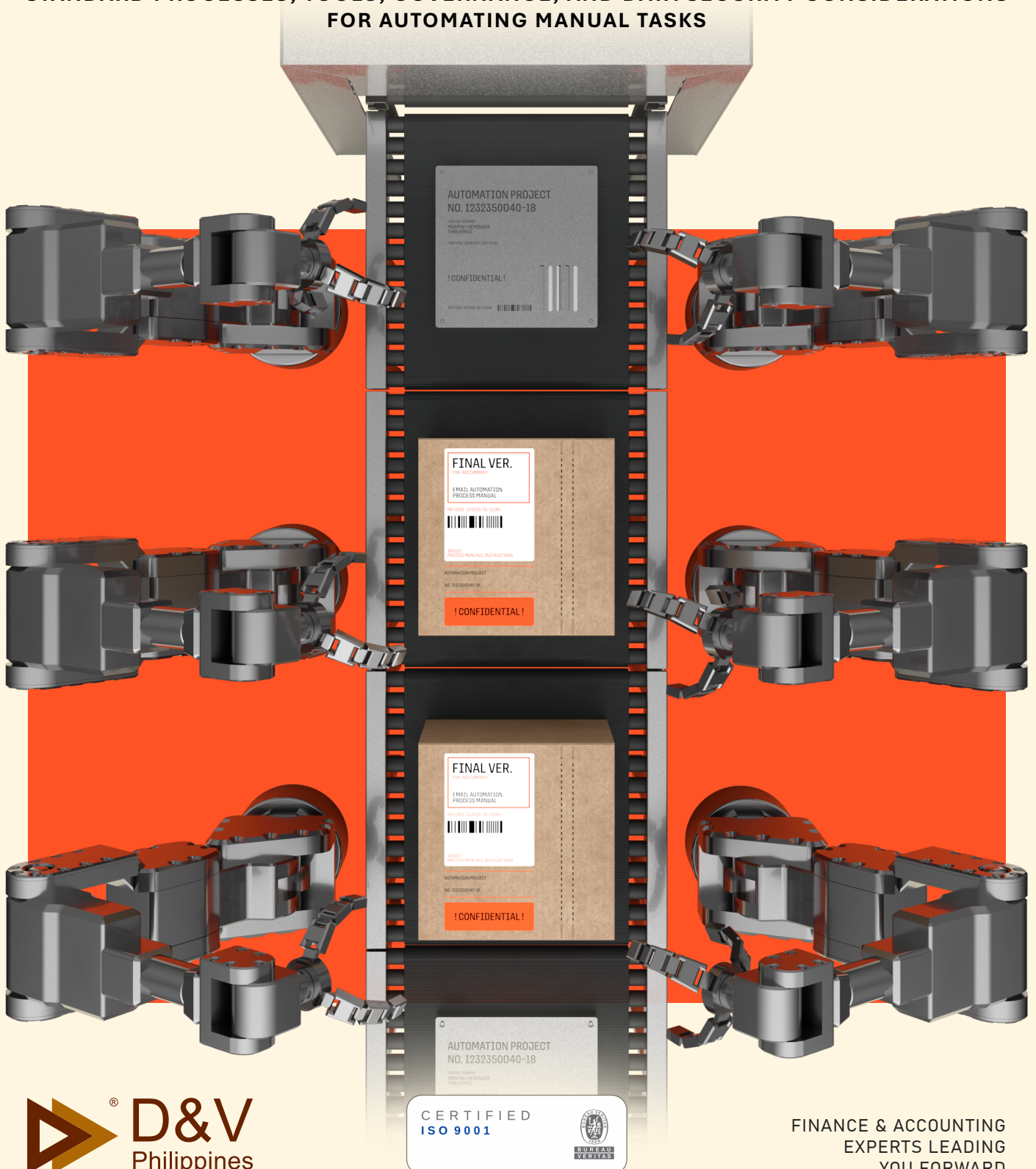


P R O C E S S AUTOMATION

STANDARD PROCESSES, TOOLS, GOVERNANCE, AND DATA SECURITY CONSIDERATIONS
FOR AUTOMATING MANUAL TASKS

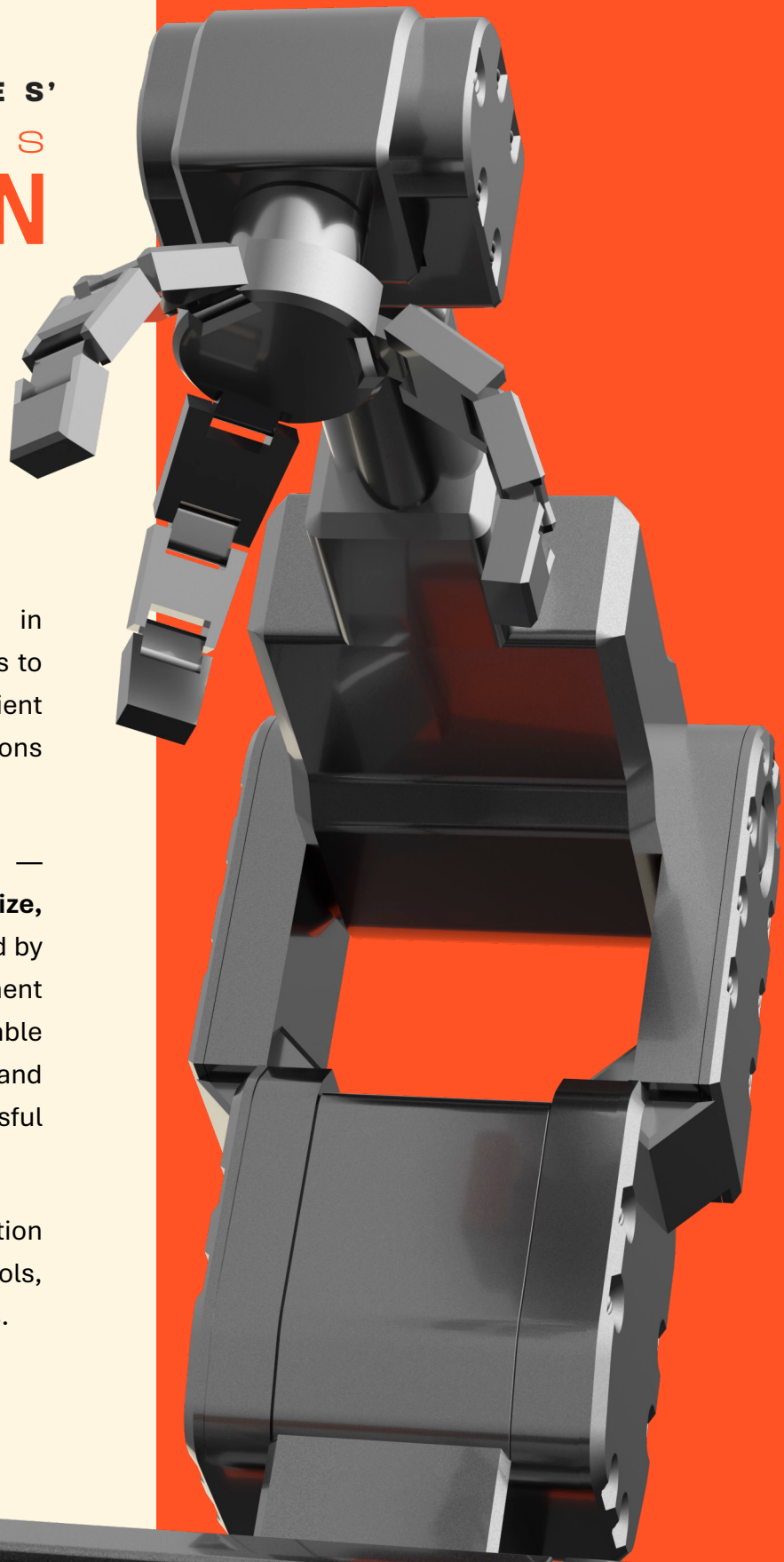


D & V PHILIPPINES' P R O C E S S AUTOMATION

D&V Philippines continues to invest in process automation as part of its efforts to deliver better services, strengthen client experience, and align internal operations with global standards.

Guided by our **ESSAP Principle** — **Eliminate, Simplify, Standardize, Automate Philippines** — and supported by our Information Technology (IT) Department and automation specialists, we're able to assess automation opportunities and design practical solutions for its successful implementation.

