

High Tech Hiring Into The Millenium Will Be A Wild Ride

What a year it's been in the Computer Industry! As we look forward to another New Year with enthusiasm, the Millenium quickly approaching; we attempt to catch our breath, to decipher all of the changes and events within the channel and to speculate on what will happen next. We will review some happenings, issues and perhaps attempt to identify some themes for the coming year.

HAPPENINGS:

- Mergers and acquisitions captured a lot of time this past year for many within the channel. Too numerous to mention. As the field narrows, the bigger players are emerging and will continue to be the driving force within the channel.
- Technology continues to grow at a rapid pace, quicker than we can keep up with. Isn't that what drives all of us within this Industry? If not, we'd all be very bored.....
- Internet business continues to grow successfully. Purchases and transactions can all be done on-line. Anything and everything is right at your fingertips....
- Many newcomers to the industry are right out of college; not just from technical training institutes but come highly degreed to an industry already that lacks maturity and direction at times. They will be the new leaders in the next century.

ISSUES:

- A Sales person is a sales person.... We continue to see the top producing employees smashed into the glass ceiling with no where to go but out of the corporation to a corporation that embraces them with open arms and successful accounts to follow.
- As technology emerges rapidly, the shortage of technical help as well as support continues to be a major issue. The problem continues with lack of technical training, certifications as well as the absence of a highly skilled labor pool. There are no longer specialists, everyone needs to do everything to compete.
- Customer Service, the buzz word of the 90's doesn't exist today as it did at the beginning of the decade. How often do you ever really speak with a person "Live" when you need to? Ah, the beauty of voice mail, automated voice menus do everything but connect you with the one you wish to speak with.

TRENDS:

- Virtual Offices are already successfully up and running across the world. We will continue to see this as more and more employees adapt to a more flexible working environment. This environment tho' flexible might become more stressful as it can increase hours spent at work.

- Those corporations not publicly held or traded are preparing for an I.P.O. in the next year. Perhaps we are all in the wrong business and should collectively gamble and invest for early retirement.
- The channel is becoming larger and will continue to expand. We started out as the Computer Industry and through a short period of time have begun to partner with the likes of major players in the Telecommunications and Office Products Industries. We are no longer in the Industrial Age but have evolved into the Information Age. There aren't too many businesses in the country that don't rely on the needs of a computer.

We look back at a successful 1997 and wonder what 1998 has in store for all of us. You can be assured that it will be exciting. Put your seat belts on and brace yourselves, the momentum into the next century is just beginning.