

Tech4Dev Mission

Build and support the ecosystem of software, data and design companies, nonprofits, and foundations working towards creating social impact globally.

More information: [Tech4Dev 2.0 Note](#), [Tech4Dev 2.0 Pitch Deck](#)

2023 - Q1 Highlights and Misses

2023 - Another quarter, which means it's time for another report. I was running a bit late with this report (let's blame [XC skiing](#) and the amazing California snowpack for the delay), and decided to ask the Tech4Dev team and partners for some ideas and inspiration. So in another change of format, this report is crowdsourced from the Tech4Dev team. Advantages of instant communication, got a bunch of ideas and suggestions from the team in our local whatsapp and discord groups. For the case study, I leaned on our long time partner, Anand to get his thoughts and comments on interacting with different groups in Tech4Dev

The Good Parts

- We are [now 14 strong](#) at Tech4Dev. Many of us met last month at [Dasra Philanthropy Week](#) in Mumbai. We ran a couple of sessions with NGOs from the [Rebuild India Fund](#) and the larger gathering. It was good for us to interact with the larger NGO ecosystem. Both sessions were well attended (upwards of 20+ NGOs at each session), and we plan to do this often with NGO cohorts from our funder ecosystems and partner networks.
- As we grow and evolve as an organization, some of the team members participated in various events across the ecosystem. Definitely a learning experience for all of us on the team. Some of the events we attended include: [FOSS Social Sector Meetup](#), [Impulse 2023](#), and the [ODR Summit](#). A few of our team members also went on a [field visit](#) with our friends from Dasra.
- We also had one of our largest sprints ever over 7 days. The [Glific](#), [DDP](#) and [Avni](#) teams along with a few of our NGOs met in person at a beach resort in Goa. Great combination of work and play at an amazing beach. We also had funders attend this sprint. Here's a report from [Murugan](#) from Veddis.
- As we get more funding and support from institutions, we are structuring things for the organization going forward. This involves creating a for profit entity and foundation in India, along with a 501(c)(3) in the US. A few more details and our current status of the work is [documented here](#). We also got a significant amount of pro-bono legal help from our friend [Tamar Fruchtman](#) with regard to our contracts with NGOs and Data Use Agreements.
- [Glific](#) and [Avni](#) continue to grow at a moderate pace, a bit slower than we'd like. We are also seeing integration between the two platforms with a couple of NGOs leading the way on this. We suspect NGOs will start using a combination of communication tools (glific) and mobile data collection platforms (avni) to collect data as well as influence behavior with their target audience

- The Development Data Platform is rolling towards a v1.0 release by the middle of Q3. [Rohit Chatterjee](#) is leading the charge as Director of Engineering with a team of 3 engineers. Our pilot program has now extended to 6 NGOs on setting up their data pipelines and systems. Working with [Swapneel Rane](#) and his team at our data partner [GoalKeep](#) has helped us onboard more NGOs.
- Growing and supporting the ecosystem is the core of Tech4Dev's mission. Our sprints and participation in multiple community events is part of the few things we do. We are also starting to talk to various stakeholders in the ecosystem on hosting a pan India Tech for the Social Sector meet in Q3 this year.
- Our fractional CxO program continues to grow at a good pace. We are now working with 7 NGOs with 2 full time + 3 half time fractional CxO's. We've been fortunate to have the time of [Ankit Jain](#) to help us with one of our engagements. He's giving us the product perspective in our interactions, and it is likely that we will extend our services to also include product management. Our pipeline for incoming NGOs is robust, and we'll be starting to work with 3 new NGOs in the coming months. We will need to hire a few more CxO's in the next couple of months.

The Misses

- Our partner Aam Digital is pivoting to a consulting model to subsidize their platform beyond their existing SaaS subscription approach. Despite our combined efforts, we were unable to build enough momentum for their platform solution. We will continue working with them on a strategic basis with our network of NGOs
- Onboarding NGOs onto our existing platforms and initiatives continues to be a challenge. While we have a relatively good funnel for all of them, the speed of conversion is a lot slower than we'd like. High turnover within NGOs makes this issue worse, since we need to rebuild relationships when new staff is hired.
- While we are a relatively young team and turnover is not yet a challenge, we need to ensure we build the right culture and expectations across our team. We are staffing at a relatively senior level, which also means the expectations on our team to deliver is quite high.
- From the fractional CxO perspective, we've noticed that the quality and process followed by many of the NGO's software vendors could be improved significantly. We think we can play an important role in improving the interaction between the software vendor and the NGO, and at the same time nudge the vendor into using modern technology practices, agile development and using open source components in their work. We suspect this will be a bigger focus area for us going forward.
- Hiring engineering talent and the entry and mid level continues to be an issue, both for us and our partner NGOs. If you have any ideas on how we could attract good talent, please do get in touch. From an engineering and learning perspective, we use many of the latest tools and technologies along with building and running a few innovative platforms. This makes us an attractive place to land for folks who want to learn and stay on the latest technology trends.