This primer outlines our process automation efforts, specifically its workflow, tools, governance, and data security measures.



AUTOMATION PROJECT LIFECYCLE

Our in-house IT Department follows a standardized and structured approach when handling process automation requests.

01 SUBMISSION OF REQUESTS

The IT Department receives, acknowledges, and assigns automation requests submitted through the IT Help Desk platform.

OUR AUTOMATION RECOMMENDATIONS:

- » Auto-emailing Processes
- » Approval Workflows
- » Automation within Microsoft Tools

02 ANALYZE

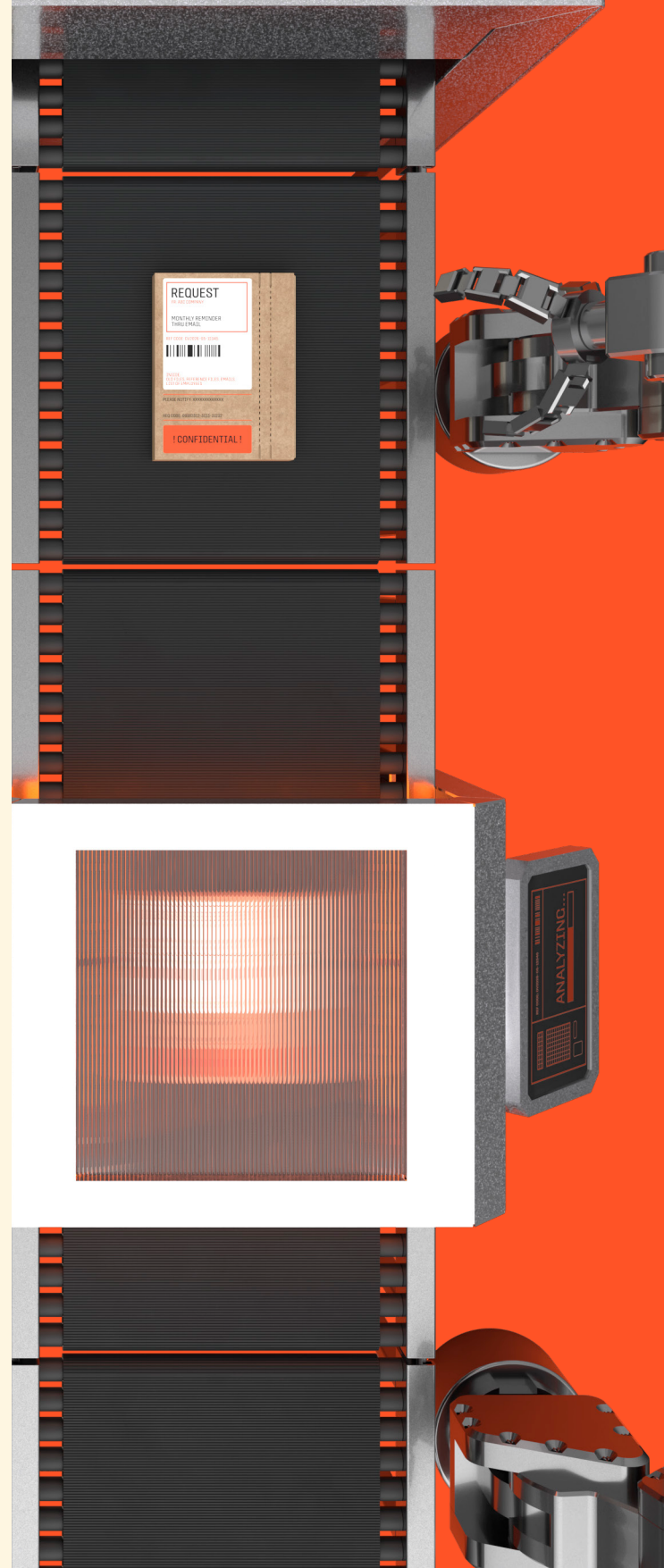
The submitted request is assessed based on process requirements, automation criteria, and potential limitations to determine its feasibility.

CAN A PROCESS BE AUTOMATED?

