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How to prepare for 'no deal' | Chatbots taking over call centre jobs | UK tech growing 2.6 times faster than entire economy

# Deal or no deal; that is the question

With the Government preparing us for a potential 'no deal' Brexit, chatbots taking the place of M&S call centre staff and average engineering salaries less than in 2017, you can be excused for feeling tired and bleak. Help is at hand though, IBM have patented a coffee-delivering drone that can detect when you are tired!

Warm regards from the team at ETS

According The to Engineer's 2018 Salary Survey, the average salary for all engineers is £47,896, а slight decrease on last year's survey average of £48,197. The average salary in the oil and gas sector, the highest-paid sector in engineering, is £53,900. read more

Average salary by UK engineering sector\*

Oil and Gas	£53,913
Energy/Renewables/Nuclear	£52,653
Chemicals and Pharma/Medical	£50,890
Automotive	£48,967
Food and Drink/Consumer Goods	£48,155
Defence and Security/Marine	£47,968
Aerospace	£47,752
Materials	£47,130
Rail/Civil and Structural	£45,871
Academia	£44,774
None of these	£44,563
Telecoms and Utilities/Electronics	£44,504
Telecoms and Utilities/Electronics	

\*All data from The Engineer Salary Survey 2018.

Women are vital to solving the engineering shortage crisis



## How chatbots are coming for our call centre jobs

The biggest threat to jobs might not be physical robots, but intelligent software agents that can understand our questions and speak to us, integrating seamlessly with all the other programs we use at home and at work. Just last week Marks & Spencer announced that they are moving 100 switchboard staff to other roles because chatbots are taking over their duties.

Read more

# How SMEs can gain competitive advantage from Brexit

All of the commentary so far about the effect of Brexit on UK businesses tends to revolve around big corporates, even though SMEs accounted for 99.3 per cent of all private sector businesses at the start of 2017. SMEs are a huge part of the UK economy and how they weather the Brexit storm will have a considerable impact on it. This is a great article with tips on how SMEs can weather the Brexit storm and gain competitive advantage.

#### Find out more



#5 Don't expect to see a grou of suitably qualified candidates

How to fill a tough vacancy

### How to prepare if the UK leaves the EU with no deal

The government has just published <u>25</u> documents of <u>guidance for businesses</u> across a variety of areas to try to avoid the "short-term disruption" in case the UK leaves the EU with "no deal". The costs of "no deal" are likely to be substantial with Britain reverting to "third country" status. <u>Read more</u>

# UK Tech is Growing 2.6 Times Faster than Entire Economy

Information from the Tech Nation 2018 report reveals that UK's tech industry is accelerating 2.6 times faster than the rest of the UK's economy. Its value has gone from £170 billion in 2016 to £184 billion last year. Digital tech jobs also rose at five times the rate of the rest of the country's sectors. <u>Read more</u>

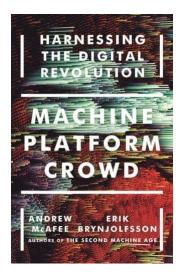
### **News In Brief**

A coffee-delivering drone that can detect when people are tired and bring them a drink has been patented by technology company IBM. <u>Read more</u>

8 Business Services You May be Paying for That You Can Get for Free. <u>Read more</u>

#### **Book Corner**

Machine,Platform,Crowd:HarnessingtheDigitalRevolution by Andrew Mcafee & ErikBrynjolfsson deliversa penetratinganalysis of a new world and a toolkit forthrivinginit.Forstart-upsandestablishedbusinessesorforinterested in the future.



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