

Vision: A world with a **robust technology ecosystem powering the social sector**

Mission: Build and support the ecosystem of **software, data, design companies, nonprofit partners, and foundations working towards creating social impact globally**

2023 - Q4 and Year-End Summary

I am writing this report from the mountains in California, celebrating the holidays with friends and family while all of us at Tech4Dev take a break to relax and recharge for 2024. It has been a fantastic year, we grew from a team of 8 people to 22 passionate folks, delivered multiple platform releases, and saw incredible growth and interest in our Fractional CxO program.

For Tech4Dev, 2023 was a year of collaboration and ecosystem growth. We kickstarted the [Data Catalyst Program](#) with [Dasra](#), Goalkeep and [Agency Fund](#). We held a few in-person gatherings across India ([Goa](#), [Kochi](#), [Mumbai](#), [Udaipur](#)) in partnership with Dasra and Agency Fund. We also did a few combined events with our ecosystem partners, OASIS, Dhwani RIS, FOSS United, and Edzola. The developers did manage to get together a few times and code together in Solan, [Gurgaon](#) and [Bangalore](#). One of our highlights across the organisation was working with the 10 [Code4GovTech](#) interns and including them in our product design and development phase of our platforms. In addition to nurturing and strengthening the tech skills of the young folks, we also managed to get quite a few open-source contributions from them, so overall a win-win for all of us.

From an initiative perspective, our fractional CxO program grew from 4 NGOs to 10 NGOs helping us get a better understanding of the sector's needs and challenges. We launched a new platform in September, [Dalgo \(our Data Platform\)](#) for the social sector which is presently used by 8 NGOs. [Glific](#) (our WhatsApp chatbot platform) and [Avni](#) (field data collection platform) had steady growth over the year. While we focussed a lot on team growth this year, we did increase our revenues significantly from last year. We formalised our governance structure with an Executive Committee (Shilpa Kumar and Temina Madon), an Advisory Committee (Sanjeev, Arun, Nidhi, and Kurund) and a Management Committee (Erica, Vinod and Lobo). We added a few marquee funders to our portfolio including Omidyar Network India, Nilekani Philanthropies, Empowerment Foundation, and ATE Chandra Foundation.

In the past few years, we set the stage with our tech platforms: Avni (Field Data Collection), Glific (WhatsApp ChatBot) and Dalgo (Data Platform). In 2024, we will focus on whether we can sustainably do things as we scale our initiatives. What can we do in a bigger, better manner while being as effective as we were in 2023? We see the need out there regularly when interacting with NGOs at all levels of the tech spectrum and even more so in the data and AI/ML space. We need to ensure that as the tech ecosystem evolves, we bring back and incorporate all the good advances from the tech world, but ensure we do so using a fair, equitable and responsible lens in our approach.

