

LEA Global Virtual Outsourcing Event – 18 July 2023

# D&V Philippines Solution



Rising Star Association



INTERNATIONAL ACCOUNTING BULLETIN



# Panelists



Mary Joy Quino, VP of  
Global Operations



Monart Raian Flores,  
Director, Client Focused  
(Audit Support Services)



Stefan Vermeulen, Founder,  
Chief Executive Officer, D&V  
Philippines



Lyseen Echalas, Director,  
Client Focused (Audit  
Support Services)



Kasi Scarcella, MBA,  
Workforce Planning  
Supervisor, Marcum LLP



Ronald Storch, CPA, Partner,  
Chief Operating Officer,  
Marcum LLP



# High-level Introduction

D&V Philippines

Stefan Vermeulen

CEO – D&V Philippines

**MARCUM**  
ACCOUNTANTS ▲ ADVISORS

**D&V**  
Philippines



- A BPO specializing in finance and accounting (audit, admin, assurance) managed by accountants.
- Solutions for Corporate CFOs and to Professional services firms, including accounting firms, audit firms and part-time CFO firms.
- 350 clients
- Close to 1,000 people based in Makati City
- Management and Account Managers composed of accountants with 10+ years industry experience.

## High-level Introduction

**MARCUM**  
ACCOUNTANTS • ADVISORS

 **D&V**  
Philippines

**D&V Philippines**

**MARCUM**  
ACCOUNTANTS • ADVISORS

 **D&V**  
Philippines





Close to

1000

F&A PROFESSIONALS  
onboard

95% CPAs

73% Big-4  
experienced  
Auditors

Strong knowledge-sharing  
culture with Excellence Teams  
providing continuous training  
(e.g. Xero, QuickBooks, MYOB,  
Assurance Excellence Team).



Recognized  
Employer Program  
(REP) Partner

## High-level Introduction

**MARCUM**  
ACCOUNTANTS & ADVISORS

**D&V**  
Philippines

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ACCOUNTANTS & ADVISORS

**D&V**  
Philippines



## High-level Introduction



## US AUDIT CLIENTS

	CLIENT A	CLIENT B	CLIENT C
Location	Utah	Boston	New York
Client Size	115 employees	140 employees	200 employees
Size of Team	8 FTEs (6 Audit, 2 Tax)	6 FTEs (5 Audit, 1 Tax)	6 FTEs (3 Audit, 2 Accounting, 1 Accountant for admin)
Solutions Provided	Audit, Review, FS Preparation, Tax Return Preparation	Audit, Review, Compilation and Tax	Audit, Review, Compilation, Personal FS Compilation, Agreed upon procedures, and Type checking, General Accounting, Billing Specialist

## High-level Introduction



## US - CANADA AUDIT CLIENTS

	CLIENT D	CLIENT E	CLIENT F
Location	California	Manitoba	Montreal
Client Size	5 employees	<100 employees	200 employees
Size of Team	1 FTE	7 FTEs (Audit)	5 FTEs (Audit)
Solutions Provided	General Bookkeeping & Accounting	Audit, Review and Compilation	Audit, Review and Compilation

## High-level Introduction



## EU-ASIA AUDIT CLIENTS

	CLIENT G	CLIENT H	CLIENT I
Location	Singapore	London	Netherlands
Client Size	20 employees	100 employees	42 employees
Size of Team	5 FTEs (Audit), recruiting 2 add'l FTEs	3 FTEs	2 FTEs (Audit)
Solutions Provided	Audit	Audit & Accounting	Audit

## High-level Introduction

# OUTSOURCING BEST PRACTICES

- ✓ Outsource readiness
- ✓ Ambassador/ Contact Person within the company
- ✓ Training, Communication and Relationship
- ✓ Collaboration, Coordination, Skills Development
- ✓ Cultural Sensitivity
- ✓ Face to face meetings (training)
- ✓ Face to face meetings on a regular basis – client location and PH
- ✓ Sense of belonging (feeling part of the client practice)

*\*\*Results In High Success Rate\*\**

High-level Introduction



# MOST COMMON OUTSOURCING MISTAKES

- Lack of people focus for the team in Manila
- Lack of communication (no regular feedback)
- No long-term thinking (not a quick win)
- No clear expectations regarding output and role
- No proper procedures / process with the client side onshore
- No proper training
- Outsourced members are treated differently and too strict on deliverables and without attention to members welfare

*\*\*Results In High Failure Rate\*\**

## High-level Introduction



Ron, Kasi  
Marcum





# The Challenges

Considering Outsourcing



# Choosing The Right Partner

Extension of practice

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Philippines

# Outsourcing Journey

(notable aspects & areas for improvement)



# Marcum's Cyber Security Requirements

Data Security



# Finding the right Talent

Extension of practice

# Challenges and Solutions



# Service Delivery & Engagement

D&V Philippines

Joy, Lyseen, Monart

D&V Philippines

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# Major Concerns:

- Data Security
- Quality and Service Delivery

# Talent Requirements and Qualifications

D&V – Your Talent Sourcing Partner

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# Partnership Growth

D&V Philippines x Marcum

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ACCOUNTANTS ▲ ADVISORS

 **D&V**  
Philippines



# Pioneer Team

Training, Onboarding, Expansion

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Philippines

# Challenges and Solutions

SERVICE DELIVERY & ENGAGEMENT

# Q&A



