



Let's Innovate

# RETHINK WORKFORCE TRANSFORMATION

*what  
are you  
**solving**  
today?*

Less about upskilling.  
More about building problem-solving  
muscle for an uncertain world!

DXANDBEYOND.COM



# WORLD HAS CHANGED

## Has your workforce?

Forget AI for a moment.  
Technology is only the catalyst.

Real challenge businesses are facing today  
is solving *never-seen-before problems!*

- Markets change faster
- Customer expectations shift continuously
- AI rewrites how work gets done, values created
- Known 'rules of engagement' gets invalid
- Business models evolve overnight

**KNOWN PATTERNS AREN'T GOOD ENOUGH ANYMORE!**

Yet many businesses are still trying  
to solve today's challenges with  
yesterday's ways of solving!

Tomorrow's problems won't yield to  
yesterday's thinking. It's time to  
rethink **how we innovate.**

- New mindset.
- New skills and capabilities.
- New Leadership thoughtleadership
- New methods & measures.
- New ways of solving and OS

At **DX&Beyond** that's exactly what  
we are solving!

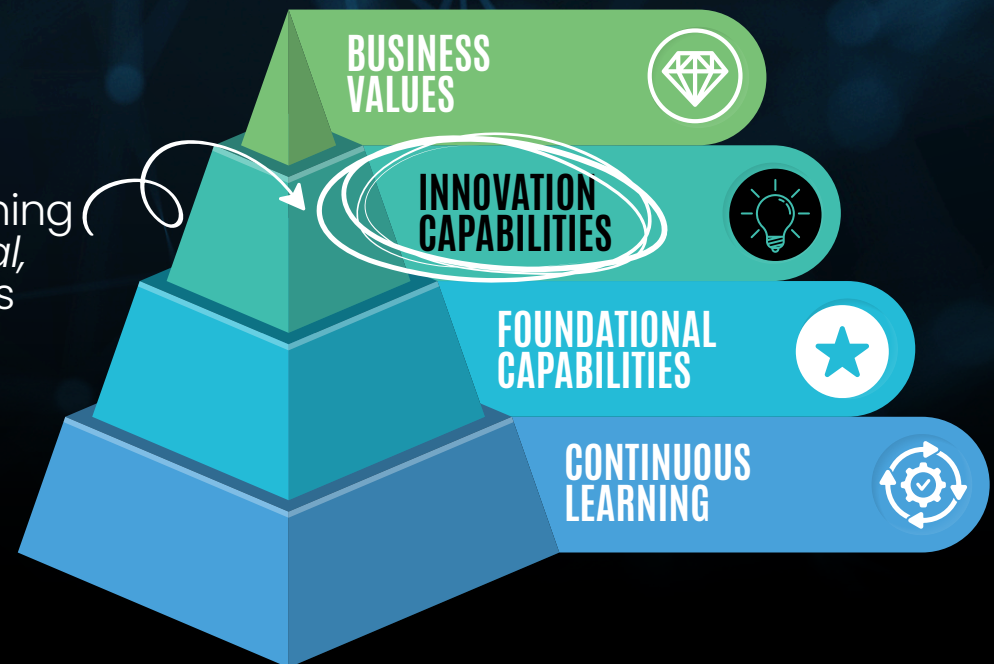
# THE NEW ADVANTAGE

Today's Competitive Advantage is in making Innovation a demonstrable organizational behavior!

Along with Continuous on-the-job learning and foundational capabilities (*technical, functional*), **'Ability to Innovate'** ensures impactful value creation!

**Key is to build a workforce that:**

- Solve complex problems
- Collaborate across silos
- Challenge assumptions
- Navigate ambiguities
- Turn uncertainty into opportunity





# INNOVATION ISN'T JUST ANOTHER CAPABILITY

It's **THE CAPABILITY** that keeps every other capability relevant.

Across world's leading workforce reports, the capabilities rising fastest are remarkably consistent:

PROBLEM SOLVING

ANALYTICAL THINKING

CREATIVE THINKING

RESILIENCE & FLEXIBILITY

SYSTEMS THINKING

HUMAN-CENTRICITY

AI & TECH LITERACY

LEADERSHIP & AGILITY

COLLABORATION

Individually these are skills.

