



# VERTEX GROUP

## EMPOWERING GROWTH THROUGH INNOVATION AND SMART TALENT

*With empathy and technological ingenuity at its core, Vertex Group delivers intelligent, human-centered solutions that help businesses thrive. Headquartered in New York, with a strong presence in Gurgaon, India, it has emerged as a trusted name in redefining digital transformation through integrity and inclusivity*

Over time, Vertex Group has evolved into a leading enterprise across five dynamic verticals—Vertex Global Services, Vertex Next, Vertex Learning, ILC Solutions, and Vaani. Each division works toward a shared goal of helping organisations operate efficiently and achieve measurable results. Together, they provide end-to-end capabilities in digital consulting, technology integration, customer experience optimisation, and workforce development. The group's philosophy emphasises the seamless integration of human intelligence (HI) and artificial intelligence (AI) to drive agility and create lasting business value.

Under the stewardship of its Founder and President, Mr. Gagan Arora, the company nurtures an ecosystem where technology and creativity converge to produce tangible results. Its portfolio includes AI-based automation tools, bilingual voice solutions, digital advisory services, omnichannel CX



frameworks, and adaptive learning platforms that strengthen enterprise performance across industries. Among its proprietary developments, V Assist stands out as an AI co-pilot delivering real-time analytics, sentiment mapping, and contextual recommendations designed to elevate efficiency and customer engagement.

### WHERE PEOPLE POWER PROGRESS

The success of Vertex Group stems from its people-centered philosophy that shapes

every internal practice and external partnership. The organization values workforce empowerment, diversity, and continuous learning as essential components of its growth model. Regular upskilling sessions, mentorship initiatives, and creative programs encourage analytical thinking and leadership across all levels. A culture of open communication fosters collaboration and transparency, ensuring that every perspective receives due attention.

The company also strives to create measurable social impact through inclusion and purpose-driven engagement. Its corporate social responsibility (CSR) initiatives promote equitable growth by supporting education, digital literacy, and community development. Through its vertical, Vaani, the group expands access to learning and digital tools for underserved populations while running awareness and skill-building programs for youth. This balanced pursuit of corporate achievement and social advancement underscores the company's belief that progress acquires true meaning when shared with the larger community.

The group has achieved steady financial growth through strong client retention, diversified services, and expansion into new markets. With a customer-focused approach, the company has built solid partnerships, while its investments in AI-powered customer experience platforms and unified learning systems have enabled enterprises to adopt advanced technologies seamlessly. Looking ahead, Vertex aims to expand its footprint across North America, Europe, and Southeast Asia while strengthening its role in India's growing digital economy.

### A SUSTAINABILITY CHAMPION

Vertex Group's eco-conscious initiatives include paperless operations, responsible resource utilisation, and energy-efficient workspaces across its global locations. Continuous automation and investment in data-driven systems help reduce waste while amplifying productivity.

### RACKING UP ACCOLADES

Over the years, Vertex Group has been honoured with several prestigious awards and accolades, including India's 5000 Best MSME Award, the Best Innovative Enterprise title at the 2024 MSME & Start-Up Conclave, Brand Opus India's 2020 honour, a global ranking among the Top 50 Innovative Companies, and key partner awards from technology leaders like Hitachi Vantara and HP.