Annual Report

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Booting up

Welcome to the Tech4Good Community Operating System, where the binary brilliance of ones and zeros converges with human ingenuity.

We've got an all-star cast of tech wizards, nonprofit superheroes, FOSS advocates and corporate champions joining forces to make it happen. Together, we're smashing stereotypes, challenging the status quo, and proving that when it comes to social impact, everyone deserves a seat at the table.

And we don't play favourites. Whether you're fighting for education, healthcare, or environmental justice, we have got your back. We are sector agnostic, which means we're here to support anyone and everyone who's ready to make a difference. Founded in 2018, Tech4Good Community (T4GC) works towards strengthening the tech capabilities of locally rooted nonprofit organisations (NPOs) and social enterprises solving for development challenges across climate, disability, health, education and livelihoods with cross cutting areas of gender and communities. We have worked with over 1500 organisations by assessing their tech maturity, building awareness, increasing internal capacity and more recently, in configuring and implementing sustainable open source systems.

1.

hi hi!

System Specs.

Vision Protocol

Our vision is to empower changemakers and visionaries by making advanced technology accessible to all nonprofits and social enterprises, regardless of size, sector, or location. We strive to enhance operational efficiency while maintaining a human touch and ensuring transparency in both the short and long term.
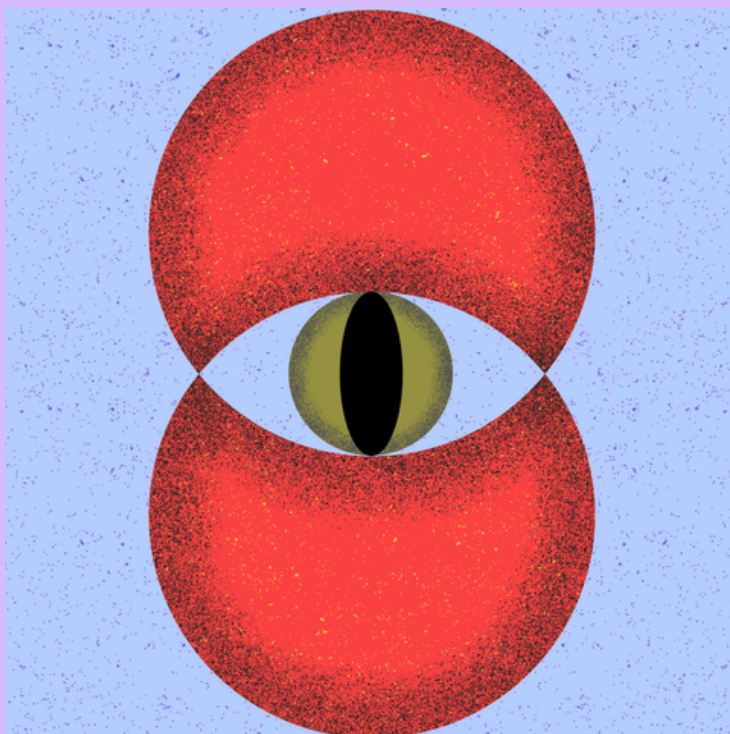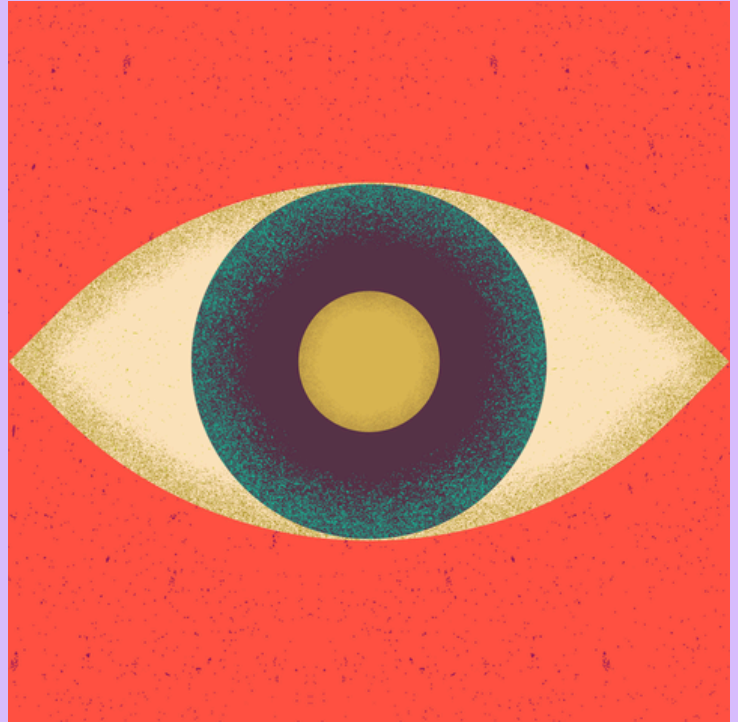
Mission Chips

Our mission is to identify and analyse NPOs' tech needs, configure customised FOSS systems, partner with tool makers for training, advocate for tech discounts, and mentor NPOs to build capacity. We share impact stories to create a collaborative platform for mentors, students, tool makers, and NPOs, forming an extended tech wing for the social sector.

2.

CTRL+ALT+DEL
A year of firmware updates

Picture it: five years in the making, T4GC had been chugging along, a humble team of five, taking on the world one byte at a time. But then came 2023, and it was like someone hit the reset button. Suddenly, from a cosy crew of five, our team swelled to thirteen- 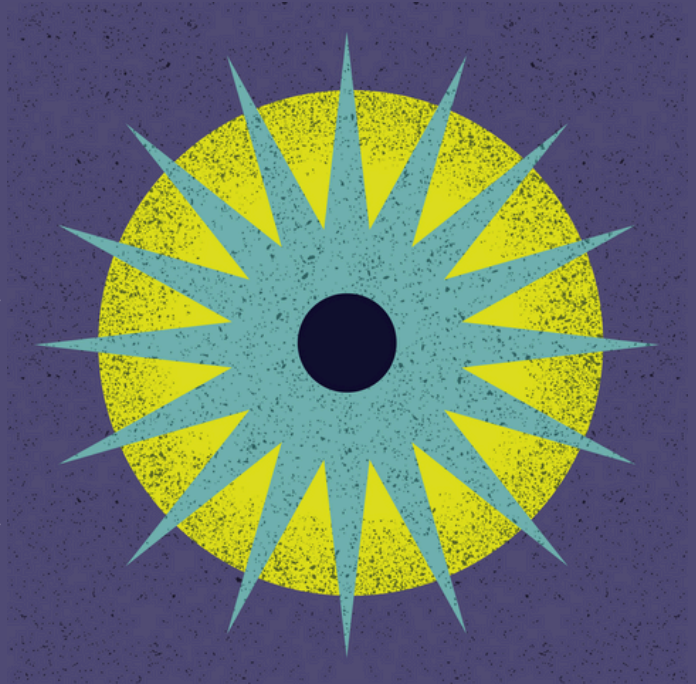welcoming fresh faces into the fold faster than you could say "code is poetry." These folks weren't just any run-of-the-mill recruits; they were smart, savvy, and hungry to learn.

