

SEPTEMBER RECAP

2024 ISSUE



Highlights & Achievements



September was a month of accomplishments and celebrations at DBOS. We continued our Liwanag at Dunong Project by successfully completing and installing the new water pump for the Aeta Guyaman Community. Inside the office, we recognized and rewarded our newest DBOS Champion and celebrated the birthdays and anniversaries of our team members. Additionally, several employees were commended by their clients for their exceptional performance. To top it off, we had a blast at our monthly bash, where everyone dressed up in their best 90s attire for a day of fun and camaraderie.



Liwanag at Dunong Project Update: Aeta Guyaman Community Gets New Water Source

The installation of the new water pump for the Aeta Guyaman Community was successfully completed last month. Thanks to your generous donations to our Liwanag at Dunong Project, we have provided a clean water source for 78 households in this community. Your support has made a significant difference in their lives.





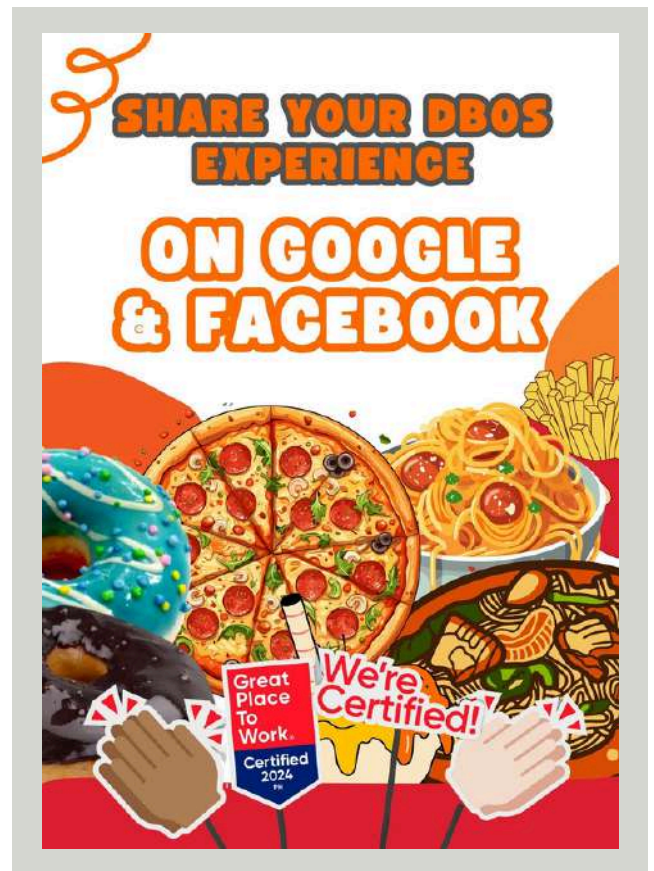
Share your DBOS Love on GPTW Certification Nation Day on October 16!

Every team member who writes a review for DBOS on or before October 16, 2024 will receive one raffle entry for their team (or for themselves if they're the only team member). The more reviews you write, the more chances you have.

- [Write a review on Facebook](#): 1 entry
- [Write a review on Google](#): 1 entry

Five winners (team or solo) will enjoy a delicious merienda. Let's show our appreciation and boost our online presence together!

For enquiries, contact Karen Acleta on Mattermost.



2024 DBOS Halloween Party: A Musical Time Capsule



Get ready for our most exciting event of the year! Our DBOS team members are unleashing their inner pop stars and dressing up as their favourite icons from across the decades. for our **Halloween Party on 25th of October**. From timeless classics to modern-day sensations, prepare to be amazed by their creativity and ingenuity.



MEET YOUR NEW OFFICE 606 TEAM CAPTAIN

Randy Cajigas of PD Insurance

Congratulations, Randy! We're confident that your creativity, innovative ideas, and strong collaboration skills will be a valuable asset to our workplace. We look forward to working with you as an Office Captain and seeing your positive impact.

A special thanks to Len Vega of Team Alpha for her outstanding work as office captain. Your dedication and leadership have been invaluable in creating a fun and enjoyable work environment. We appreciate everything you've done.



