

News and events



Cloud computing raises a number of issues, particularly around security, which are hotly debated by the IT community

The Nigel Wright IT Directors Forum hosted its latest Q&A event at Northumbria University recently. The session focused on how businesses are integrating new cloud technologies into their IT systems. Cloud computing is widely regarded as an efficient, faster and more cost effective way to run IT and many businesses have moved to the cloud in recent years – most notably those in the financial services, telecommunications and education sectors. It does however raise a number of issues, particularly around security, which are hotly debated by the IT community.

Nigel Wright invited a panel of IT directors to answer key questions to the forum on topics such as security and best practice as well as presenting a series of case studies of cloud computing success stories, specifically around its integration into larger organisations. The panel members were Steve Caughey, managing director and founder of Arjuna Technologies; Andy Burgess, cloud enterprise sales director from Google; Pavan Mishra, a senior security and cloud architect at PwC; Damon Sununtasak, product marketing manager at Microsoft and Jed Woodhouse, IT services director at Northumbria University.

Businesses represented at the event included Barbour, Fenwick Ltd, Greggs, Newcastle City Council, Northumbria Police and Onyx Group. Nigel Wright senior manager Sue Ormerod said: "The Newcastle weather behaved and impressed our London visitors as did the extent and breadth of experience in the room. Special thanks to Northumbria University for hosting it and to panel members for taking the time to attend."

Best of breed CRM system to help drive Nigel Wright growth

Nigel Wright has updated its CRM software across the business. Following an internal review last year, the business began a search for a 'best in breed' CRM system which would support sales activities as well as facilitate its international expansion. Salesforce was selected as it presented as being the most 'commercially focused' product on the market that would help Nigel Wright to maximise its relationships with current and potential customers.

Some of the key features that Nigel Wright is seeking to take advantage of include the in-built forecasting tool, robust approval processes for project management and the 'chat' function that will allow greater communication and collaboration between its employees across Europe. Group head of IT John Huggins commented that Salesforce will "ensure that our teams spend less time on administrative CRM tasks and more time selling."

Looking for clarity in the clouds

Established in 2004 the Nigel Wright NET Directors forum meets every quarter to discuss topical issues impacting the IT discipline. With directors from a wide range of different industry sectors, the subjects covered have been varied and take a top level view of the key issues, so they are appealing and interesting to the widest section of the Nigel Wright forum's members.



Nigel Wright senior manager Sue Ormerod

New internal appointments reflect continued growth

With offices in Paris, Amsterdam, Brussels, Copenhagen, Stockholm, Oslo, Madrid, Düsseldorf as well as London and Newcastle, Nigel Wright is well placed to serve its broad pan-European client base. Its offices are all in central and prestigious locations and have helped to promote Nigel Wright's premium image as well as attract high potential consultants.

In September 2011, the business announced that it had moved into larger office space in Geneva. Switzerland is a large and strategically important market to Nigel Wright as it provides the European headquarters for many of the world's leading consumer brands. Senior manager Chris Bone, who leads the Swiss operation, believes "the office provides an excellent base to drive our continued growth in Suisse Romande and Suisse Allemanique, as well as offering our clients and candidates a professional and convenient location to meet". In the last few months Nigel Wright has added two new consultants to its Swiss team, to meet client demand.

Nigel Wright has also recently announced two new directorships in the business. Lars Herrem is now regional director for the Nordic and German markets and Ian Lewis has taken over as regional director for France, Benelux and Iberia. They join Mark Simpson, who is responsible for the UK Consumer, Executive and North East businesses, group MD Jon McNeish and group FD Mark Ingleson, on the Nigel Wright operational board.

The business was also delighted to recently announce the relocation of three of its 'home grown' managers. Jacob Rønne has relocated to Oslo from Copenhagen to manage the Norwegian team. David Feldman is now responsible for the Düsseldorf office having previously held a senior role in Stockholm, and Jeroen Pictal has left Newcastle to manage Nigel Wright's team in the Netherlands.

Around 50% of Nigel Wright's business now comes from overseas markets and it is anticipating further growth in the coming months as the business looks to expand its presence in new territories beyond Europe.

Salary survey

In February 2012 we published our annual UK salary survey. The report was compiled from over 2,000 respondents, across different industry sectors, who completed our online survey between the beginning of December 2011 and the end of January 2012. The survey is timely, as the beginning of the year is when pay reviews are announced.