Gone were the days of reliance solely on proprietary corporate partners; instead, we charted a bold new course into the realm of Free and Open Source Software (FOSS), setting up an in-house team of engineers to spearhead our efforts. **Enter stage left:** our very own Chief Technology Officer (CTO). Under their watchful eye, we dove headfirst into the world of FOSS, kicking off our very own programme, FOSSFwd. And it was a game-changer. Within months, we were knee-deep in projects, tackling everything from data management to analytics with the kind of gusto you only find in a room full of techies on their third cup of coffee.

But it wasn't all smooth sailing-we had our fair share of hiccups along the way. We had to tweak our processes, adjust to new roles, and learn to navigate the ever-changing landscape of the nonprofit sector. But as they say: smooth seas never made a skilled sailor.

3.

And as we sailed into uncharted waters, we found ourselves making waves in more ways than one. Our Growth Officer and her team were out there forging partnerships left and right, adding a whopping **427 new NPOs from 20 states** to our roster. Another sweet victory came when we penned an article for India Development Review, our work with partner organisations turning heads and raising eyebrows in all the right ways (maybe a few wrong).

But hold onto your hats, because that's not all. We cranked up the volume with not one, not two, but seven electrifying FOSSFwd Grids; a fusion of online and offline events where nonprofits old and new gathered 'round to soak up the wisdom of FOSS. It was more than just a knowledge-sharing extravaganza; it was a full-blown celebration of community and collaboration.

For the co-founders, perhaps the most profound lesson of all was the importance of surrounding ourselves with individuals who were smarter, more ingenious, and infinitely eager to learn. As three non-techie women at the helm of a tech-driven enterprise, we discovered that true strength lies in the glorious chaos of diverse thinking and the willingness to embrace change, scratch that; we're out here high-fiving it and turning it into our sidekick!

So as we bid adieu to 2023 and look ahead to the future, we do so with a sense of excitement and anticipation. And here at T4GC, we're ready to roll with the punches, embrace the challenges, and write the next chapter in our ever-evolving story.

4.

Power Surge

What keeps us running

Let's dive into what makes T4GC tick. At the heart of everything we do lies a commitment to maintaining a happy and healthy work environment. We're not just talking about free snacks and a coffee machine (although those are pretty nice too). No, we're talking about a culture where people come first, where work-life balance isn't just a buzzword, but an actionable-item on our to-do lists.

We believe that when people are happy and fulfilled, they do their best work. That's why we go out of our way to create opportunities for growth and development, ensuring everyone exercises their vote– from interns to seasoned veterans.

Every decision, every strategy, every plan– it's all up for discussion. We believe in transparency, in inclusivity, in making sure that everyone uses their voice and gets the chance to be heard.

> "DON'T BE A VOICE FOR THE VOICELESS, JUST PASS THE MIC", RIGHT?

And it works. It works so well that our team is happier, more engaged, and more productive than ever before. It's like magic, but better, because it's real.

5.

Allies

Behind it all, there's a team of funders cheering us on from the sidelines. These folks aren't just throwing money at us and hoping for the best; they're investing in our vision, our mission, and our people.

They've stuck with us through thick and thin, funding us time and time again, even when the going got tough. Because they believe in us, in our mission, and in the potential of what we're doing here.

A special mention to Zerodha, who has provided us with a space in their tech office, fostering an environment of innovation and collaboration and a coffee machine that keeps our ideas percolating!

Community Partners

Our work wouldn't be possible without the incredible support of our community partners. These organisations and individuals are more than just collaborators; they are true believers in our mission, providing the resources, knowledge, and expertise needed to drive our initiatives forward. Their commitment to our cause helps us amplify our impact, enabling us to reach more NPOs and create sustainable, tech-driven solutions for social good.

One of our cornerstone partnerships is with Digital Ocean, marking India's first collaboration aimed at fostering cost-effective cloud adoption for FOSS systems. This partnership offers NPOs $2500 in credits, significantly easing their cloud infrastructure costs. NSRCEL stands as our FOSS resource and knowledge partner, while Sattva Consulting lends its deep expertise as our FOSS knowledge partner. FOSS United, Tinker Hub, and Zerodha play pivotal roles in supporting and advancing our initiatives by helping us forge inroads into the communities we serve and the ones that help us serve.

6.

Mentors & Advisors

We are incredibly grateful to have the guidance of esteemed mentors. These individuals bring a wealth of experience and diverse perspectives, helping us to refine our strategies and amplify our impact. A huge shout out to them!
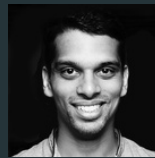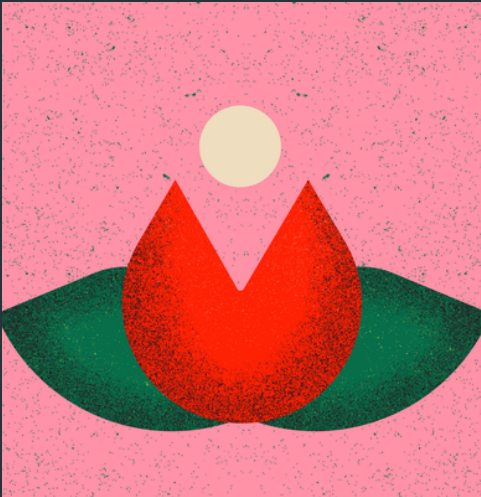
Kailash Nadh
Chief Technology officer, Zerodha, Co-founder Samagata Foundation & Rainmatter Foundation

