



# NRS Global Partners Quarterly Newsletter

## In this Newsletter:

- ◆ Q3 Hiring Trends and Economic Outlook
- ◆ NRS Global Performance
- ◆ NRS Community Involvement & Service
- ◆ Consultant Spotlight- Troy Thomas

## Employment Outlook



\*Source: Bureau of Labor Statistics

The unemployment rate in the greater Boston area is down a whole percentage point from Q3 of last year. The national unemployment rate is also down significantly from 2014, supporting an economic upward trend in the hiring sector. 70% of staffing agencies expect an increase in job openings next quarter, with increases expected at 6-15%.

The technology and healthcare industries continue to grow at a dramatic pace, especially in the New England Area. Massachusetts was named #6<sup>th</sup> fastest growing state for technology jobs, based on statistics from the US BLS.

## Q3 NRS Global Performance

NRS Global continued record performance in third quarter of 2015. Our client mix of healthcare, biotech, and global manufacturing enterprise customers fueled a 22% increase in revenues over the same period in 2014. Although we experienced some turnover in office staff, we managed to hire several key new members to our growing team, and they have made a great positive impact towards NRS Global Partners achieving a record year of revenue growth.

**T H E L I S T**



NRS Global Partners was recently named to the *Boston Business Journal's* **"Largest Executive Search Firms in MA"** List

## NRS Global Community Participation

In the 3<sup>rd</sup> Quarter, NRS Global participated in two local community events on the South Shore of Massachusetts. It was important for the team to give back to the community while spending some quality time outdoors this summer!

### St. Mary's Golf Tournament



NRS Global helped sponsor the St. Mary's Golf Tournament in honor of the late Father Dan Kennedy. The tournament raises money for the Daniel J. Kennedy Scholarship Fund, a charity that helps support men who attend St. John's Seminary, in hopes of becoming priests. Dan Kennedy became a priest at the age of 33 and then passed away suddenly at age 34. Even though his service as a priest was short, he made a huge impact on the lives of the people he touched. He was very involved in his community and was a very close friend of multiple NRS Global employees.

### Boy Scouts of America – Troop 7 Bottles & Cans Drive



In conjunction with Boy Scout Troop 7 of Scituate, the NRS Team participated in a Bottles & Cans drive this summer. Over the timespan of one month, the team collected recyclables to trade in for money to help support the troop and its efforts. This also educated the Boy Scouts about the importance of recycling and its environmental impact. Proceeds of the drive will help fund future projects and trips for the group.



# Consultant Spotlight

This quarter's spotlight is on Troy Thomas, a Telecom Engineer working for Biogen in the Raleigh/ Durham area.



## Troy Thomas, Telecom Engineer



Telecom consultant Troy Thomas joined NRS Global Partners in 2011 as a Telecom Engineer. Troy has a Bachelor's degree in Information Science from the SUNY Institute of Technology. He is certified in A+, Cisco IP Telephony & Troubleshooting, CVOICE, TCP/IP and holds a Six Sigma Yellow Belt.

Troy has been a key team member of our client Biogen's infrastructure operations organization for the past four years. Biogen is a global leader in the biotechnology industry, with a direct commercial presence in 30 countries across the globe and over \$9.5 billion in revenue. Headquartered in Cambridge, MA, Biogen also has a strong presence in the Raleigh / Durham area in North Carolina. NRS Global has been a key vendor for consulting engagements with Biogen since 2009.

In 2011, Biogen decided to engage in a company-wide migration from Cisco phone infrastructure to a more robust Microsoft Lync/Polycom infrastructure, which created the need for additional telecom resources to be added to the team.

Troy was appointed to the project due to his extensive background in telecommunications, problem management, and provisioning. Once on board, the migration project was divided into two phases. Phase 1 consisted of replacing all company desk phones with Polycom desk phones and Lync softphones. Phase 2 focused on transitioning the Global office gateways from Cisco Analog to Sonus digital gateways. Troy was involved in each phase of the project.

Troy also spearheaded another project to migrate all of Biogen's 200+ standalone fax machines from analog faxing to a new digital fax over IP solution, effectively saving over \$120K per year in long distance carrier savings.

Troy also provides vendor management solutions and operational engineering support to these migrations project. Additionally, he is managing the Aspect ACD to Interactive Intelligence migration with Biogen's Patient Services call center.

Troy's participation in these migrations has enabled Biogen to maintain operational support while progressing through each phase of the project. These new systems help enhance productivity throughout the company.

In Troy's spare time he enjoys horseback riding, camping, hiking, and playing chess. Troy is frequently involved in his community through the mentoring and tutoring of young, local adults, as well as teaching a networking class at a local community center.