A manual process will be considered for automation if it meets the following attributes:

- » Repetitive and Rule-based
- » High-volume
- » Time-consuming

WORKFLOW OVERVIEW



- » Prone to Errors
- » Ready for Integration
- » Customer Service Improvement

We also take certain limitations into account. Processes that require human intervention, for instance, are less likely to be automated.

Eligible processes are then evaluated to determine their priority level.

PRIORITIZATION CRITERIA

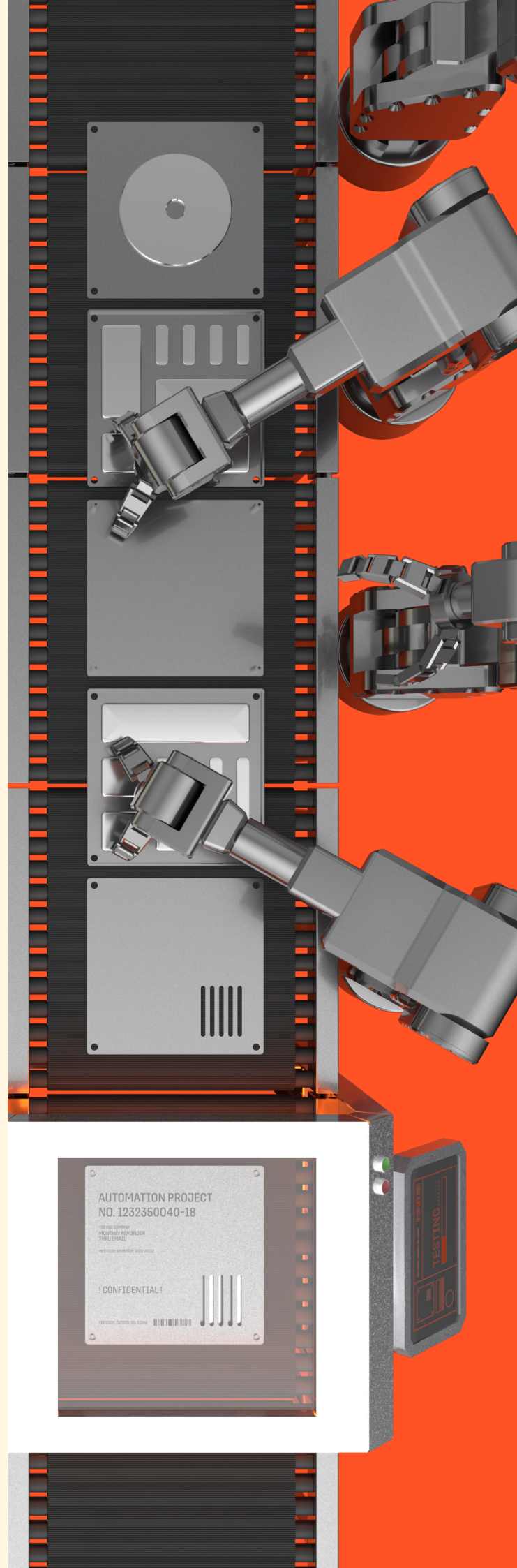
- » Urgency
- » Business Impact
- » Requester Role
- » Risk Mitigation

03 DEVELOP

The IT Department develops the automation plan by identifying the requirements, scope, solution approach, process flow, and timeline. The project's progress, including potential changes, is documented and coordinated with the requester throughout this phase.

04 TEST

Once the automation is developed, the IT Department conducts testing and dry runs, gathers feedback on its usability and effectiveness, and makes the necessary refinement until it meets the requester's requirements.



05 ENDORSE

After meeting all standards and requirements, the automation is endorsed to the requester. It is then rolled out to the concerned stakeholders together with the user material containing the guidelines for using the automated system, FAQs, and automation approach.

06 DEPLOY & IMPLEMENT

The newly implemented process or system is formally rolled out. For internal processes, the requesting department must produce a work instruction or process manual, whichever is applicable. In cases where a work instruction or process manual for the workflow already exists, it must be updated to reflect the changes.