Shankar Maruwada
Co-founder & CEO
Ekstep Foundation

Laxminarayana KR
Chief Endowment Officer
Azim Premji Foundation

Vishnu Sudhakaran
Software Engineer Zerodha, FOSS United

Jagdeesh Rao Puppala
CEO
Living Landscapes

Rajesh Chandran
Head, Product Management
Twilio

Srichandana Nagoji
Community Affairs
Microsoft

Vinay Kumar C
Software Engineer, Zerodha, FOSS United

Support Units | Our Team

With over 15 years of diving deep into the social sector, our team has a keen eye for local contexts and cultural vibes. This means our tech interventions are not just savvy but socially spot-on. Our rich experience lets us craft solutions that hit the mark for underserved communities, blending tech wizardry with real-world relevance.
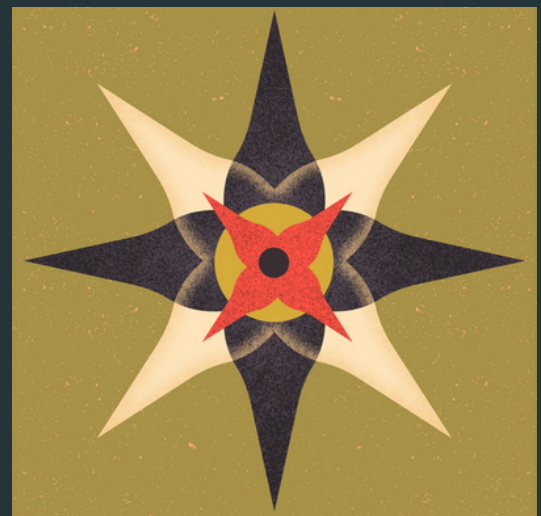
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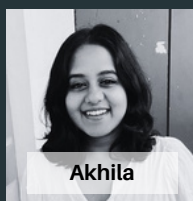
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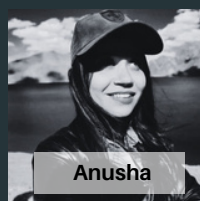
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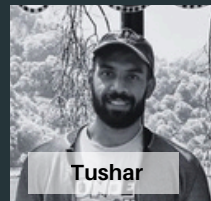
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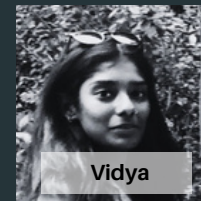
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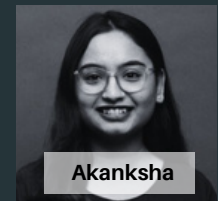
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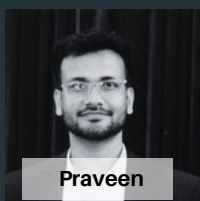
Praveen

Prashanth
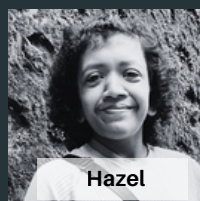
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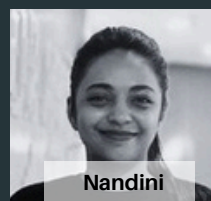
Nandini

Ajith

Chandru

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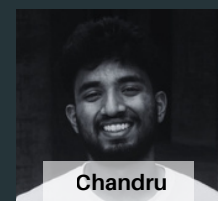
Engineering HQ
Where the magic of coding and innovation happens

The Engineering Team's main gig? Crafting cutting-edge open-source software, handling cloud hosting and deployment, and diving into R&D on the latest tech trends and tools. To keep our innovation game strong, we have weekly huddles to share insights and brainstorm ways to stay ahead of the curve. Thanks to our Engineering4Good Program, we've welcomed three eager freshers into our ranks, ready to make their mark.

Partnerships API
Integrating for impact

This is our frontline powerhouse, managing outreach and building connections. They handle discovery calls with finesse, meticulously document requirements, and schedule prototype demos to showcase our capabilities. From the first hello to initial conversations, they ensure every potential collaboration starts on the right foot.

### Product Lab
Crafting Solutions for Good

The Product Team is all about turning ideas into reality. They craft detailed Business Requirement Documents i.e a comprehensive description of the proposed solution. It serves as a foundational guide, ensuring all stakeholders have a clear understanding of the project objectives, scope, and deliverables, ultimately facilitating effective communication and successful project execution. They keep the communication lines buzzing and ensure nonprofits are always in the loop with project updates. Post-discovery, they bring prototypes to life with engaging demos. They also whip up training materials and conduct insightful sessions, all while diving into R&D to enhance our product catalogue. By working closely with the Impacts Team, they ensure that project progress is tracked meticulously and impact stories are captured accurately and on time.

Insights Command Centre
Turning data into decisions and driving strategy

This is the heartbeat of our storytelling and metrics. They keep funders and partners in the loop with regular updates, capturing the essence of our impact through compelling stories and precise metrics. They use a standardised reporting format to communicate progress, meticulously compiling and delivering these reports. With a keen eye on the calendar, they ensure all reporting deadlines are met, making sure every piece of necessary documentation is prepared and submitted right on time.

