

ROBERT WALTERS SINGAPORE IT & TELECOMMUNICATIONS MARKET UPDATE

QUARTER ONE 2010



Welcome to the Robert Walters' specialist market update, designed to provide you with an insight into the very latest recruitment market and salary trends across the IT&T sector.

We provide a truly consultative service and offer professional advice, insight and market information whether you are recruiting or not. Our consultants have in-depth expertise and knowledge of the commerce marketplace and possess a high level of specialist sector based experience. We offer a fully integrated service, through experienced team members who possess a wide range of recruitment skills and specialist knowledge, combined with hands-on experience from within the commerce sector.

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SALES & MARKETING

- The sales function within IT&T has evolved from being a transaction box shifting role to more creative and intelligent sales function. This has created a huge demand for solution sales people with the ability to understand customers' needs, objectives and challenges, and tailor a turnkey solution that could involve multiple partners and technologies.
- Companies are also shifting their product/solution to be more responsive to the current market conditions and have started providing more scalable utility-based solutions. This means that as an organisation fluctuate in terms of size, it would only need to pay accordingly, on a per headcount basis, for an end to end IT solution.
- We observed a high demand for individuals who have experience in outsourcing and managed services, mainly in the networking layer which would include security.
- In 2009, the volume of growth came from largely from the telecommunications area, mainly due to them expanding their portfolio. These companies are currently looking to include products in networking, security and IP telecommunications and building up the resources to deliver these solutions.



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INFORMATION TECHNOLOGY

- IT vendors and system integrators maintained their pipeline of work largely in the public sector in 2009. With the recovery of the market, we started to see more new deals being closed in other industry verticals and IT professionals with domain expertise in financial services are in highest demand.
- Small and mid-sized software companies are optimistic about the market upturn in 2010, leading to an increase in hiring activities where firms scrambled to secure the best talent available - in a bid to grow their presence and maintain their competitiveness in the APAC region. The roles are generally at a more senior and strategic level, as well as the technical architect and engineering levels.
- Companies continue to recruit for strong security pre-sales and technical specialists due to the increased adoption of cloud and virtualisation technologies.
- Vendors will continue expanding their services teams. We also observed that some vendors have shifted their focus back to selling their core products, and roped in their trade partners to help sell their services instead.
- We have seen an increase in demand for telecommunication engineers and architects with experience covering data traffic, as well as in-depth MPLS expertise combined with knowledge in VOIP and IP telephony.

REQUEST YOUR COPY: 2010 SALARY SURVEY

Our 2010 survey, now in it's eleventh year, covers salaries and market trends across the globe.

To request a copy call one of the team or alternatively, download the survey online at:

www.robertwalters.com/salariesurvey



ROBERT WALTERS ASIA JOB INDEX

The Robert Walters Asia Job Index was launched in Q2 2008 with a view to creating a quarterly defector barometer for the job market across the region.

Since its inception, the Index has grown in scope and now covers Singapore, Japan, China and Hong Kong. The Asia Job Index is highly regarded as an informative source, and its reports have been covered by numerous mainstream and trade media around Asia. Many companies have also used the Asia Job Index as a reference for their organisations' research and strategy reports.

For the latest report, please visit www.asiajobindex.com



CONTRACT



- Towards the end of 2009, there was an increased demand for contractors, particularly in the areas of project management, FP&A /business analysts and HR professionals as organisations began to regain stability. Permanent headcounts were still at a premium and organisations that were under cost pressures started to look at contracting as an alternative workforce solution.
- Both international and local IT vendors and systems integrators took advantage of the increased pool of IT contractors to expand delivery teams in key areas such as SAP, business analysis and solution architecture.
- There was a notable increase in contract hiring in the beginning of 2010 within areas such as IT and finance. However, as more and more companies realise the benefits of hiring contract professionals, we started to see an increasing demand for contractors in other specialist business functions such as recruitment, tax, business support and marketing.



HUMAN RESOURCES

- Business sentiment within the IT&T industry improved albeit cautiously in the beginning of 2010 as compared to 2009. With projects being put on hold by many companies in 2009, many HR activities including recruitment were also suspended. Hiring activities for HR professionals started to pick up towards the end of 2009 and this continued into 2010.
- The financial downturn in 2009 has given organisations the opportunity to restructure global HR teams including off-shoring HR activities to lower-cost locations, thus creating greater efficiency within HR.
- With many global organisations pushing to shift autonomy from regional to local country teams, regional HR teams were disbanded to give way to local/ sub-regional HR set-ups. HR professionals previously doing larger Asia Pacific roles have to be contented with working on roles of a smaller geographical span.
- There is a growing trend for HR professionals to perform dual-roles (HRBP and a specialist role) in matrix IT organisations as HR leaders are under cost pressure to keep a lean and mean HR workforce.
- HR professionals in IT&T are typically highly sought-after by other industries due to their exposure to this fast-paced and dynamic market. Talent retention and attractive compensation strategies are hence critical to retain top HR talents within the IT&T sector.

ACCOUNTING & FINANCE

- There has been an increased demand for FP&A /business analysts, who are able to partner the business and support strategic and business planning.
- There continues to be a shortage of candidates with strong tax experience, particularly those who are proficient in transfer pricing.
- The demand for candidates with pricing experience dipped in 2009, but has since picked up in the first quarter of 2010. These positions range from mid level pricing and contract positions up to the more senior commercial management roles. This demand is particularly more evident in the telecommunications/mobile phone space.
- Revenue recognition continues to be a must-have skill set for software companies.

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