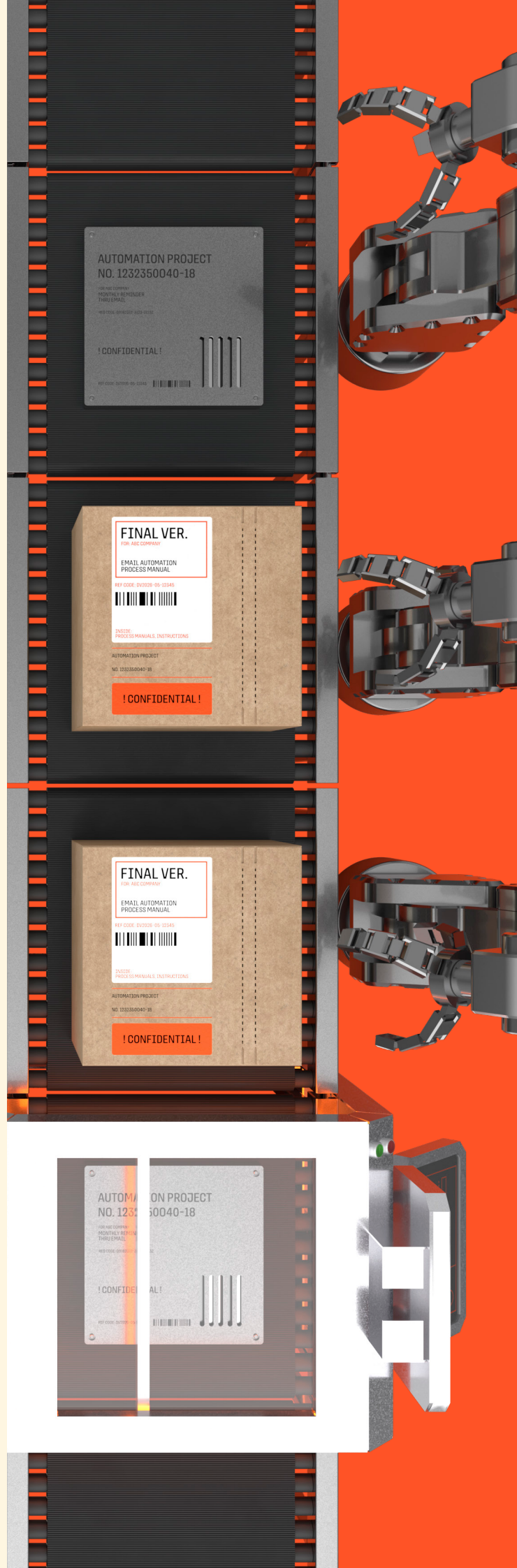
Internal processes (specific to D&V Philippines and excludes client-specific automated processes) will also be rolled out through a companywide announcement.

07 POST-DEPLOYMENT MANAGEMENT

After implementation, the automation is monitored and supported to ensure stable performance, address operational issues, and sustain effective use over time.

OUR CONTINGENCY PLAN:

In cases of system failures, the IT Department



prepared these measures:

- » Automatic notification alerts
- » Alternative flow to act as a safety net
- » Regular monitoring of log forms through Power Automate

MODIFICATION REQUESTS:

Modification requests are divided into two categories:

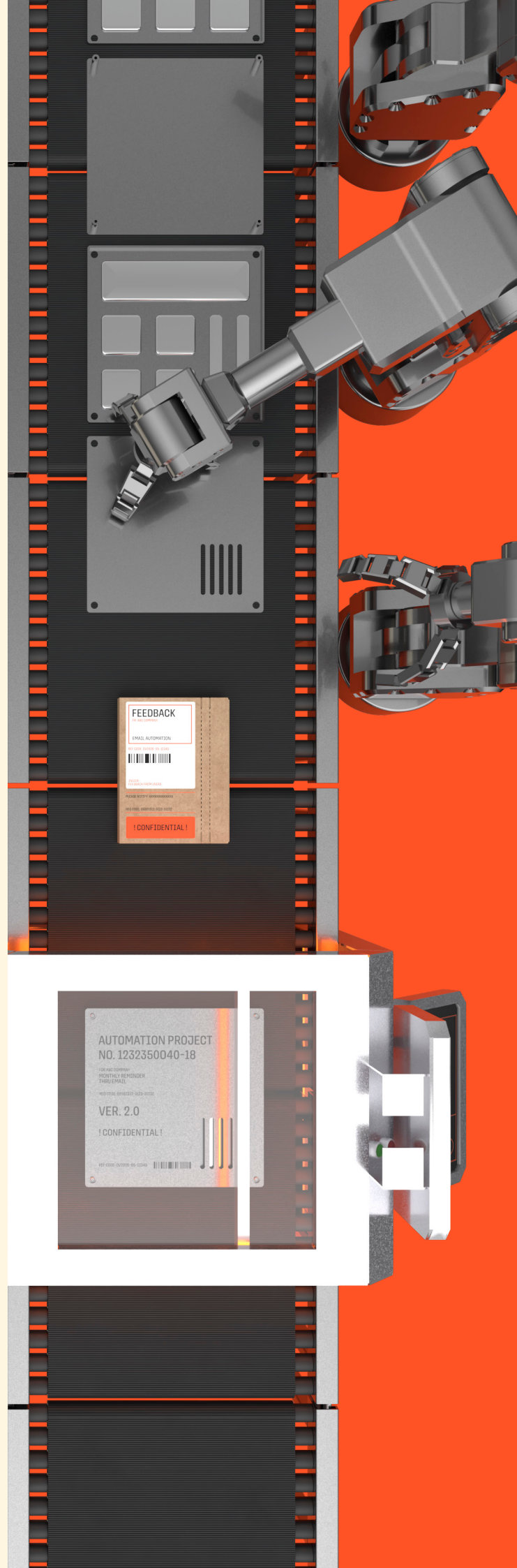
1. **Minor changes**, which will be addressed accordingly
2. **Major changes**, which will be treated as a new automation project, are scheduled to be addressed in the next calendar year after the deployment of the automated process.

08 FEEDBACK

Six months after project completion, the requester provides feedback on the automation's usability and effectiveness.

09 MEASURE & MONITOR

The deployed automation is reviewed regularly to confirm that it remains operational. Each automation is also programmed to send automatic notifications in cases of errors and system failures.



THESE TOOLS SUPPORT OUR AUTOMATION INITIATIVES

- » Power Apps
- » Power Automate
- » Dataverse
- » SharePoint
- » Microsoft Forms

D&V Philippines also continues to expand its companywide AI adoption using IT-approved off-the-shelf tools and integrations.

Learn more: [AI Adoption in Accounting Primer](#)

OUR APPROACH TO **AI** GOVERNANCE

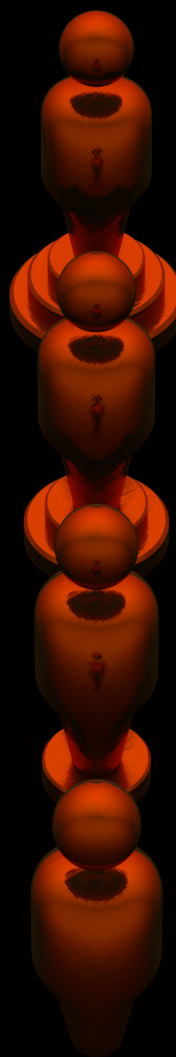
AI governance and ownership remain our top priority at D&V Philippines. For proper oversight, we have identified key stakeholders who will manage and take part in our process automation initiatives.

Only specific employee groups within D&V Philippines may submit automation requests. Through this approach, we can promote accountability and see to it that requests are properly reviewed, endorsed, and managed.

In the Corporate Service Division, requestees are limited to administrative departments. Meanwhile, in the Client Service Division,



HIERARCHY OF ROLES AND RESPONSIBILITIES FOR AUTOMATION INITIATIVES



01

SENIOR IT MANAGER

*for governance
and oversight*

02

IT PERSONNEL (DEVELOPER/ AUTOMATION SPECIALIST)

*for development and
maintenance*

03

SYSTEM ADMINISTRATOR

*for access
and security
management*

04

REQUESTING DEPARTMENT/ EMPLOYEE

*for requirements
validation and
testing*

only Associate Directors, Directors, and Senior Directors may submit requests. All requests are subject to prior approval from their respective Vice Presidents.

With clear ownership and defined responsibilities, we can ensure that every automated process is carried out in a secure and well-governed manner.

DATA SECURITY & ETHICAL CONSIDERATIONS

We apply clear safeguards and responsible practices in every automation initiative.

