

THE

# NAVIGATOR

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## **Press Release:**

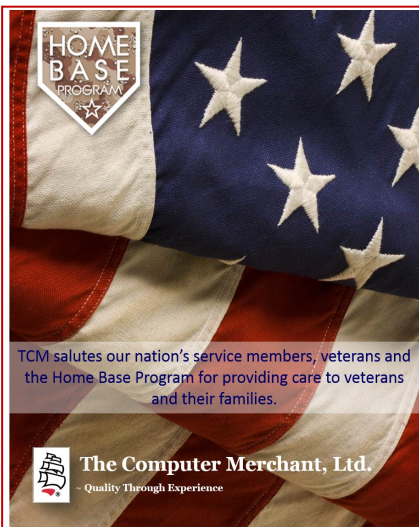
### ***TCM Awarded Sole-Source Permanent Placement Contract to Deliver Healthcare IT Leadership Professionals for Largest Global Information Technology Company***

**Norwell, MA (October 11, 2013)** The Computer Merchant, Ltd. (TCM), a veteran-owned, national provider of IT staffing services and workforce solutions to enterprise clients and systems integrators, is pleased to announce it has been awarded a sole-source direct hire services contract. The award comes from one of the country's largest global information technology companies who is looking to expand its technical and functional leadership team across its U.S. healthcare applications delivery organization.

TCM will be responsible for recruiting and deploying senior leadership personnel to manage our client's rapid growth in its state government healthcare and Medicaid services business. Based on current estimates, TCM projects it will deploy over 20 personnel to positions in Service Delivery Management; Program and Project Management; Technical and Functional Team Lead and Application Architecture Management. TCM will leverage its in depth Healthcare IT staffing services experience, centralized recruiting and national delivery capability to ensure the success of this critical initiative.

Founded in 1980, TCM is privately held and headquartered in Norwell, MA. The company delivers a full suite of IT staffing and workforce solutions to commercial, government and integrator clients in 48 states. It deploys technical and functional IT consultants and full-time IT professionals to critical projects that span the enterprise application, cloud and infrastructure services lifecycle. TCM is a proud member of the National Veteran-Owned Business Association (NAVOBA).





TCM stepped up to support the Red Sox Foundation and Massachusetts General Hospital Home Base Program's Mission Gratitude event which was held on Monday, September 23rd. The event was a big success and TCM was a proud sponsor.

The Home Base Program is the first of its kind in the nation, providing clinical care, community education and research in support of returning veterans and their families. To date, the program has provided care for more than 500 veterans and family members, trained thousands of clinicians to recognize the invisible wounds of war in their practices, and engaged in significant national research to improve treatment of Post-Traumatic Stress and Traumatic Brain Injury.

The Home Base Program recognizes that when one family member serves, the entire family serves. The conflicts of the past ten years and repeated deployments have affected military veterans and families alike. Home Base offers clinical and counseling services in individual or group settings to veterans and their spouses, parents, children, siblings, grandparents, significant others and other loved ones in their lives throughout the deployment cycle. For more information, please visit:

<http://www.homebaseprogram.org/>

**Written to TCM Account Executive, Logan Ramseyer**, regarding a recent transitioned placement (to permanent): ...*"Having moved on to a full time position within (TCM client), I'm writing to thank you for the outstanding service and the genuine interest you showed in my career and it's advancement during my time with TCM. In addition, I would like to let you know what a pleasure it's been to work with you and your organization over the past 9 months. ... Both yourself and TCM have been nothing short of a fantastic way to start my civilian career after my honorable discharge from the Marine Corps, and I want to thank you and everyone else who made my full time employment as expeditious and easy as it was. I will be recommending your company whenever I have the opportunity."*

Written to our Vice President, in regard to the above consultant feedback: ... *"This is a great note about career management and greatly appreciated. I was not aware TCM did that sort of engagement on employee conversion - to proactively contact a manager to inquire on opportunities. I also noticed this is from a veteran, who you know we are keenly interested in hiring/employing. Thank you very much for continuing to send through great examples of being a valued business partner."*



Fun was had by all at the TCM Sales and Recruiting softball game held on October 3rd!