**Together, they become an organisation's Innovation Capability.**

Innovation doesn't happen because a few people attend Design Thinking workshops, or a Systems Thinking training.

It happens when leaders create the environment where:

- Managers coach *differently*
- Employees solve *differently*
- Teams collaborate *differently*

Innovation then becomes part of how work gets done. **A behavior change that makes learnings stick!**



# WE ARE INNOVATION SPECIALISTS

**Not a tech vendor.  
Not a training firm.  
Neither a pureplay advisor!**

We are a Tech-enabled Business Innovation Services Provider. We work at the intersection of AI-powered & Empathy-led Human Creativity, Design-led Innovation Strategy, and Creative Problem Solving to help businesses solve today's pains, unlock future bets; and build internal teams!

**ACROSS INDUSTRIES.  
ACROSS DOMAINS.  
ACROSS PROBLEM SPACES.**

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

WORKFORCE TRANSFORMATION

PROCESSES & OPS

PRODUCTS & PLATFORMS

FRACTIONAL INNOVATION LEADERSHIP

INNOVATION OPS AS A SERVICE

## BRANDS THAT TRUST US

### TECHNOLOGY SERVICES

TECH  
mahindra  LTIMindtree

### PHARMA & LIFE SCIENCES

Dr.Reddy's  aragen 

### FINANCIAL SERVICES

TransUnion  NPCI 

### TELECOM

 amdocs

### HEALTHCARE SERVICES

 Narayana Health  IKS HEALTH  cloudnine fertility



# WE HELP CREATE IMPACT

We deliver meaningful  
results. Not theatre!

200% 

EMPLOYEE ENGAGEMENT

3x 

FASTER TIME  
TO DEFINE

21% 

ATTRITION REDUCTION

250% 

TAT IMPROVEMENT

60% 

IDEA TO  
IMPLEMENTATION RATIO

47/3 

47 INITIATIVES LAUNCHED  
UNDER 3 WEEKS

*reasons we're hired!*

## BETTER TRACTION WITH INNOVATION-READY WORKFORCE

- Employees solving problems, not waiting for permission
- Leaders coaching instead of directing
- AI adoption improving because people think differently
- Faster experimentation
- Higher engagement
- Better cross-functional collaboration

## FASTER TRANSFORMATIONS

- Faster time-to-define, align, decide, and deliver across functions.

## INNOVATION WASTE REDUCTION

- Stop wasting resources on misaligned projects and focus only on high-impact opportunity spaces.

## BUILD A CULTURE OF INNOVATION

- Turn sporadic, often individual efforts into a persistent, organizational behavior.



# WE HELP YOU ACROSS YOUR JOURNEY

## ASSESS

Innovation Maturity  
& Readiness across  
cohorts

## BUILD

Innovation Leads,  
Intrapreneurs, AI  
Literacy

## SUSTAIN & MANAGE

Innovation Governance  
& Ops, Momentum,  
Continuous Sprints



## DISCOVER

The frictions employees  
actually live with, their  
ambition & aspirations

## ACTIVATE & SOLVE

Employee-led Innovation,  
Innovation Challenges to put  
the learning into real action!



# SIGNATURE INTERVENTIONS

## INTERVENTION

## WHAT IT SOLVES

**SPRINT ZERO:  
OPPORTUNITY  
NAVIGATION**

Gives leadership a structured way to agree which people/capability problem to solve first, instead of running on scattered pet projects.

2 – 3 weeks

**IGNITE – INNOVATION  
PRACTITIONERS'  
COHORT**

Transforms middle managers into innovation leaders and coaches, enabling them to independently design, lead, and scale innovation with their teams.

8 – 12 weeks

**INTRAPRENEUR  
DEVELOPMENT**

Gives high-potential talent a real mandate to build something inside the organisation, so they don't leave for a startup to get one.

