide Direct Hire and Contingent IT Staffing Services**

TCM has been engaged to provide direct hire and contractor resources to a MA based firm that provides passes for attractions across nine North American destinations, including New York, Orlando, Oahu, San Diego, Chicago, Los Angeles, Miami, San Francisco and Boston. Another new partnership we are very excited about!

- **Leading Consumer Goods Company Chooses TCM to Provide Staffing Services Across the U.S.**

TCM has joined an elite group of suppliers to provide national contractor resources for a major consumer goods company. Our client is a producer of health, hygiene and home products.

Staying on an employer's good side....(excerpt from Career Builder)



When it comes to employers' biggest frustrations with candidates, their biggest complaint is having applicants who apply for positions for which they aren't qualified (39 percent). Other pet peeves include:

- Unrealistic expectations about salary/pay – **18 percent**
- Lying about their experience/qualifications – **13 percent**
- Checking in on progress too frequently – **8 percent**
- Resumes do not provide enough information about them – **8 percent**
- Not responsive enough – **8 percent**
- Resumes are poorly done – **4 percent**

Don't Forget!! 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://jobs.itstaffing.com/st/Referrals/THECA002K/560>



Final Rule Published for Overtime

As you may be aware, the Department of Labor (DOL) issued its long awaited final revisions to the FLSA overtime rules slated to take effect 12/1/2016. The final rule almost doubles the current exempt employee salary threshold for Executive, Administrative and Professional workers from \$455 to \$913 per week. This change reshapes how employers determine which of their employees are exempt and nonexempt.

Per DOL.gov, "updating the overtime regulations will automatically extend overtime pay protections to over 4 million workers within the first year of implementation." As such, all employers should be revisiting their job descriptions and compensation for each of their workers to ensure they will be in compliance by 12/1 or could otherwise face significant risk and liability. For additional information, please visit: <https://www.dol.gov/whd/overtime/final2016/index.htm>

TCM CONSULTANT REFERRAL BONUS!



\$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.

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