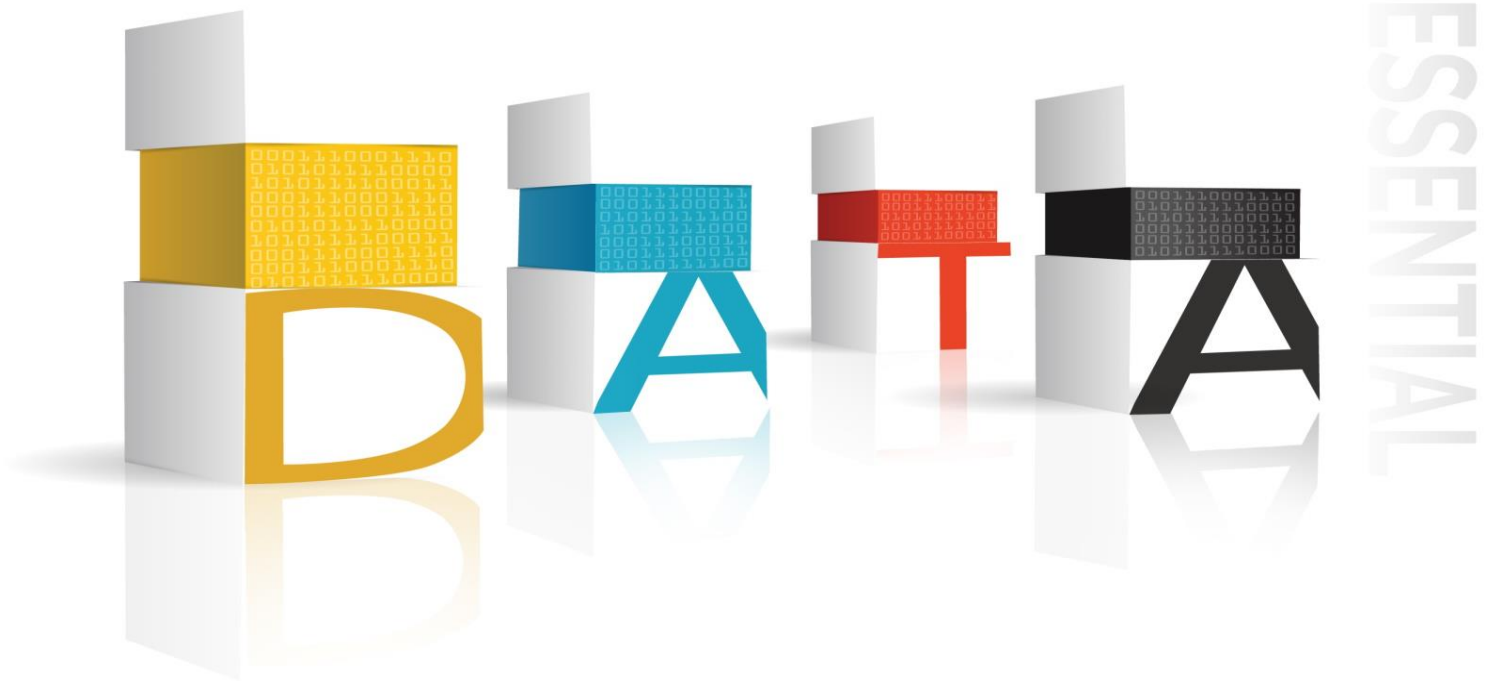


CONTROL SYSTEM INTEGRATORS ASSOCIATION 2020 TALENT RETENTION TOOL SURVEY RESULTS



Disclaimer: This is an older version of the TRT report meant to be an example of the output report from the 2023 survey.

Control System Integrators Association

2020 Talent Retention Tool Survey Results

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CSIA 2020 Talent Retention Tool Survey

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MESSAGE FROM CSIA

System Integration represents a challenging industry. It is relatively small and it is made up for the most part of independent and privately held companies. Any improvement program requires to set a benchmark from which to improve upon. To set a goal it is valuable to have an industry reference to make it realistic. It is here where the CSIA's business benchmarking programs (Pulse, TRT, EZ-Stats) come into play.

