OVERVIEW

TechServe Alliance, formerly National Association of Computer Consultant Businesses (NACCB), is a collaboration of IT & Engineering services firms, clients, consultants, and suppliers dedicated to advancing excellence and ethics within the U.S.-based IT and engineering services industry.

TechServe Alliance at a Glance

- *The voice of one of America's most dynamic growth industries.* TechServe Alliance is the only national trade association devoted solely to representing the interests of U.S.-based information technology and engineering staffing and solutions firms—firms supplying the talent that builds America's technical infrastructure that is essential to our economic vitality.
- *Supports an expanding, nationwide membership.* TechServe Alliance enhances efficiency and supports its members in their delivery of best-in-class IT and engineering services by providing access to an exclusive portfolio of industry information and best practices derived from peer-to-peer knowledge sharing and subject-matter experts. Headquartered in Alexandria, Virginia, TechServe Alliance currently has chapters throughout the U.S. with members doing business in over 40 states.
- *Defends choice in IT and engineering occupations.* TechServe Alliance is committed to defending the rights of: IT and engineering professionals to choose flexible work arrangements; our members to provide services to their clients; and client organizations to achieve their business goals as efficiently and cost-effectively as possible.

Our Industry

TechServe Alliance members are U.S.-based businesses that provide the talent that builds critical systems and infrastructure for America's corporations, government, and other organizations. The economy of the 21st Century is built on infrastructure that touches our lives every day—when we go to the bank, when we use health insurance, when we receive our paychecks, when we log on to the Internet, and much more. Millions of IT and engineering professionals are required to build and maintain these systems.

By delivering IT and engineering talent where and when it is needed most, TechServe Alliance members ensure that the nation's IT and engineering needs are being met. Association members include *IT and engineering staffing* firms, which supply clients with on-site consultants to support their IT and engineering projects, and *IT solutions* firms, which take on clients' IT projects and deliver a complete solution. The market for the consultants TechServe Alliance members provide continues to grow.

TechServe Alliance Mission and Goals

TechServe Alliance was founded in 1987 in response to concerns about various legislative initiatives that would have placed unfair burdens on our industry and restricted the flexibility of consultants and clients to develop working arrangements that were best for them.

Today, TechServe Alliance focuses on:
- Encouraging the highest professional standards in the industry.
- Supporting members as they grow and develop their businesses.
- Providing members with timely, vital information about industry trends and legal and legislative developments.
- Working with policymakers to develop legislation and regulations that reflect the realities of the 21st century economy and workforce.

TechServe Alliance member companies provide computer and engineering professionals on a consulting or contingent basis to a wide array of businesses. IT and engineering staffing and solutions companies add value to the economy and support the choices these professionals make in the manner they provide their professional services. To fully understand the value in this professional staffing approach, it is helpful to understand the goals of all stakeholders in the talent engagement process: staffing firms, clients, and consultants.

A. **Who are the clients that utilize our services and what are the benefits of using U.S.-based IT and engineering contingent workforce professionals as part of an overall personnel approach?**
   1. Our primary clients are:
      a. Large corporations
      b. Rapidly growing smaller companies
      c. Companies using emerging technologies
      d. Companies developing emerging technologies

   2. The benefits to corporate America and the IT industry in the use of contingent worker professionals are:
      a. Flexible project-based staffing
      b. Temporary assistance to fill in for staff on temporary extended leave (e.g., use of Family & Medical Leave Act benefits)
      c. Meeting cyclical and other *ad hoc* temporary staffing needs
      d. Shortages of qualified workers
      e. Ability to quickly match staff with needs
      f. Companies DO NOT use IT contingent workers to avoid providing benefits. IT and engineering contingent workers are always more expensive than permanent, benefited staff. In many cases client companies would actually prefer to hire the worker but are unable to because the worker prefers the higher compensation levels and other benefits that come with being a consultant.

B. **Who are the professionals that work for TechServe Alliance members and what are the primary characteristics that differentiate them from what is generally thought of as the "temporary" workforce?**
   1. **Highly Educated.** Virtually all have four-year college degrees and many have advanced degrees.
   2. **Highly Compensated.** Most earn in excess of $80,000 per year on an annualized basis.
   3. **Marketplace Savvy.** As professionals they subscribe to trade publications and monitor web sites that provide information on current market rates for their skills. They regularly move between consulting firms as new opportunities arise and are experienced in rate negotiation.
   4. **Highly Independent.** Most have chosen to be contingent workforce consultants at least in part because of the feeling of being independent and the actual independence and flexibility that functioning as a consultant provides. Given this independence they are members of a group that are highly unlikely to respond positively to efforts to organize them.
   5. **Recognized as Professionals.** Both the federal government and most states have carved out exemptions from overtime requirements for "Computer Professionals" and many engineers are exempt under the general "Professional" exemption.

C. **Why IT and engineering professionals choose to be consultant/contingent workers?**
   1. Higher level of monetary compensation
   2. Freedom to select their own benefit programs
   3. Flexible work schedule
   4. The opportunity to work with leading edge technologies
   5. Generally greater job satisfaction (e.g., more involved in the development of systems)