

The background of the slide is a light blue-grey color. It features two large, stylized human faces created using a halftone dot pattern. The face on the left is composed of dark blue dots, while the face on the right is composed of lighter blue dots. A solid, vibrant orange vertical stripe runs down the center of the image, separating the two faces. Overlaid on this composition is the text 'THE CUSTOMER.AI COMPANY' in a large, white, bold, sans-serif font.

THE CUSTOMER.AI COMPANY



BIG MOMENTUM

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BIGMOMENTUM

Purpose

To create exemplary value for our customers through a unified Technology Stack, AI, and Digital Transformation Services that drive measurable Customer Outcomes and enduring Experience Leadership.

01

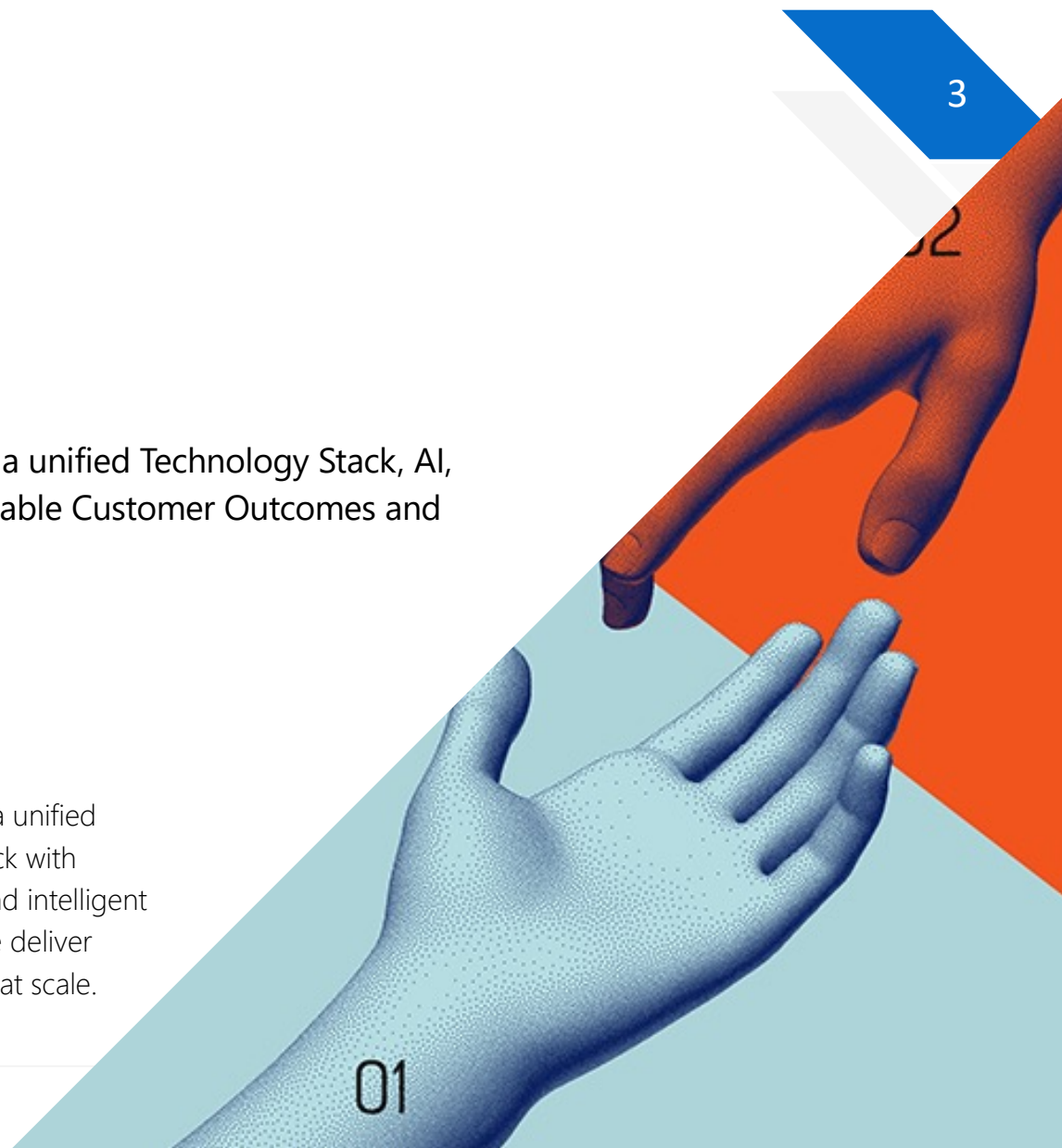
WHY?

We exist to help customers unlock business potential, achieve measurable outcomes, and sustain leadership through continuous innovation and superior experiences.

02

HOW?

By integrating a unified technology stack with advanced AI and intelligent automation, we deliver transformation at scale.



