

# FB SPL hosts 2025 Q4 townhall: Focuses on growth, milestones & future roadmap

*FB SPL's Q4 Townhall 2025 celebrated growth, recognized top talent, and unveiled a bold roadmap with AI, global expansion, and leadership initiatives.*

NEW YORK, NY, UNITED STATES, April 22, 2025 /EINPresswire.com/ -- [Fusion Business Solutions \(P\) Limited \(FB SPL\)](#), a global leader in BPM and outsourcing, recently hosted its Q4 Townhall 2025. The event brought together over 600 members of Team Phoenix to celebrate key accomplishments and honor outstanding performers across the organization.

The Townhall commenced with inspiring messages from the visionaries: Madhukar S. Dubey (Founder & Managing Director), Shweta Dubey (CEO & Co-Founder), and Vinod Verma (CO-CEO) who emphasized the importance of focus, discipline, and shared purpose as the company grows.

Madhukar Dubey acknowledged the influence of Shweta Dubey, Vinod Verma and the core team in helping him see the true value of systems, stating, "There's a system to success; it cannot be a fluke." He encouraged the team to value the process behind every recognition, reminding them that even if someone feels unnoticed this time, their work will eventually speak for itself.

Recognizing growth and performance at FB SPL

The Townhall honored top contributors with awards and recognition, including Star Employee of the Quarter (SEQQ), Extra Mile Achiever, Buddy of the Quarter, Best Team of the Quarter, and the 100% Attendance Award. The company also announced promotions across multiple levels, ranging from ADC Promotions and Fast Track Progressions to Higher-Level Promotions and the prestigious Director's Excellence Award. Each name announced was a reflection of perseverance, performance, and potential.



These recognitions were underscored by a broader narrative of company-wide progress. The leadership team reflected on achievements such as revenue growth, improved employee retention, and service line expansion. Several divisions also saw new responsibilities rolled out, reinforcing FBSPL's focus on internal capability building and leadership readiness.

Director's insight – Building the future with CADRE System, AI integration, and global expansion

Shweta Dubey, Director and co-founder at FBSPL, announced the launch of a new CADRE system designed to provide clear, structured growth paths across the organization. She also reaffirmed the company's commitment to total quality management and continuous learning, citing initiatives such as expanded training programs and enhanced review mechanisms.

She reminded the team that "Leadership is built in everyday actions, urging everyone to keep their word, show up early, listen first, avoid gossip, bring solutions, go the extra mile, ask for honest feedback, stay curious but not judgmental, and take ownership even when mistakes happen."

In a forward-looking address, Kuldeep Bhatnagar (Vice President & Director's Secretariat) shared the roadmap for global expansion and operational scalability.

Key highlights included:

1. Plans to set up a satellite office in India to support growing delivery needs.
2. The hiring of a US-based Licensed Manager and Chief Growth Officer to strengthen the international presence.
3. Formation of a 30-member [AI & Automation taskforce](#) dedicated to integrating intelligent workflows across core processes.

These developments mark a strong shift toward digital innovation and customer-centric service delivery.

Team Phoenix Moments: Culture in Motion

Beyond strategy and awards, the Townhall captured the essence of FBSPL's people-first culture. From loud cheers during recognitions to reflections during leadership speeches, every moment was charged with energy, connection, and belonging. Vinod Verma emphasized "The power of keeping the mind sharp, reminding everyone that while our mind is a million-trillion-dollar machine," sharpening it is our own responsibility.

Closing with Gratitude & a Shared Vision!

The event concluded with a heartfelt vote of thanks by Shakti Singh Shekhawat (Vice President, Strategic Planning), who acknowledged the teams whose efforts drive FBSPL's daily excellence.

The Q4 Townhall celebrated achievements and reaffirmed FBSPL's commitment to purposeful growth, integrity, and delivering exceptional client value.

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