TCM recognizes the importance of everyone working as a team both on and off the field. Team building events, such as this softball game, are held across the company in all departments. Some of the other events have included scavenger hunts, pot luck luncheons and bowling.

We also believe that interacting routinely with your coworkers outside of the office, aids in building stronger working relationships.

**TEAMWORK**  
Coming together is a beginning...Keeping together is progress...Working together is a success.

## US – Forecast: Staffing industry to grow 5% in 2014

*From: Staffing Industry Analysts*

SIA forecasts that the U.S. staffing industry will grow 5% in 2013 and 5% in 2014, to reach a total market size of \$137.1 billion in 2014. These growth rates represent a slight reduction from their last forecast report in April, due to slightly slower GDP growth this year, and slightly softer demand for temporary staffing across most skill segments.

However, a few market segments have shown faster growth, and they have raised their forecast slightly for engineering staffing and education staffing, and raised their forecast significantly for the retained search sector.

SIA's forecast projects industry growth based in part upon growth in the U.S. economy, and assumes U.S. GDP growth of 2.0% in 2013 and 2.5% in 2014. In addition, they believe the U.S. staffing industry is benefiting from secular drivers including the shift away from independent contractors due to aggressive government enforcement, as well as an increased appreciation for workforce flexibility after the last recession. They believe that the Affordable Care Act will boost demand for healthcare staffing, but have a neutral or slightly positive incremental impact on all other staffing segments during 2014.

The current U.S. staffing industry size is near its historical peak size, based both on the U.S. temporary penetration rate (1.99% in August versus the all-time high of 2.03%) and on its total revenue size, after adjusting for inflation. SIA projects the following segments in 2013 will be near or above their historic peak levels: industrial, locum tenens (physician), engineering, marketing/creative, and education/library staffing.

In contrast, they're projecting the following segments in 2013 to be significantly below their historic peak levels: office/clerical, travel nurse, per diem nurse, finance/accounting, legal, direct hire/perm placement, retained search, and outplacement. The silver lining for these segments is that they may have significant upside should demand conditions return.



## Healthcare IT Growth Strategy

As part of TCM's growth strategy, Healthcare IT continues to play a major role in both our Federal and Commercial divisions.

The U.S. staffing industry forecast for 2014 predicts that the Affordable Care Act (ACA) will boost demand for Healthcare IT temporary staffing and have a neutral to modestly positive impact on the growth of other staffing industry segments.

TCM understands the pressure our clients are under to meet legislative deadlines such as HIPAA privacy, ICD-10, ACA and HER meaningful use. In addition, the continuing needs to modernize Medicaid (MMIS), commercial payer claims processing, and provider clinical systems, places additional burdens and challenges to an already understaffed sector.

With over 30 years' experience working with some of the leading global names in the healthcare sector, TCM understands our clients challenge to source the talent required to implement these healthcare IT systems. Our Federal and State MMIS, payer, provider and life sciences clients demand outstanding service, on-time and on-budget.

Some recent examples of our success in this area includes two recent awards in our Federal division in the healthcare sector of the largest global information technology company including, a sole source contract to provide permanent placement of Healthcare IT leadership personnel as well as a Master Healthcare SOW to provide multiple design, development and implementation resources to state MMIS clients nationwide.

***"Talent wins games, but teamwork and intelligence wins championships." - Michael Jordan***

*One of our largest financial clients based out of Boston has chartered TCM to build a new Vice President Executive Tier within their IT division. This is a newly designed structure for this client and adding this level of IT management is critical to its growth and will enable three highly visible IT initiatives to get underway in Q4 of this year and continue throughout 2014.*

## Holiday Office Party Dos and Don'ts

By Caroline M.L. Potter—monster.com

If your employer is hosting a holiday party this year, it may be a more modest affair than in years past in light of the economy. "The parties aren't going to be as big this year -- but they will be more intimate," says Jacqueline Whitmore, author of *Business Class: Etiquette Essentials for Success at Work*. A smaller setting may put you closer to colleagues, thus magnifying any faux pas.