The Apprentice Project with T4D - [Anand Gopakumar](#)

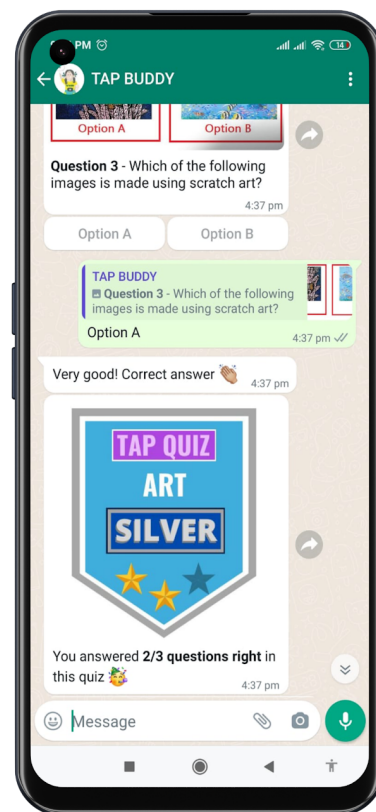
[The Apprentice Project \(TAP\)](#) empowers underprivileged students to develop 21st-century skills (Digital Literacy, Social and Emotional Learning (SEL), and Financial Literacy) through an **AI and ML-powered WhatsApp chatbot**. The chatbot delivers video-based electives (Coding, Electronics, Science, Visual and Performing Arts). It prompts students to perform activities independently via **personalized content** and **bot-based nudges** with the help of AI. In **2022-23**, TAP has **14,000 active students**, out of which 61% engage week after week. Students engaged for over six months displayed a 2x improvement in social and emotional skills. In **2023-24** TAP aims to work with **25,000 children** directly across multiple cities and states.

As a tech-first organization in the development sector, TAP has a deep connection with its users and produces content that works for children. With a focus on leveraging **the power of ecosystem collaboration** and partners, TAP has been able to work with **Tech4Dev** to create innovative solutions that benefit students.

One of our biggest strengths at TAP is our deep connection with our users and ability to produce content that resonates with our students. However, we recognised that we needed a strong technical partner to help us develop the platform further and turn our ideas into reality. Glific has been that partner for us for the past three years. In November 2020, TAP began working with Glific and to launch our WhatsApp bot. Together with Glific, we created a highly engaging and effective chatbot platform incorporating gamification, theme-based games, and point-based leaderboards. We also conduct extensive **A/B testing** to see what works best for our students.

One of the things that impressed us most about Tech4Dev was their focus on being a **partner rather than a service**. They are always willing to listen to and incorporate our ideas into the platform, and they were just as invested in our mission to improve student learning outcomes as we were. Arising from this mentality was our collaboration to integrate **NLP** into our bot with the help of Google DialogFlow. Another successful ecosystem collaboration and a natural progression in the life cycle of our product enabled our students from across India to interact with the bot in their regional language.

As we continued to work together, we realized that we needed to improve our data systems to track the impact of our platform better. That's when we became part of Glific's **Development Data Platform (DDP)**, which provided us with the data systems and support needed to measure our impact more effectively. Overall, our partnership with Tech4Dev has been a tremendous success, and it's a great example of how ecosystem collaboration and leveraging each other's strengths can help to **drive social impact**.



Financials

Tech4Dev 2.0: Summary of the Inflow & outflow

	2022-23							2023-24
RECEIPTS	Estimates (Full year)	Actual (YTD)	Q1 Act. Jun 22	Q2 Act. Sep 22	Q3 Act. Dec 22	Q4 Act. Mar 23	% Act. to Est.	Estimated
B/f Donor bal*	\$1,376,491	\$1,376,491	\$1,376,491	\$2,517,984	\$2,459,373	\$3,082,422	100%	\$3,072,296
Grant	\$2,500,000	\$2,304,206	\$1,188,333	\$90,000	\$809,629	\$216,244	92%	\$2,500,000
Earned Revenue	\$250,000	\$0	\$0	\$0	\$0		0%	\$500,000
Total	\$4,126,491	\$3,680,697	\$2,564,824	\$2,607,984	\$3,269,002	\$3,298,666	89%	\$6,072,296
EXPENDITURE	Estimates (Full year)	Actual (YTD)	Q1 Act. Jun 22	Q2 Act. Sep 22	Q3 Act. Dec 22	Q4 Act. Mar 23	% Act. to Est.	Estimated
Program Salaries	\$205,287	\$177,820	\$0	\$43,425	\$46,336	\$88,059	87%	\$765,833
Program Cost	\$622,658	\$400,010	\$46,840	\$105,187	\$135,864	\$112,120	64%	\$1,703,905
Legal & Finance	\$206,250	\$0	\$0	\$0	\$0		0%	\$300,000
Capital Expenditure	\$20,000	\$14,390	\$0	\$0	\$4,380	\$10,010	72%	\$70,000
Total	\$1,054,195	\$592,219	\$46,840	\$148,612	\$186,579	\$210,188	56%	\$2,839,738
C/f Donor bal	\$3,072,296	\$3,088,478	\$2,517,984	\$2,459,373	\$3,082,422	\$3,088,478	101%	\$3,232,558

Complete details can be found [here](#).

Want More Details?

All our blog posts can be found on [the project website](#) and [Glific blogs](#). All project documentation can be found on our [shared google drive folder](#).

Highlighting some of our blog posts from last quarter:

- [Hands on support to adopt whatsapp chatbot for social impact – Glific bootcamps](#)
- [Our journey at impulse 2023 representing Project Tech4Dev](#)
- [DDP – Learning from NGO's – Project Tech4Dev](#)
- [Community Visit in Bhachau, Kachchh: Education at the last mile](#)
- [Changing the Narrative: Tech is a Solution – Tech is an Enabler](#)

And links to our existing work and archives

- [Tech4Dev 2.0 Note](#)
- [Tech4Dev 2.0 Pitch Deck](#)
- [Glific Website](#), [Glific One Pager](#), [Glific Year in Review](#)
- [Avni Website](#), [Avni 2 Pager](#)
- [Development Data Project \(DDP\) Presentation](#)
- [Tech4Dev 2.0 Project Reports](#)
- [Tech4Dev 1.0 Project Reports](#)

Reach out to us via [email](#) or find more information on our [website](#)