6 – 12 weeks

**MOONSHOT MINDSET  
BOOTCAMP**

Enable & Empower employees to break away from BAU-trap & incrementalism and to structurally go for bigger value creation.

3 – 5 weeks

**EMPLOYEE-LED PROBLEM  
SOLVING: BRING IT HOME**

Turns validated EX, CX, process & Ops and Cross-functional collaboration frictions & opportunities into a working solution the team co-builds and owns

8 – 12 weeks

# SIGNATURE WORKSHOPS

**Workshops don't solve problems. But an immersive one works as a solid initiation event!**

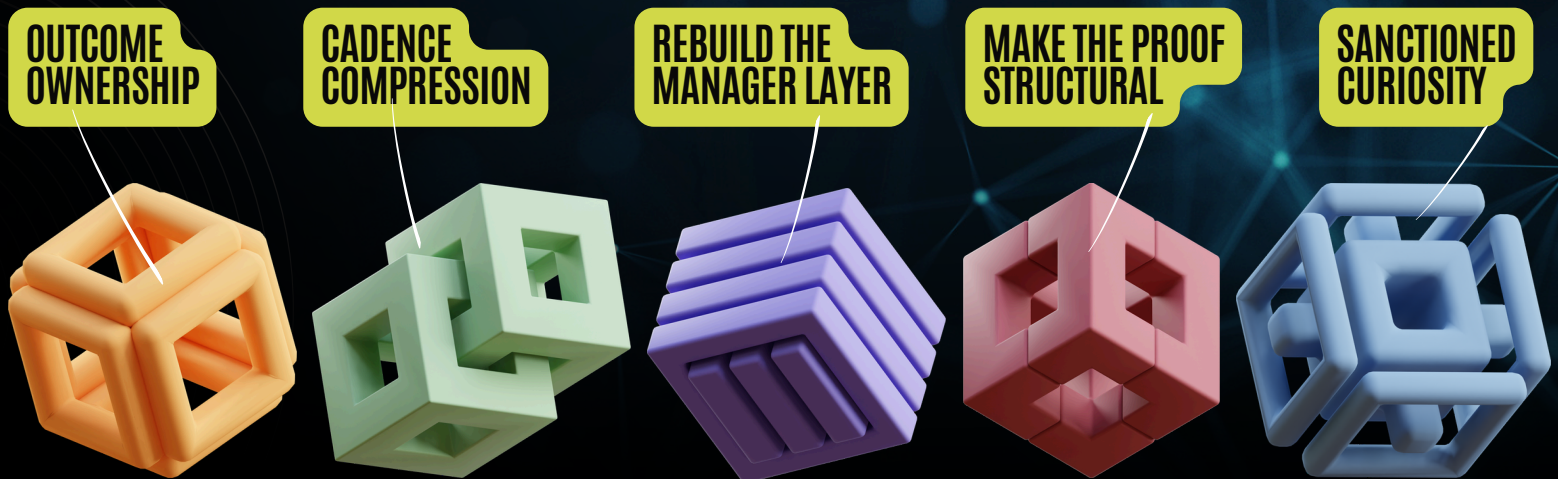
- 1 The Problem Clarity Sprint**  
*"Stop solving the wrong employee problem brilliantly."*
- 2 Co-create Your Employer Promise**  
*"Co-create an authentic, differentiated EVP - not Employer Slogan"*
- 3 The Innovation Culture Design Lab**  
*"Culture doesn't need inspiration. It needs design."*
- 4 The Future-back Strategy Sprint**  
*"Build your talent strategy from 2030, not from last year."*
- 5 The Employee Lens Intensive**  
*"Your employees know what they need. The gap is on your side."*





# CAPABILITY ARBITRAGE PLAYBOOK

**Our POV:** 5 strategic levers to create velocity that help establish a Human-Business Ops System.



[Download Capability Arbitrage Playbook](#)