IT TICKETS PROCESSED

High Priority Tickets:

100% of tickets responded to within 30 minutes

Medium Priority Tickets:

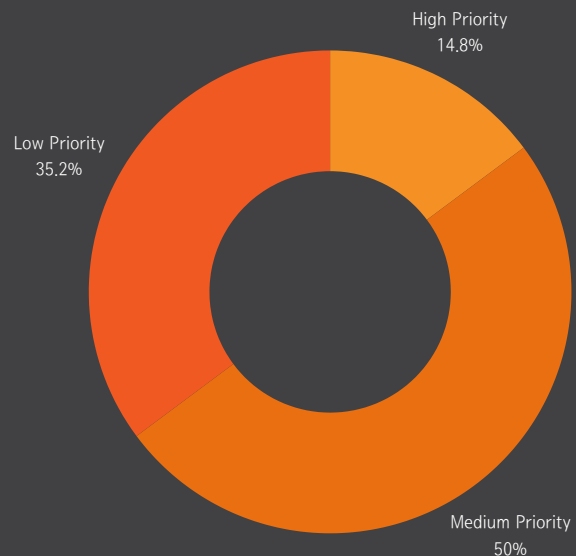
94% of tickets responded to within 1 hour

6% of tickets responded to within 2 hours

Low Priority Tickets:

90% of tickets responded to within 2 hours

10% of tickets responded to within 4 hours



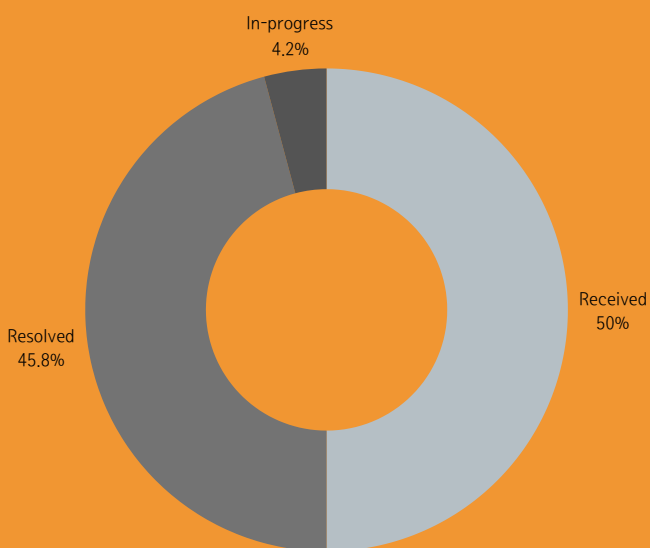
The most common High Priority Ticket resolved in September is about Email and Account Access and Permissions.

Need help? Contact our IT Team at it@dbos.com.au or raise a ticket at <http://dbos.com.ph/dbosticketing/upload/login.php>

Our HR Team resolve each ticket in an average of 2.7 hours.