Highlights

- 2023 had a lot of sprints, one every quarter. In Q4, our group met in Kochi, where we ran the Data Catalyst Program along with our ecosystem collaborators: Dasra, GoalKeep and Agency Fund with 12 NGOs from across the country. We learned a lot about the data needs and wants of NGOs, saw the scope and potential of what we could do with this program, and realised that from a data perspective, there is a lot that needs to be done.
- At the same sprint, we also ran the [LLM Cohort](#) with a few select Glific NGOs. Edmund from the Agency Fund and Aman from [Hyperverge Academy](#) joined these NGO leads and helped us reach a common understanding from their experience of working with this technology. Lots of learning here also as NGOs exchanged notes, saw what others were doing and built some initial prototypes that they could use with their participants. It seems like one of our goals has to be how to match the technology available out there with the needs of the NGOs. We'll need to go beyond being a tech partner but potentially embed ourselves closely with a couple of NGOs as we push the frontiers of what is possible
- On the fractional CxO front, we are running an interesting pilot with Dasra, Avni and the Bhansali Trust on rolling out tech into an organisation with a relatively large footprint. It's been an amazing experience working with Ashok and his team, Rajeev from Tech4Dev, Deepak from Dasra and Salil from Avni collaborated very nicely and did two trips to the districts to get a sense of what is needed and what will be used. It was a good combination of incorporating process and technology into a well-oiled machine and seeing how it can give us more insights from the data we collect digitally. This project was coordinated and supported by [Sarva Mangal Family Trust](#), our latest funders.
- Glific and Avni got a code security certificate from [Andhra Pradesh Technology Services Limited](#) (Government of AP Undertaking). This is an important step forward in ensuring we build amazing Digital Public Goods that are of use beyond Tech4Dev and India.
- It's taken us some time, but finally, our team members are hitting the field regularly. This quarter we had Rajeev visit Bhansali Trust, Ankit and [Tejas went to Jan Sahas](#), and Shamoan decided to make [AALI his office in Lucknow](#).
- Omidyar Network India [announced their investment](#) in Tech4Dev publicly during the quarter. ON India has been an amazing partner and funder for us, and has helped us think strategically, get our financial and governance act together and also connect us with other players in the space.
- We are keeping our financial lead, [Amit Srivastava](#), busy ensuring that all the right processes and structures are in place as we grow and scale. Thanks to Amit, Bumica, Mahesh and Ninad from Dasra, we have a breakdown of expenses and income by platform and initiative.
- The last quarter was also a bumper year for recruiting senior tech people for our program. [Ashwini Lolitkar](#) (Dalgo Lead), [Thomas Mampilly](#) (FCxO for Janaagraha and Vasudha Trust) and [Radhika Bhagwat](#) (Glific Lead and FCxO for Aangan Trust) joined our team as senior members. All 3 of them had stellar careers in the corporate sector, before Tech4Dev. Super grateful to have their experience help us grow and productize our offerings

Misses

- In good news from a sales and business perspective, Avni and FCxO have a strong pipeline of NGOs, we need to make sure we grow the team to handle the current and future demands. Dalgo and Glific still suffer from long and unpredictable sales cycles though it seems we are making progress on this at a slower pace.
- As we collaborate and the ecosystem grows, we need to do a better job of figuring out what makes sense for us to be a part of. While we did participate in a lot of events in 2023, we will need to take a step back and evaluate which events are a must-attend. The same is true for collaborations, which also take a fair amount of time, and the need to prioritise and invest in the collaboratives that make the most sense for us.
- As we grow and work with more NGOs, there's always the tension between how much we can and should charge NGOs. As we incorporate the latest tech advances in our platforms, it gets a lot more expensive for NGOs to use and adopt. We need to work with NGOs to convince them that it is worth spending on, and foundations to encourage them to support NGOs with tech and innovation grants.
- At the same time as a technology provider of platforms, we are at a distinct disadvantage when it comes to grant proposals and competitions. Our value add is that our work is used by a lot of NGOs and hence worth the investment, whereas the grant proposals are typically focussed on a single sector. We lost out on some of the recent competitions in AI/LLMs but now work with a few of our partner NGOs who did win those challenges.
- As we grow as an organisation, we need to slow down to ensure we can sustain the growth and keep people motivated and happy in their work. We need to ensure we have good internal processes, build our knowledge base and fill some of the critical gaps in our team. Improving internal communication and maintaining a great culture are things that we need to focus on. The sprints are very effective in bringing everyone together and having in-person conversations, people reviews. We are also encouraging staff to get their families to the sprint at the end of the sprint.
- Finally, even though we are doing a really good job with the sprints and making them quite effective, it feels like we've lost something in the growth. Sprints seem to have become a bit too busy and too scheduled. We seem to be drifting away from our original goal of using these events to build and strengthen the ecosystem as a whole. We will need to rethink and rejigger the sprints in Q2 of this year, invite a wider group of folks from our networks and have a lot more unstructured time during these events.