PROGRAMMES
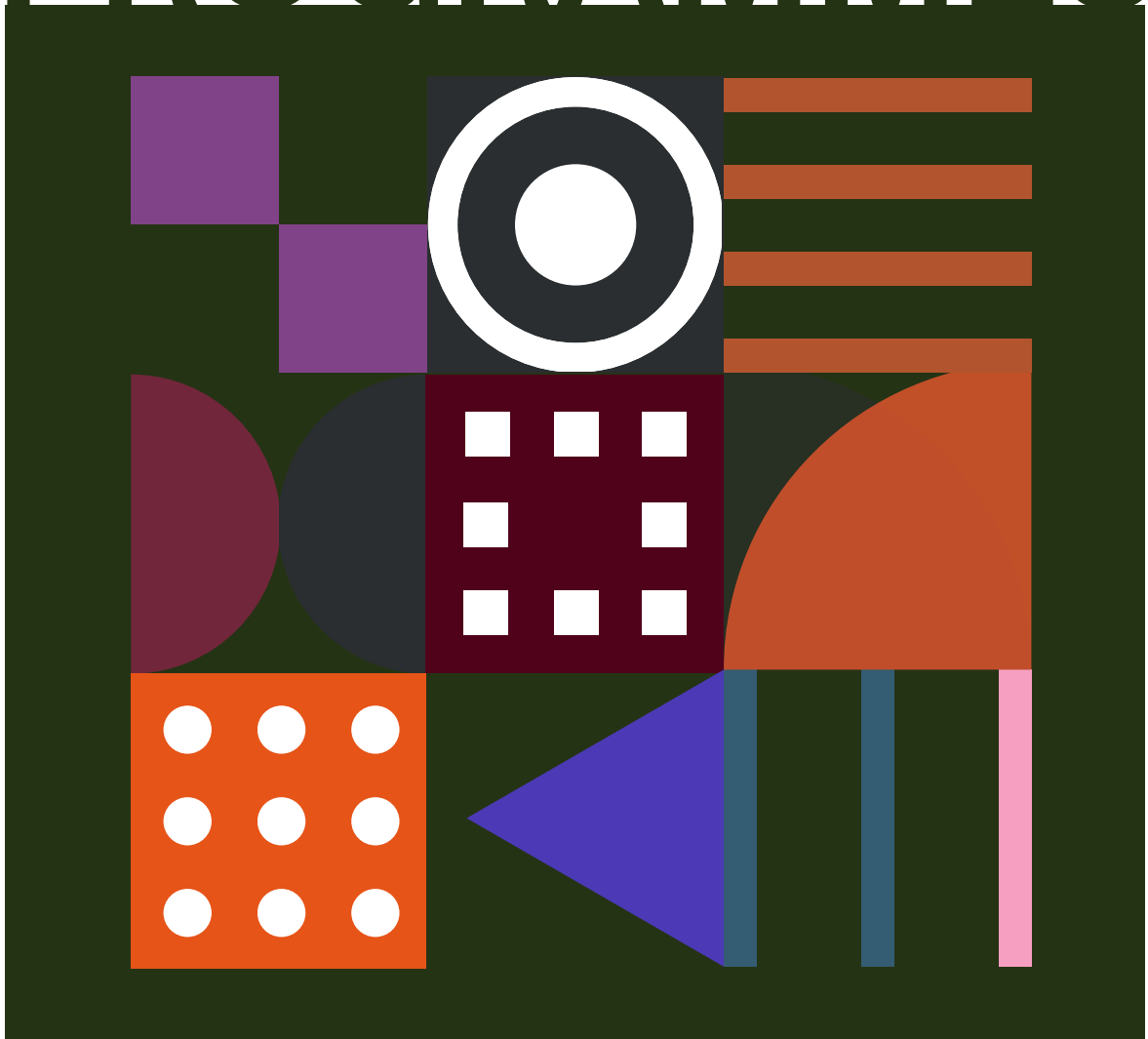
MAPPING OUT OUR PATHWAYS

9.

FOSSFwd

Step into the FOSSFwd programme by T4GC, where we blend the spirit of FOSS and crank it up a notch to push the social impact agenda forward. For five years, we've been the tech partner for nonprofits, consistently uncovering solutions for the development sector. Our journey led us to discover open-source technology, a perfect tech synergy that we champion through the FOSSFwd programme. As we did this, we noticed a fascinating shift: open-source software outshines proprietary counterparts by addressing vendor lock-ins, reducing licensing costs, and offering unparalleled flexibility. It empowers organisations with ownership of their tools and data, allowing for scalable tech infrastructure. Launched in 2023, it is dedicated to educating nonprofits on the use of FOSS, advocating for configurable and replicable solutions tailored to their needs.

It follows a three-pronged approach:

1	2	3
CAPACITY BUILDING	**THEMATIC INITIATIVES**	**LAST MILE IMPLEMENTATION**
Through FOSSFwd Grid events, we empower nonprofits by enhancing their technological capabilities, ensuring they are well-equipped to leverage open-source solutions.	Our FOSS4Grassroots and FOSS4Climate initiatives target specific areas, using open-source technology to address grassroots development and climate action, amplifying the social impact of our partner organisations	We develop robust systems built on FOSS frameworks, ensuring that nonprofits can effectively manage and utilise their data to drive impactful outcomes.

GRID EVENTS

To elevate our capacity-building efforts, we launched the FOSSFwd Grid series, spotlighting cutting-edge tech solutions and promoting open-source awareness. These events bring together nonprofits keen on embracing open-source tools and those seeking cost-effective tech solutions. Last year alone, we hosted seven such events, drawing in 159 organisations eager to harness the power of FOSS.

FOSS4GRASSROOTS

Our FOSS4Grassroots Grid event introduces grassroots organisations to cost-effective, efficient, and user-friendly FOSS tools. These workshops provide step-by-step guidance on setting up and utilising tools such as Kobo Toolbox for data collection. With lively gatherings and hands-on demos, we share stories and experiences to enhance daily workflows.

IMPLEMENTATION OF SOFTWARE

We provide low-cost, scalable, and configurable software applications tailored for nonprofits. Our efforts include donor management, project coordination, HR & payroll systems, and data visualisation. Developed using FOSS, these solutions are aligned with our commitment to cost-effective tools for our partners.

Stages of Implementation

In the realm of software system implementation, we engage in the provision of low-cost, scalable, and configurable software applications tailored for nonprofits. Over the course of the year, our efforts were directed towards collaborating with numerous organisations to deploy various systems. These implementations encompass a wide array of functionalities, including donor management, project coordination, seed collection and exchange marketplaces, HR & payroll systems as well as data collection and visualisation.

The stages we go through with our non profit partners are as follows:

Requirement Gathering Stage: We work with the NPO to take an assessment to identify the existing gaps and the level of their tech maturity. We then come up with potential interventions based on their internal capacity, resources, tech budget and aspirations to scale their programme of work.

Feasibility Study Stage: Assess the practicality of the proposed system. The Product team evaluates whether the benefits outweigh the costs, and makes recommendations on the appropriate open source tools. We keep in mind that the solutions have to be cost effective service and user friendly tools.

System Design Stage: The requirements identified are translated into technical terms for our engineering team to build on. The team works out a process of determining the architecture, data flow, and integration points between the various parts of the system.

Implementation Stage: Based on the design, the software application is developed. A GitHub repository is created with a 'devel' branch for production code. New features are developed in separate branches named after the organisation and feature.

Staging Deployment: The application is deployed on a staging server for User Acceptance Testing (UAT), where test users are created for each module. The engineering team prepares a UAT document, conducts UAT with the NPO, and addresses any issues raised.