Data sensitivity, user access, system controls, and the broader impact of automation are carefully considered to support secure and appropriate implementation.

DATA SECURITY

We protect our automation initiatives through these data security measures:



MULTIFACTOR AUTHENTICATION (MFA)

Users verify their identity through an additional security layer before getting access to the automation system.





USER-BASED SIGN-IN REQUIREMENTS

The use of automated systems is limited only to authorized user accounts.



ROLE-BASED ACCESS CONTROL (RBAC)

Users are granted access only to tools, data, and functions necessary for their role.



DATA MINIMIZATION & PURPOSE LIMITATION

We limit the use of data to what's necessary for each automation of AI-driven process.



SECURE HANDLING OF SENSITIVE DATA

Set restrictions on processing of confidential or personal data in AI tools unless explicitly approved.



AUDIT LOGS & MONITORING IN AZURE

System activities are tracked and monitored to detect unauthorized access, unusual activity, or potential security risks.



SEGREGATION OF ENVIRONMENTS

Clear separation of development and production environments to prevent test activities from affecting live data.



RESPONSIBLE AI USE POLICY

D&V Philippines' *Responsible AI Use Policy* sets out the responsible, ethical, and secure use of AI tools within the organization.

ETHICAL CONSIDERATIONS

We use AI with these ethical considerations in mind:

- » Transparency
- » Consent
- » Accountability
- » Human Oversight
- » Fairness and Equity
- » Respect for Intellectual Property
- » Non-manipulative AI Use
- » Prohibited Use Cases
- » Social Responsibility

AUTOMATION PORTFOLIO

To date, Our IT Department has successfully completed **a total of 17 automation projects**. Some initiatives are still ongoing, and we're expecting to receive additional requests as we go through the year.

Some of our notable automation projects:

01

ASKDV – An internal SOP and knowledge management agent
IT Department

02

Onboarding Automation
Human Resources Department

03

Accounts Payable Automation
Finance Department

04

Payroll Automation
Finance Department



PROJECT CONTEXT

THE OVERARCHING PROBLEM

Reliance on manual processes made departmental operations inefficient, time-consuming, difficult to monitor, and vulnerable to errors, delays, and missed follow-ups.

THE SOLUTION

Develop an automated system that would streamline the repetitive processes of the requesting department.

THE RESULTS:

- » Faster and more efficient processes
- » Improved overall experience for stakeholders
- » Reduced repetitive manual work
- » More time for strategic activities
- » Quicker approvals and turnaround times
- » Better tracking, visibility, and monitoring of projects
- » More accurate and consistent documentation
- » Improved control, accountability, and compliance

ABOUT D&V PHILIPPINES

D&V Philippines is a finance and accounting outsourcing company that helps CFOs, accounting firms, audit firms, and other professional services firms build reliable offshore accounting support teams.

Founded in Makati in 2012, D&V Philippines has grown into a specialized outsourcing partner serving more than 400 clients across Australia, Asia-Pacific, Canada, Europe, the United States, and the United Kingdom. Our services are focused on finance and accounting, bookkeeping, audit support, financial planning and analysis, management reporting, tax preparation, and administrative services, among others.

Guided by our ESSAP approach — Eliminate, Simplify, Standardize, Automate Philippines — we continuously improve our service delivery through technology, automation, and AI-powered tools. We have a talent base of more than 1,400 finance professionals consisting of experienced CPAs, bookkeepers, and auditors with prior experience working for the Big 4.

With dedicated teams, scalable solutions, and solid business continuity plan, we help clients strengthen their finance operations and focus on work that matters most.

GET IN TOUCH WITH OUR TEAM

Send us a message if you're interested to know more about our automation initiatives and how you can take advantage of it should you like to pursue an accounting outsourcing engagement with D&V Philippines.



marketing@dvphilippines.com



www.dvphilippines.com



+63 2 8846 1144



FINANCE & ACCOUNTING
EXPERTS LEADING
YOU FORWARD

D&V PHILIPPINES OUTSOURCING, INC.

22nd Floor Tower 1, One Ayala Corporate Center,
Ayala Avenue, Makati City 1223, Philippines

CERTIFIED
ISO 9001