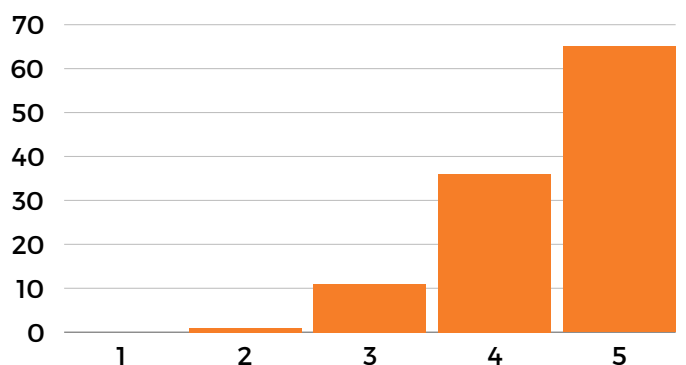
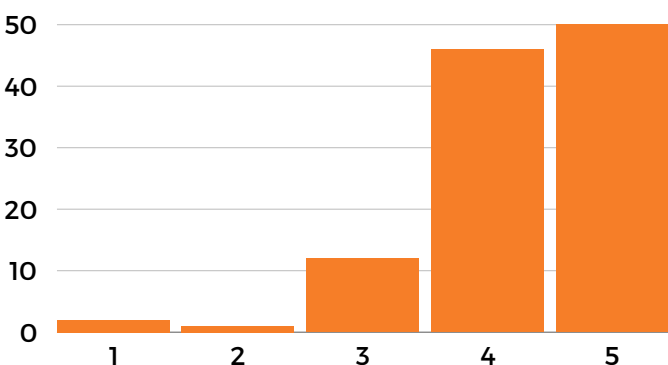
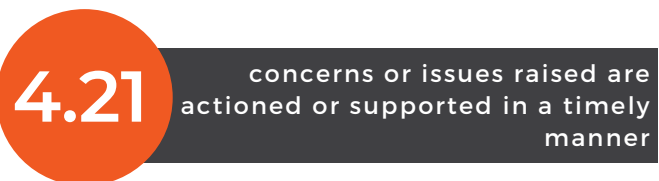
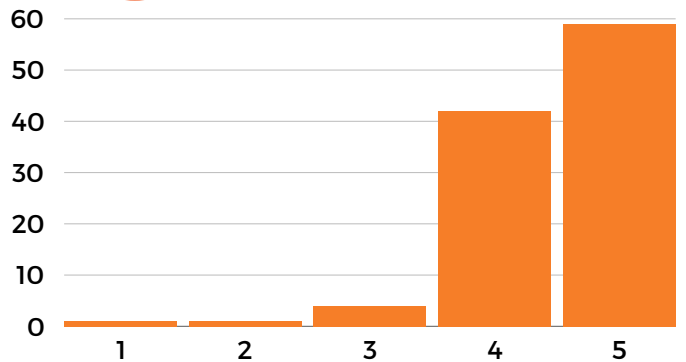
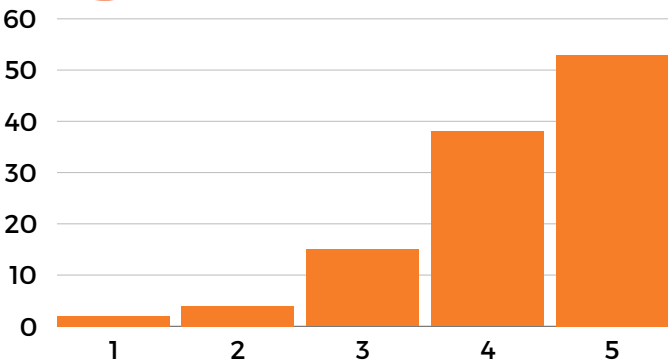
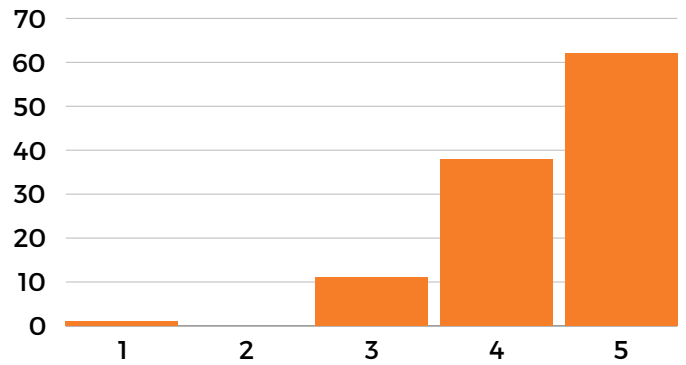
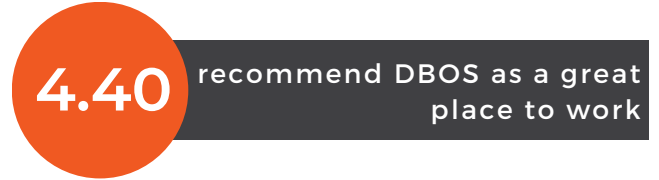
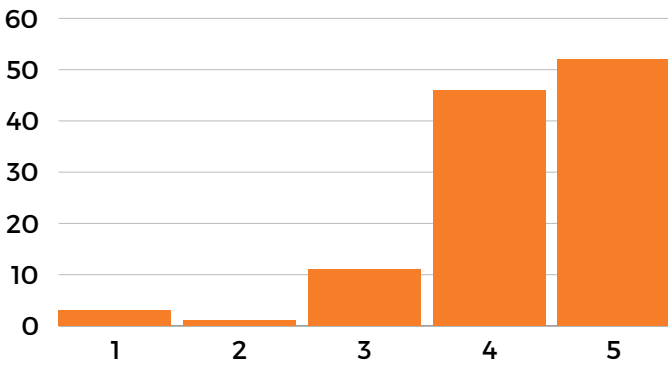
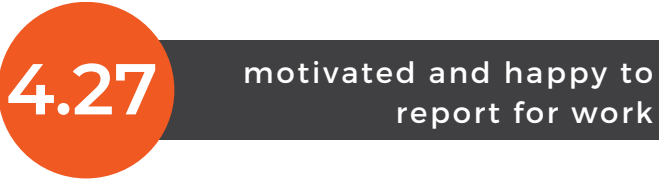
The most common tickets resolved are: Certificate of Employment Request for Travel and Housing Loan Purposes

Need help? Contact our HR Team at hr@dbos.com.au or raise a ticket at <http://dbos.com.ph/dbosticketing/upload/login.php>





Overall, the employee survey results are still overwhelmingly positive. A majority of employees expressed high levels of motivation, job satisfaction, and commitment to DBOS. Key findings include:





Overwhelmingly positive feedback was received from clients, indicating high satisfaction with all aspects of our services. The majority of respondents expressed great contentment with the quality, timeliness, and overall value provided.