Feedback & Approval: Upon confirmation from them, the project transitions to the handover stage.

Training & Resources: Post-handover, T4GC trains the NPO team on the solution, provides our very own FOSS Playbook for future requirements, and ensures that they can sustainably use the systems.

Ongoing Support: T4GC shares a user manual and video recordings for training purposes and remains available to troubleshoot any issues, effectively becoming an extended tech team for the NPO.

GROWTH STORY SO FAR

EVENT PARTICIPATION

There is a clear upward trend in the number of organisations participating in the FOSSFwd Grid events from July 2023 to March 2024. The initial pilot event in July 2023 attracted 4 organisations, which grew to 55 participants by October 2023.

Virtual Events Impact: The FOSSFwd Grid virtual event in October 2023 had the highest participation with 55 organisations, indicating the effectiveness and reach of virtual events in attracting a larger audience.

Diverse Collaborations: Collaborations such as FOSS4Grassroots X Thozhamai, and partnerships with Columbia Startup Labs and SATTVA brought in significant participation, showcasing the success of targeted and themed events.

EVENT PARTICIPATION

The number of projects saw a significant increase from 14 between September 2023 and December 2023 to 76 between January 2024 and April 2024, reflecting more than 440% growth. This highlights our enhanced capacity to scale and deliver impactful solutions.

Increased Activity: The surge in projects in the early months of 2024 indicates a strategic expansion and successful implementation of our initiatives, emphasizing our ability to meet the growing demands of the nonprofit sector.

Strategic Implementation: The rapid increase in project numbers suggests effective planning and execution, allowing us to replicate successful systems and broaden our reach within a short period.
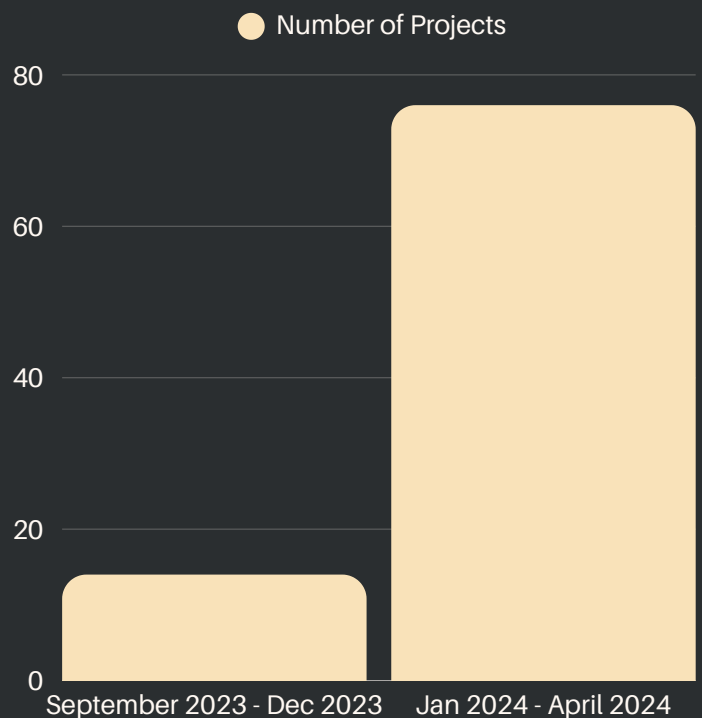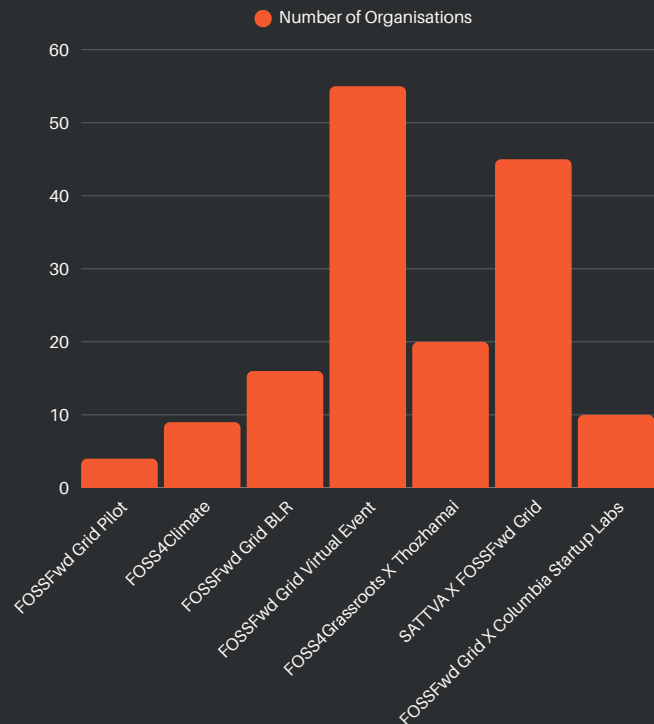
440%
GROWTH IN PROJECTS
IN
8 MONTHS

Number of Organisations

- FOSSFwd Grid Pilot
- FOSS4Climate
- FOSSFwd Grid BLR
- FOSSFwd Grid Virtual Event
- FOSS4Grassroots X Thozhamai
- SATTVA X FOSSFwd Grid
- FOSSFwd Grid X Columbia Startup Labs

Number of Projects

- September 2023 - Dec 2023
- Jan 2024 - April 2024

13.

Number of NPOs Onboarded
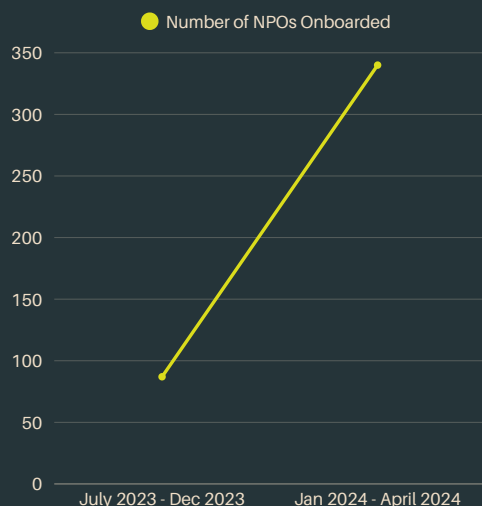
OUTREACH GROWTH INSIGHTS

Our outreach efforts led to onboarding 87 NPOs from July 2023 to December 2023 and skyrocketed to 340 NPOs between January 2024 and April 2024. This represents close to 300% increase, showcasing our expanding influence and reach within the nonprofit community.