THE FIRST A, B, C —Basic Foundation

ATTITUDE

A positive, resilient, and growth-oriented mindset that fuels purposeful excellence.

BEHAVIOUR

Demonstrating integrity, empathy, and professionalism in every interaction and collaboration.

COMPETENCY

Applying innovation, expertise, and continuous learning to deliver exceptional outcomes.

Then Diligence & Empathy

Diligence means relentless commitment to excellence — executing every task with precision, persistence, and accountability to deliver consistently superior results. **Empathy** reflects understanding customers deeply — listening with intent, valuing perspectives, and creating meaningful experiences that inspire trust, inclusion, and long-term relationships.



Hard work is key



Care for CX

Care for CX



Employees should nurture Customer Experience like a chain of trust — every action, interaction, and attitude strengthens the bond, ensuring seamless journeys, lasting relationships, and shared pride in every customer moment.



Customers Put Trust Above Skills

Introducing Credence360

A new Virtuos framework that reflects an employee's credibility, trustworthiness, and commitment to our values throughout their journey.



Our strength lies in how we embrace responsibility and deliver excellence for our customers.

Every project demands dedication, insight, and care — because Customer Experience remains our highest priority.

This is Trust
Economy



Virtuos CORE Principles

—

C.C.O.M



Everything revolves around these core principles — guiding every decision, interaction, and innovation to create value, build trust, and deliver exceptional experiences with purpose, passion, and precision.



Virtuosity

Mastery and excellence without compromise.



Velocity

Speed with precision and purpose.



Vivacity

Energy, Enthusiasm & empathy as our cultural DNA.



Veracity

Truth and transparency in every interaction.

4 C's of Big Momentum at Virtuos

The 4 Cs of Virtuos Momentum:

Customers. Culture. Capital. Capability.

Together, they create BIG MOMENTUM — powering transformation, performance, and purpose.





Freedom with Responsibility

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At Virtuos, freedom isn't a privilege — it's a principle. Until now....we offer autonomy unmatched by enterprises of any size — no login trackers, no digital restrictions. Freedom is not weakness — it's our strength. But freedom must always come with responsibility.



Leaders (Managers, Seniors) must set the tone through professionalism and example. **Every decision begins and ends with one question: Does this add value to our customer?**



Virtuos is a Principles-Driven Organization. If we give a word, we honour it. **We stand for TheCustomer.AI** philosophy — where Customer Outcomes define our performance.



If our skills, technologies, or delivery models become barriers to customer success — **we reinvent them!**



BIG MOMENTUM builds a direct model of **Customer Value → Employee Value → Organizational Momentum.**



Big Momentum in the Next 90 Days

We are re-engineering Virtuos from the ground up. The next 90 days mark the beginning of our BIG MOMENTUM journey!



Choosing Rich Technologies

New Technologies driven by AI as enterprises are becoming agentic in nature



Building AI- powered Digital Transformation

Empowering people, processes, and possibilities through intelligent innovation. Turning data, design, and decisions into transformative growth.



Attracting right Talent

PlumJob.com launches next month to connect exceptional talent with opportunities — for us and our partners alike.



Bold and Ambitious

Strengthening our leadership bench to accelerate the next phase of growth. Building on the strong foundation laid by our existing leaders.

Credibility and Principles

Ethics, Trust and Leadership

We partner with top-league global brands — Oracle, Salesforce, Microsoft, ServiceNow, Agiloft, Smartsheet, and Asana.



Learn from Leaders

We aspire to learn, align, and grow with these leaders — not compete with smaller, transactional players.



Digital @ Speed

Driving intelligent change with innovation, integration, and customer-centric excellence.



Fire in the belly

Unstoppable passion to learn, lead, and outperform with purpose.

Change is the Only Thing that's Constant



People Come, Leave or Pause

This is truly a win-win for everyone. The focus remains on mission-driven goals—to continually empower customers with superior talent.



Customer + Employee

We hire for performance and potential, not permanence. Yet we build enduring relationships with customers — grounded in trust, value, and growth.



5x to 10x Formulae

Those who bring 5x–10x customer momentum embody BIG MOMENTUM.



Happy Diwali In advance

—
Wishing our Customers, Employees and Partners

10x
VIRTUOS
VELOCITY

As we celebrate Diwali — the Festival of Light, Virtuos lights the path to a new era of BIG MOMENTUM — where Freedom meets Responsibility, AI meets Purpose, and People power Transformation.

| We are Growing at 100%

Our Target is to surpass 150%-200% IN FY26.

Target 1

By end of this FY 26, our Business will have 80% coming from outside India

80 %



Target 2

DXP and Digital Side of Business is going to be 10% more than CRM, CLM and CX paving the way into new areas.

60 %





THIS IS YOUR MOMENTUM

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Thank You

For Your Attention