Our large data-set allows us to understand the average salary and benefits packages people receive within the UK. Other factors covered include the benefits regarded as important in a remuneration package, the reasons why people move jobs internally or externally, as well as the methods utilised to search for a new job. Some of the highlights of the survey are detailed below.

Job satisfaction

The results show a fairly satisfied workforce in the UK overall. Although there are variations between the strength of respondents' satisfaction, over 70% of respondents at each level of their organisations rated themselves as being between satisfied and very satisfied. Those working at the executive level were the most satisfied. There was little difference in the level of satisfaction across the disciplines below executive level. Those working in commercial roles, however, are slightly (2-3%) less satisfied than those working in either operations or support services.

Changing jobs

Respondents were asked to select the top three factors that would motivate them to change jobs, both within their current company (internally) and to another organisation (externally). It is perhaps no surprise that the three most popular influencing factors are quite closely linked – one leading to the other in most cases. These were increased remuneration, new challenges and promotion.



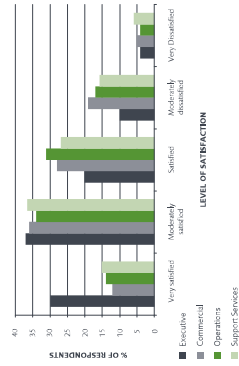
The three most popular factors influencing changing jobs were cited as remuneration, new challenges and promotion opportunities

Job search methods
Respondents were asked to select all methods that they would utilise when looking for a new role. As the respondents surveyed were mainly people already known to Nigel Wright Recruitment, it is no surprise that within the top three methods were our website and using a recruitment consultancy. Social networking is also an increasingly important method for job seekers. Using social networking sites to identify job opportunities now surpasses the use of traditional media such as newspapers and magazines.

Salary increase

As part of their last salary review respondents received, on average, a 3.4% increase. Overall, respondents were expecting slightly less in their next salary review, with the average increase expected at 3%. Those below executive level including consultants, developers, analysts and assistants were more likely to be anticipating a raise next year than senior executives. Consultants in particular are expecting their value to increase significantly. The full report can be read and downloaded from www.nigelwright.com.

JOB SATISFACTION BY DISCIPLINE



Global ambitions for Nigel Wright

Ten years ago Nigel Wright operated solely in the North East, with twenty eight consultants. In 2011 the business achieved its ten year BHAG (Big Hairy Audacious Goal) by becoming a pan European company with over one hundred staff and a turnover of £10-15m. Earlier this year, the business outlined its new BHAG to employees, stating a clear ambition to become a globally recognised leader in recruitment over the next ten years.

Nigel Wright is already making real progress with this objective. With the onset of recession, many of its international clients, predominantly in the global consumer products sector, have divested in Europe with the view to achieving long term growth in emerging markets.

Over the last eighteen months in particular, Nigel Wright has been instrumental in assisting its clients in sourcing talent in Africa, Asia, the Americas and the Middle East in line with global demand.

Group managing director Jon McNeish explained that Nigel Wright's success in recruiting outside of Europe is due to "exceptional market intelligence" and the "ability to quickly understand previously unknown territories and establish relevant networks" to get results for clients. "In 2011 the International Consumer Business NetPromoter Score was 92%. While the recent expansion has been concentrated



The North East is still a rich area of opportunity for a recruitment business

overseas, Nigel Wright maintains that its North East operation is central to overall growth strategy. By retaining a strong presence in the region, working alongside businesses in a variety of critical sectors to support them in the selection and development of talent, Nigel Wright has created a strong foundation from which to develop its business elsewhere. According to group executive director Mark Simpson the North East is still a rich area of opportunity for a recruitment business as "organisations in the North East are continuing to recruit key staff across all disciplines and sectors, and the region remains the home to an abundance of national success stories." Beyond the hiring process, Nigel Wright has continued to publish 'thought leadership' papers on a range of issues and trends. Together with the various networking events it organises every year, the business ensures that its customers are provided with tools they can use in their day to day roles, as well as with vibrant communities where they can network and debate the big ideas of the day.

Nigel Wright believes that highlighting its knowledge and expertise of the sectors and countries in which it operates, makes it a credible service provider to customers. It also allows the business to be innovative and creative in its approach to the market.

This strategy has been instrumental in building the brand internationally, particularly over the last eighteen months.