Effective Engagement Strategies: The dramatic increase in onboarding also reflects the effectiveness of our outreach strategies, demonstrating our ability to connect with and engage a larger number of organisations in a short span.

Community Building: The growth in NPO onboarding signifies our success in building a robust network of nonprofits, reinforcing our position as a trusted partner in the sector.

Sustained Growth: The consistent and significant rise in numbers underscores the sustained efforts and continuous improvement in our approach, ensuring that we remain relevant and supportive to the needs of nonprofits.

300%
INCREASE IN
OUTREACH IN 8 MONTHS

Volunteer Management 6.5%
Data Management 17.6%
Project Management 13.1%
Finance & Accounting Management 3.5%
HR & Payroll Management 6%
Donor Management 48.2%

MOST POPULAR SOFTWARE

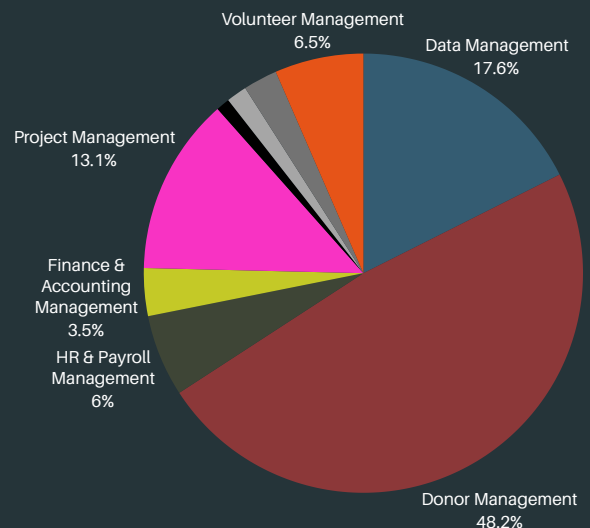High Demand for Donor Management: The most requested system, with 96 organisations seeking Donor Management solutions, underscores the critical importance of managing donor relations and streamlining fundraising efforts for nonprofits. This highlights a key area where nonprofits need robust tools to track, engage, and retain donors effectively.

Significant Interest in Data Management: With 35 requests, Data Management systems are in high demand, reflecting the necessity for nonprofits to handle large volumes of data securely and efficiently. This is essential for driving strategy, monitoring impact, and making data-driven decisions.

Focus on Project Management: The 26 requests for Project Management systems indicate a strong need for tools that help nonprofits plan, execute, and track their projects effectively. This ensures better oversight, resource allocation, and timely completion of initiatives.

Emerging Needs in HR & Payroll Management: With 12 requests, HR & Payroll Management systems are sought after to streamline workforce management, ensuring timely payroll processing, compliance, and effective employee management.

The variety in system requests underscores the diversity in operational needs of nonprofits, requiring tailored solutions to enhance efficiency across different areas, from donor and project management to HR and financial operations. This diversity highlights the necessity for customizable and scalable solutions to meet the unique challenges faced by nonprofits.

Field Visits

Throughout the year, we conducted seven field visits to understand the work of nonprofits focused on various Sustainable Development Goals (SDGs) and facilitated last-mile implementation through needs assessment and tech training. This hands-on approach enriched our perspective and aided us in providing meaningful support by witnessing their work firsthand.

Plustrust

Plustrust, based in Bangalore, provides micro-incubation support to women changemakers from rural, resource-poor communities through fellowship programmes. During the field visit, we identified their need for a data management tool and volunteer management system to monitor progress and success rates. They also required tracking capabilities for different project aspects, including monitoring participants in their micro-incubation projects. Due to the complexity of their goals, they faced challenges in streamlining these processes with their current software. Additionally, they sought a clear overview of fellowship project participation numbers and the ability to profile past fellows, all supported by a streamlined reporting system.

Compassionate Unlimited Plus Action (CUPA)

Founded in 1991, CUPA has been providing rescue and relief to sick, injured, and abused animals for over three decades. They lacked established systems for monitoring ongoing projects and donors, using Excel spreadsheets to manage this data. Seeking technological solutions to streamline their internal processes, T4GC conducted a field visit to gain a detailed understanding of their operations. Patient information was managed using paper and Google Sheets, with day-to-day activities tracked through Google Tasks. We demonstrated various systems—DMS, Health Application, and Project Management—for the CUPA team. Their primary concern was healthcare, focusing on automating patient tracking, enhancing project monitoring, and automating report generation. Additionally, they expressed a need for an asset management system.

**15.**

Institute of Palliative Medicine

The Institute of Palliative Medicine (IPM) is a pioneer in the palliative care movement in Southeast Asia. As the first World Health Organization Collaborating Centre for Community Participation in Palliative Care and Long-Term Care (WHOCC) in developing countries, IPM aims to establish community-based palliative care in different parts of India and abroad. During our visit to IPM's office in Kozhikode, Kerala, we undertook a thorough requirements-gathering process to identify and document all necessary specifications and needs for a tech system. This involved engaging with stakeholders to understand their expectations and ensuring all requirements were accurately captured to guide the project's development.

Kudumbashree

Kudumbashree National Resource Organization (KS NRO) is recognized by the Ministry of Rural Development (MoRD), Government of India, for providing technical and implementation assistance to the State Rural Livelihood Missions (SRLMs) across India. KS NRO visited T4GC in 2023 with extensive tech requirements, having only used Excel sheets to monitor projects, including training and capacity building. The T4GC team introduced the ERPNext system to handle projects in rural areas nationwide. What began as an initial interaction transformed into a longer collaboration, culminating in months-long development of a customised application.

Centre for Migration and Inclusive Development (CMID)

CMID is an independent nonprofit that advocates for and promotes the social inclusion of migrants in India. Our priorities include designing, piloting, and implementing programmes for mainstreaming and improving migrants' quality of life. CMID operates mobile clinics providing free medical care to migrant workers and works towards resolving their identity crises. During our initial visit, we discovered that CMID managed data for over 8,000 migrant workers using Excel sheets, which became tedious. They approached T4GC to help build a Management Information System and a patient tracking system. After delivering these systems, we conducted hands-on training sessions to ensure CMID's users were well-versed in operating the new data management system.