In 2019 the CSIA Statistics Committee took on the task, together with iLumen (our platform provider), to revamp our Salary Survey. The issue viewed by many SIs as "keeping them up at night" is attracting, developing and retaining talent. The TRT - Talent Retention Toolbox – is in response to this need. This new survey replaces its predecessor and it provides a more comprehensive compensation package picture. Another change we implemented was the input of the data in a relatively small window of time at the start of the year, which required an explosive marketing effort to make it all happen.

You are part of the leading group of SIs who participated in the first edition of the TRT. We thank you for setting the benchmark for your peers to follow.

I would also like to thank the entire Statistics Committee, in particular Jim Campbell (Chair) and Emily Smith who dedicated countless hours to make our TRT Survey a reality. You have helped CSIA deliver on its mission to advance the industry of system integration.

Jose M. Rivera
CSIA CEO

EXECUTIVE SUMMARY

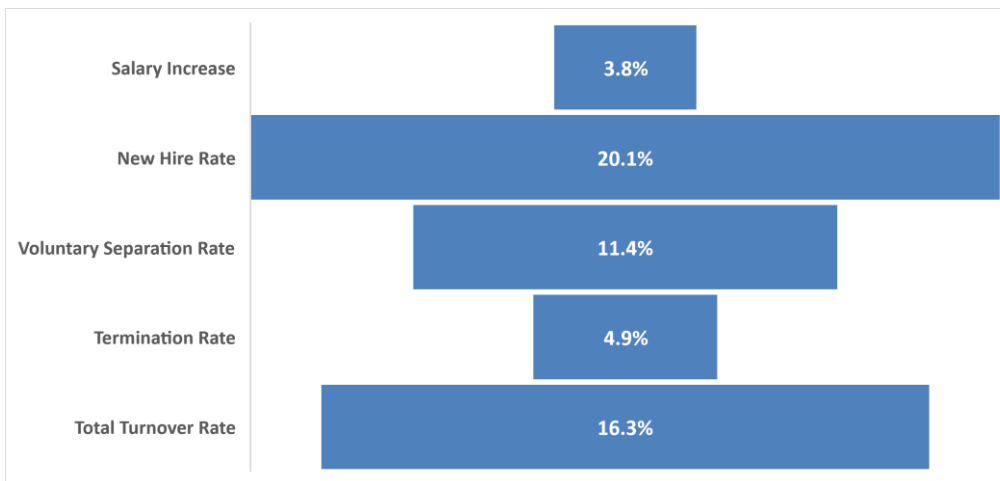
Featuring input from 38 system integration professionals, the 2020 CSIA Talent Retention Tool (TRT) Survey provides an in-depth look at key salary, benefits, turnover and other information that system integration executives and administrators can rely on to make informed decisions.

In the inaugural year 38 offices' responses are included in the final results. Compensation data was collected for 34 individual management, administrative and other positions; in addition, the 2020 TRT survey provides valuable benefits and turnover information. The CSIA Statistics Committee restricted this inaugural survey to U.S.-based companies due to concern over differences in country laws conflating results, such as medical insurance, retirement plans, and so on. We will evaluate methods to include other countries in the future.

CSIA partnered with intelligence solutions provider iLumen Inc., which compiled analyzed the survey data, to reveal a number of intriguing industry trends.

SALARY INCREASE AND TURNOVER RATE

The average annual salary increase was 3.8%, significantly higher than the 2.3% CPI inflation. New hiring rate was 20%, higher than the total turnover rate of 16%, which indicates that system integrators are growing in headcount and payroll.



RETIREMENT BENEFITS

Nearly 87% of integrators offered a company matched retirement savings plan, with 79% offering retirement savings plan with employer contribution and 24% without employer contribution. 53% of integrators matched 401K at 3%.