2024 Goals and Wishlist

While each of our initiatives and platforms has specific goals and milestones for the calendar year, from a larger perspective, here are a few things we are thinking about and plan to explore this year

- Data and Learning have had a reasonable start with our Data Catalyst Program and Dalgo, we will scale and have an effective sustained strategy to sustain this over the coming years and more. In 2024 we want to build a strong Data Science team to help steer us forward here that can work closely with NGOs to build their data and learning capacity. Beyond building internal capacity, we want to take up the challenge of building capacity and agency across MEL/data/tech teams in NGOs in terms of not just working with data and modern data tools towards efficient analysis and evidence for interventions but also the other elements such as governance challenges of security and privacy of the collected data. In this regard, we want to specifically target the dissemination and inculcation of good practices across the data spectrum leveraging pre-existing work from partners including data.org, Agency Fund, DataKind, etc.
- While working with many NGOs via our Fractional CxO program we found, that there is a need for a Fractional Technical Product Manager initiative to help manage the tech products that many NGOs are building. We plan on doing a few pilots with our NGO partners this year.
- Considering the rapid advances in technology especially in the AI/LLM space, we do think that having a small group focussed on advanced technologies is important. This will allow us to work closely with a few NGOs across the ecosystem and incorporate some of these technologies into our platforms.
- To continue to grow, we need to expand beyond India and into countries in the Global South. This year, our goal is to do a few prints outside India with local NGOs and partner with organisations based in Africa, Europe and Latin America.

Financials¹

Tech4Dev 2.0 - Summary of the Inflow & outflow ²							
						(USD'000)	
	2023-24						
RECEIPTS	"Budget (Full year)"	"Actual (YTD)"	Q1 Act. Jun 23	Q2 Act Sep 23	Q3 Act. Dec 23	Q4 Proj. Mar 24	% Actual to Est.
B/f Donor bal	\$3,072	\$2,920	\$2,920	\$3,265	3815.17		95%
Grant	\$2,500	\$2,313	\$556	\$808	948.96		93%
Earned Revenue	500.00	297.18	0.00	95.68	67.55		59%
Total	\$6,072	\$5,530	\$3,476	\$4,169	\$4,832		91%
EXPENDITURE	"Budget (Full year)"	"Actual (YTD)"	Q1 Act. Jun 23	Q2 Act Sep 23	Q3 Act. Dec 23		% Actual to Est.
Sub-Granting to NGOs	\$0	\$0	\$0	\$0	0.00		0%
Program Salaries	\$941	\$545	\$131	\$218	196.53		58%
Program Cost	\$1,529	\$263	\$44	\$91	127.86		17%
Legal/Admin	\$300	\$103	\$34	\$34	34.47		34%
Capital Expenditure	\$70	\$13	\$2	\$10	\$2		19%
Total	\$2,840	\$925	\$211	\$354	\$361		33%
C/f Donor bal	\$3,232	\$4,605	\$3,265	\$3,815	\$4,471		

¹ We made a very conscious decision of doubling staff in 2023 at the expense of significantly lower sustainability

² We incorporated better accounting system to track earned revenue in the latter half of the year.

Want More Details?

Find more information on Project Tech4Dev in our [Tech4Dev 2.0 Note](#) and [Tech4Dev 2.0 Pitch Deck](#). All our blog posts can be found on [Project Tech4Dev's](#) and [Glific's](#) websites. All project documentation can be found in our [shared Google Drive folder](#).

Highlighting some of our blog posts from last quarter:

- [LAHI's Journey of Data transformation in collaboration with Dalgo](#)
- [Saturday Art Class leveraging Glific to scale](#)
- [Learnings from two days of deep dive into LLMs at Kochi](#)
- [Overview of the Data Catalyst Program in collaboration with Dasra and Agency Fund](#)
- [Glific Team at India FOSS 3.0 and highlights from the panel discussion](#)
- [Agency Fund at the Tech4Dev sprint in Kochi](#)
- [Improving the effectiveness of health interventions with SNEHA, an intersection of FCXO, Dalgo](#)
- [Reflections from the field visit with Jan Sahas in Dewas](#)

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](#)
- [Dalgo Website](#), [Dalgo's Presentation](#)
- [Tech4Dev 2.0 Project Reports](#)

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