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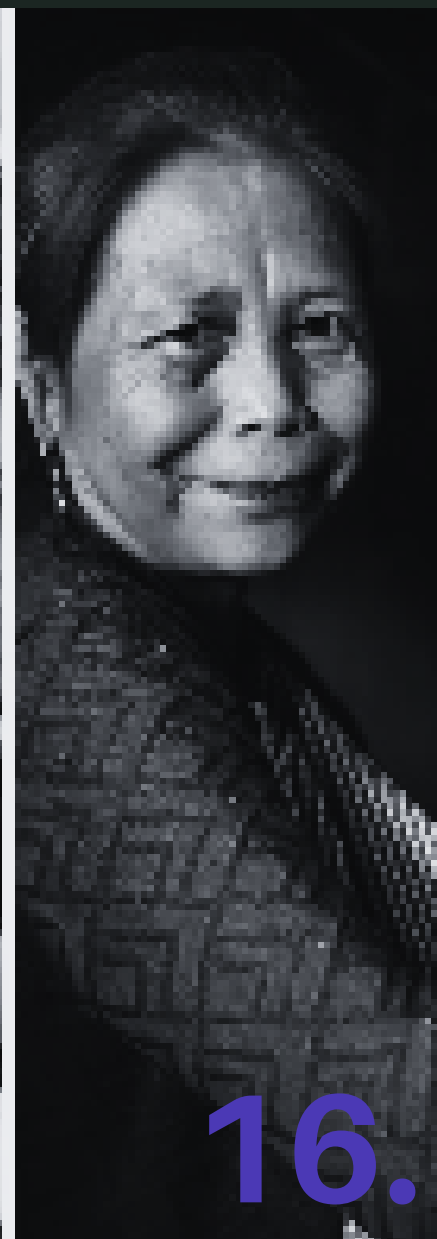
Case Study | IMAGO

Background

IMAGO, founded in 2014, focuses on gender equity and sustainable economic opportunities for local communities through a participatory and adaptive approach. Their **Unnat Agri Enterprise Program** empowers rural women (Unnat didis) by connecting them with agro-processing enterprises to enhance their income opportunities.

Challenge

They faced significant challenges with manual data management, leading to inefficiencies and inaccuracies in tracking business operations. The need for a robust system to capture data related to purchases, production, sales, stock, inventory, and accounts was evident. Additionally, managing member-level data for the extensive network of Unnat didis was cumbersome and error-prone.

Intervention

To address these issues, T4GC developed a customised Enterprise Resource Planning (ERP) system for IMAGO. This system provided the following capabilities:

Operational Data Capture: Detailed tracking of purchase records, production volumes, sales data, and stock inventory.

Member Information Management: Tracking demographic profiles and sales performance of Unnat didis.

Financial Data Tracking: Incorporating all accounts-related data such as expenses, cash flow, and balance sheets.

Data Visualization: Dashboards and report generation for a comprehensive view of operations.

The tech expansion began with an initial rollout in 3 centres and now covers all active centres.

Key benefits include:

Holistic View of Operations: Centralised dashboards provide real-time visibility into operations and performance metrics.

**Improved Operational Efficiency:** Streamlined processes and better coordination among field staff.

Enhanced Inventory Management: Accurate and timely tracking of stock and inventory.

Financial Health Tracking: Improved management of financial data, leading to better decision-making.

Witnessing the benefits, IMAGO decided to deploy the ERP system across all 50 centres in Jharkhand, Uttar Pradesh, and Madhya Pradesh.

Spotlight Series
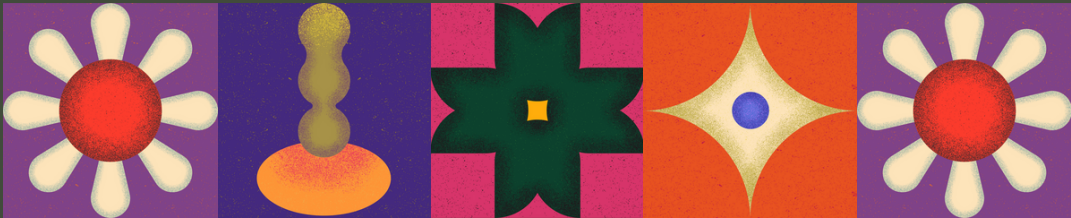
Launched in April 2020 as a swift response to the Covid-19 crisis, this virtual programme is all about equipping NPOs with the essential digital tools they need to thrive. Designed to enhance technological capacity, awareness, and accessibility for small and medium-sized NPOs across India, the series covers vital areas like fundraising, project management, data visualisation, and donor management.

At the core of the Spotlight Series is our dedication to tackling the cost constraints that often hold NPOs back. Through strategic partnerships and relentless advocacy, T4GC secures exclusive discounts and offers on efficiency tools, ensuring that financial barriers don't stand in the way of progress.

18.

Key Features and Highlights

Needs-Based Curriculum

Each cohort undergoes a tech assessment to evaluate their current tools, ensuring that training aligns precisely with their needs.

Product Training

Weekly online sessions feature tool creators showcasing their innovations, contextualised for NPOs with real-world use cases.

Tool Implementation

We provide hands-on support to assist NPOs in the actual implementation of tools, ensuring seamless integration into their daily operations.Each tool's features, along with exclusive T4GC offers and discounts, ensure organisations get the best deals.

Mentorship

One-on-one mentorship with industry experts, providing tailored support and special discounts on various tools. This personalised approach ensures each NPO can effectively implement the technology. Mentorship includes masterclass sessions on key Google products like Google Ads, Google Analytics, and Google MyMaps, followed by one-on-one mentorship through the Google4Good volunteer programme. Google volunteers dedicate time monthly to dive deep into each NGO's specific use case, maximising the benefits of these powerful tools.

19.

Spotlight Series | 2023

In 2023, we amplified the Spotlight Series, backed by Omidyar Network India (ONI) and Rainmatter Foundation. It catered to a cohort of 25 ONI partner NPOs and 60 other organisations sponsored by RMF. The diagnostic test revealed that

Pain Points

The diagnostic assessments across both ONI and RMF cohorts reveal significant gaps in tool usage and familiarity among the participating organisations. A striking 71 out of 85 organisations were unfamiliar with three out of six commonly used tools, indicating a widespread lack of exposure to essential technologies. Data collection and analytics pose substantial challenges, with 34 organisations not using any data collection software and 24 lacking a data analytics tool. Finance management is another critical area of need, with 23 organisations not employing any finance management tools. The most pronounced gap, however, is in project management, where 72 organisations did not use any project management tools. These insights highlighted the pressing need for targeted interventions and comprehensive training to bridge the gaps and enhance the technological capabilities of these nonprofits.