How satisfied are you with the ease of doing business with our company?



4.9

Would you recommend our services to a friend or an associate?



4.8

Pricing and Inclusions of our services & Billing and Invoicing



4.3

Individuals and Departments I interact with at DBOS are responsive in addressing my needs and concerns.



5.0

Staff's Performance



4.9

Staff's Commitment



4.9

Help us improve by taking a quick survey about your recent experience with DBOS. It only takes a few minutes to complete, and your honest feedback is crucial to us.

[START SURVEY](#)





DBOS CHAMPION Noni Florenda of Volcano

"Nonie has demonstrated exceptional dedication and skill while working on the SXSW (South by South West) Sydney website over the past few months.

This project has been one of the most challenging and extensive undertakings for our team, going beyond the usual scope of our projects. Nonie has not only met but exceeded our expectations by overcoming numerous challenges with ease. His communication with our team in Sydney has been outstanding, ensuring seamless collaboration and project progress.

One notable achievement was back in April when we were given the task of building the initial site within just a 10-day period. Nonie managed to deliver the project successfully within this tight timeframe, showcasing his remarkable capability and commitment.

Nonie's contributions have been invaluable, and his dedication to ensuring all deadlines and KPIs were met is commendable. He has gone above and beyond, often putting in extra time to ensure the success of the project.

Given his outstanding efforts and achievements, he is a valuable member of our team, and his hard work and dedication have not gone unnoticed."

-- **ADAM PORTER**

Managing Director, Volcano Marketing

Send your nominations to Nicole at hr@dbos.com.au



Brand Ambassadors



Sheila Mae Dela Cerna
(PD Retention and Service)

"Sheila is always going above and beyond to help not only customers but our staff across, Manila, SA and Aus. Not sure we could do without your smile and support. Always amazing."

-- **Fiona Hislop**

Sales and Service Manager, PD Insurance



Alma Faderog
(PD CCT)

"Alma has been a tremendous help to the service team over the past few days, handling inbound calls and managing the CCT outbound calls. Her dedication and positive impact deserve to be acknowledged."

-- **Venessa Bascos**

Team Leader for PD CCT

Sheila and Alma were recognised by their client for their outstanding performance in August. We apologize for the oversight in not sharing this news in our previous issue.



Lou Benedict Bangit



Menchu Datangel

CONGRATULATIONS TO OUR OOTD AND GAME WINNERS!

Another fun-filled day at DBOS! Our team celebrated birthdays, anniversaries, and outstanding achievements at our monthly bash. Congratulations to Menchu "Ate Gigi" Datangel and Lou Benedict Bangit for winning our 90s OOTD contest! Thank you to all our amazing staff for their continued hard work and dedication.





Justine Larazo



Angelica San Daga



Jamie Funtanar

HAPPY BIRTHDAY!

Justine Larazo, Angelica San Daga, Jaime Funtanar, Grethel Gabriel, Raynel Gusarem, Churchill Repedro, Alexandra Lou Tanjuan and Florentino Gose II



Jessica Pili



Daphny Grumo



Cheryll Anne Sigua

HAPPY DBOS ANNIVERSARY!

Jessica Pili, Daphny Grumo, Cheryll Anne Sigua, Julmarie Dizon, Venessa Bascos, Raynel Gusarem, Richie Ryan Reyes, Shiela May Paculba, Alma Faderog, Nicole Dave Salcedo, Gilbert Guidotti and Irene Mye Samonte



LIKE & FOLLOW US



NEED HELP?

| | |
|-----------------------------|--------------------------|
| HR & Recruitment | hr@dbos.com.au |
| IT | it@dbos.com.au |
| Operations | operations@dbos.com.au |
| Accounts | finance@dbos.com.au |
| Other Concerns | daphny.grumo@dbos.com.au |

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