



remember

JOBWATCH

THE summer was an odd time in recruitment. May and June were quieter than usual. Perhaps the General Election and the World Cup took up everyone's Telly Time. You may have raised a smile seeing me under Jeremy Paxman's cross-examination on BBC Newsnight. It's not an experience for the faint hearted. But quite out of the ordinary, July and August proved to be incredibly busy months, with some excellent results. So far, this recruitment demand shows no sign of abating.

JMA customers have focused us on two areas – back office and billing on the support side, while the sales focus is squarely on data. The inexorable decline in voice margins, with more resilient and cost-effective hosted telephony and data circuits are driving our clients towards new ways to get customer stickiness and bigger margins.

Case in point, our IT support guys showed us a plug-



Clive Jefferys

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and-play Cisco phone solution. All they did was connect the handsets into our network, they self-configured and became live extensions on the spot. Now I can see why the market is heading that way. More to the point – IT professionals are now appearing on our interview boards with telecoms companies – a whole new raft of people are entering our marketplace.

Clive Jefferys, Managing Director, JMA Network

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