Use these tips to make sure you don't do or say the wrong thing in front of the right people.

### Don't

**Bring an Uninvited Guest:** Smaller parties may mean that spouses and partners are not included in the festivities, even if they have been in years past. "If you're not sure if you can bring a guest, you should definitely ask," Whitmore says. "If it's not indicated that a guest is invited, be polite and honor that request."

**Overindulge:** "One of my pet peeves is when I see people drink too much at parties," Whitmore says. "It's still an extension of the office, so you should act in a professional manner. You don't want to be the topic of conversation at the water cooler on Monday morning." Also, she reminds revelers not to put anyone on the spot by asking why another guest is abstaining from alcohol. "We live in a health-conscious society," she says. "It's a personal choice."

**Talk Shop:** Keep business discussions very brief. "If you've got spouses and partners in the conversation, they often won't have any idea what you're going on about, so you're just being a bore," Whitmore says. Remember, too, that this is downtime. "Don't burden a coworker with your problems," she says. "Leave the office at the office."

**Gossip or Tell Off-Color Jokes:** People tend to be a little more relaxed at office parties, and if they have a few drinks, they may say things they normally would not. "Be mindful of what you say -- the jokes, the comments," Whitmore says. "We're human. We want to have fun, but be mindful that it's a company event. There's still a level of professionalism you must maintain."

### Do:

**Bring a Guest If You Can:** "I think it's a good idea to bring a guest if you can," Whitmore says. "It gives people a better idea of who you are as a person. Your colleagues get to see another side of your life -- and you theirs."

**Get to Know Your Boss and Your Boss's Boss:** Use the office party as an opportunity to rub elbows with executives at your company with whom you don't usually interact. "You can't always get close to senior executives or partners at the office because they're so busy, but in a social environment, they're more open to small talk," Whitmore says. She recommends introducing yourself on a personal level and asking about hobbies or interests. "This is a key opportunity," she says. "Take advantage of it."

**Dress Professionally:** "My biggest pet peeve is when I see people dressed provocatively at office parties," Whitmore says. "This is an extension of the office. It's not the time to wear the dress with the slit up to your hip." Wear something a bit more festive than you might wear to work, but more conservative than what you would wear to a nightclub. "Keep an air of professionalism in mind when you choose your attire," she says.

**Keep Things Light and Fun:** There's a lot of gloom and doom in the news -- and perhaps at your company as well. Try to banish the dark clouds for the duration of the party with a sunny attitude. "It's tough for people to stay away from these topics because that's all we hear all day long," Whitmore says. "But it can bring everybody's mood down." Focus on positive events and the spirit of the season to avoid ruining the party for your colleagues.





## The Battle of the Office Candy Jar



## These figures will truly frighten you...

Sweets may boost workplace morale, but they're sabotaging our diets. With Halloween, Christmas and Valentines Day looming on the horizon, office candy jars are working overtime.

**\$546**

Estimated annual cost for an office to buy a 55-piece bag of fun-size candy bars every week.

**1,920**

Average calories consumed over a 4 week period

## Sweating It Off

Eating just two pieces of candy each workday adds about 480 calories to the bottom line over a work week. To burn that off, a 160-pound person would have to:

- Walk (2 mph): 157 minutes
- Ballroom dance: 132 minutes
- Golf (carrying clubs): 88 minutes
- Backpack: 56 minutes
- Run (8 mph): 29 minutes

There is research to show how irresistible the candy dish can be. A four-week study of 40 secretaries found that when candy was visible in a clear, covered dish, participants ate 2.5 pieces of chocolate on top of the 3.1 candies they would have eaten had the chocolates been in an opaque container, according to the 2006 study in the International Journal of Obesity. Moving the dish closer, so the subjects could reach the candy while seated at their desks, added another 2.1 candies a day to their intake.

~ Excerpt from WSI

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