# OUR PLAYERCOACH ADVANTAGE

**Three expertise. Three roles.  
Packed in every engagement.**

## **NOT A STAFFING MODEL**

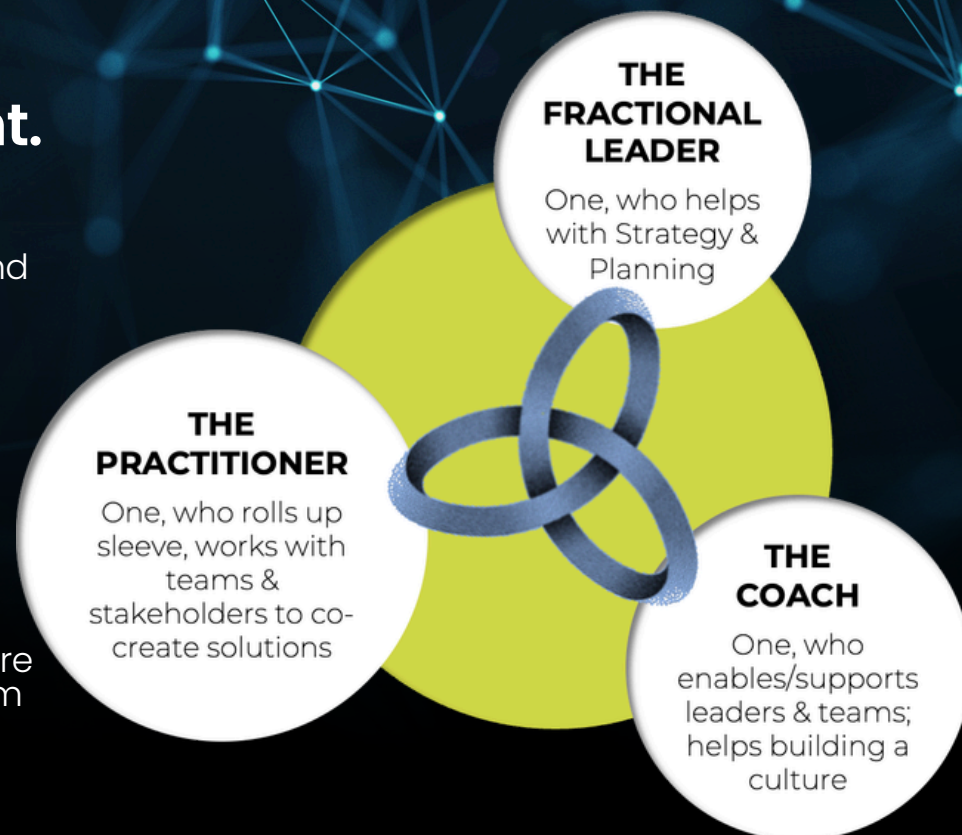
We charge for knowledge, expertise, judgment, and outcomes ... not for headcount or hours.

## **THREE ROLES, NOT THREE PEOPLE**

The engagement is designed around the work needed, not around billing seats. Sometimes one person holds all three roles. Sometimes the engagement warrants a team.

## **BUILT TO MAKE IT OBSOLETE**

Capability transfer is not the epilogue. It is the entire point. Every engagement is designed so your team can run it without us when we leave





# MEET YOUR PLAYERCOACH

Pinaki is a Business Innovation practitioner and thought leader with 28+ years of Global, cross-industry experience spanning corporates, GCCs, public institutions, and NPOs across India and globally.

As **Founder of DX&Beyond and PlaeryCoach.me**, he works as an Innovation PlayerCoach... not from the sidelines, but shoulder-to-shoulder with leaders and teams to convert innovation intent into measurable operating capability.

He has led over **55,000 person-hours of innovation workshops and programs**, engaging leaders and teams across BFSI, healthcare, manufacturing, IT services, BPO/KPOs, pharma & life sciences, and telecom sectors.

**55+**

BUSINESS  
INNOVATION  
INTERVENTIONS

**20K+**

PERSON HOURS OF  
ACADEMIA  
CONNECT

**65K+**

PERSON HOURS OF  
INNOVATION & BUSINESS  
TRANSFORMATION COACHING



Pinaki  
Bhowmick

**Founder**

DX&Beyond | PlaeryCoach.me





Let's Innovate

{got a challenge?}

[let's solve together]