Number of Organisations (out of 85)

(Bar chart categories: Not used any Data Collection tool, No Data Analytics tool, No Finance Management tool, No Project Management tool)
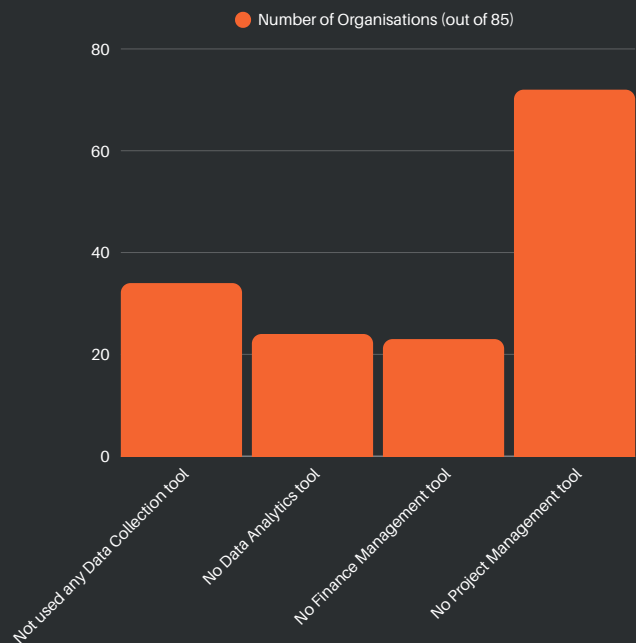
These pain points led us to select an innovative suite of tools with comprehensive features and special discounts, some free of cost. NPOs received training and implementation support for:

Data Collection
Web Analytics
GIS Tools
Project Management
Human-Centered Design

83%
UNFAMILIAR WITH 3 OUT OF 6
COMMONLY USED TOOLS

Support

DataOGram: Offers additional help post-mentorship with tailored implementation support. Discounts include a free sixth month on a six-month subscription or two free months on a ten-month subscription. Value plan: ₹5,000 a month + GST.

ERP4Impact: Provides customised pricing based on the NPO's requirements, with a 20% T4GC discount for yearly subscriptions. Prices are tailored to each organisation's needs.

Google Analytics: Offers exclusive one-on-one expert mentorship with tailored implementation support. Personalised guidance helps nonprofits effectively leverage this tool for virtual growth.

Technology Roadmap for Nonprofits: A session led by co-founder Akhila Sommnath introduces organisations to various tools to improve efficiency, sharing special T4GC offers and discounts.

Google Ads: Hands-on T4GC mentorship with detailed explanations and ample room for questions, addressing the immediate needs of organisations.

Trello: Provides visual and practical knowledge sessions, with a premium account offering nonprofits a 30% discount.

Implementation Insights
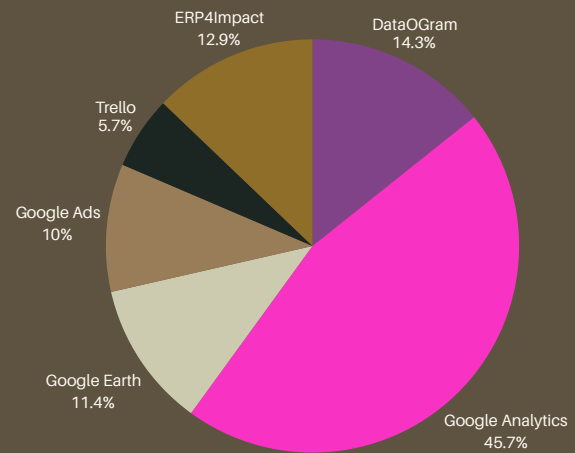
The overall high number of requests for Google Analytics, DataOGram, and ERP4Impact indicates that NPOs are increasingly recognizing the importance of data management, financial tracking, and online presence in driving their impact.

Tools like Google Earth and Google Ads, while moderately requested, highlight the growing interest in leveraging technology for specific strategic needs such as mapping and outreach.

The lower engagement with Trello suggests either a smaller requirement for project management tools or that alternative solutions are being used.

Project Management Conundrum

Despite 71 out of 85 organisations lacking project management tools, the adoption of Trello has been limited due to several factors. Some continue to use alternative solutions like spreadsheets and emails, finding them adequate. Implementing a new tool requires a shift in workflow, which can be daunting. Additionally, Trello's features might not fully align with the specific needs of some nonprofits, they might require more **customised options.** The perceived or actual lack of training and support also contributes to its lower adoption. Lastly, organisations often prioritise immediate needs such as data management, finance, and analytics over project management.

21.

Case Study | NeevJivan

Background

NeevJivan Foundation (NF) is dedicated to creating sustainable livelihood opportunities for marginalised youth and women in rural areas, aiming to reduce income asymmetry in the long run. Rooted in Gandhiji's principles of "Nai Talim," NF's programmes emphasise experiential learning and wholesome work, focusing on agriculture and related vocations like poultry farming, vermi-composting, goat rearing, tailoring, and vegetable cultivation.

Challenge

In the wake of the pandemic, NF faced the challenge of supporting migrant workers who returned to rural areas. The foundation recognized the need for scalable technological solutions to manage donor engagement, track donations, and streamline operations without straining their limited resources.

In July 2021, as part of Unltd India's cohort, NF was introduced to T4GC. Through T4GC's online capacity building workshop series, NF explored various efficiency tools. They adopted four key tools:

- Salesforce: For donor and stakeholder management.
- Google Analytics: To track website traffic.
- Give India: For fundraising campaigns.
- RazorpayX Payroll: For financial management.

These tools, some free and some with nonprofit discounts, significantly enhanced NF's operational efficiency and donor engagement.

Streamlined donor list management and financial operations, reducing manual workload.

NF to scale up operations with limited resources by leveraging technology.

Raised Rs. 1.8 Lacs in 8 days through the Give India 100 Heroes campaign.

22.
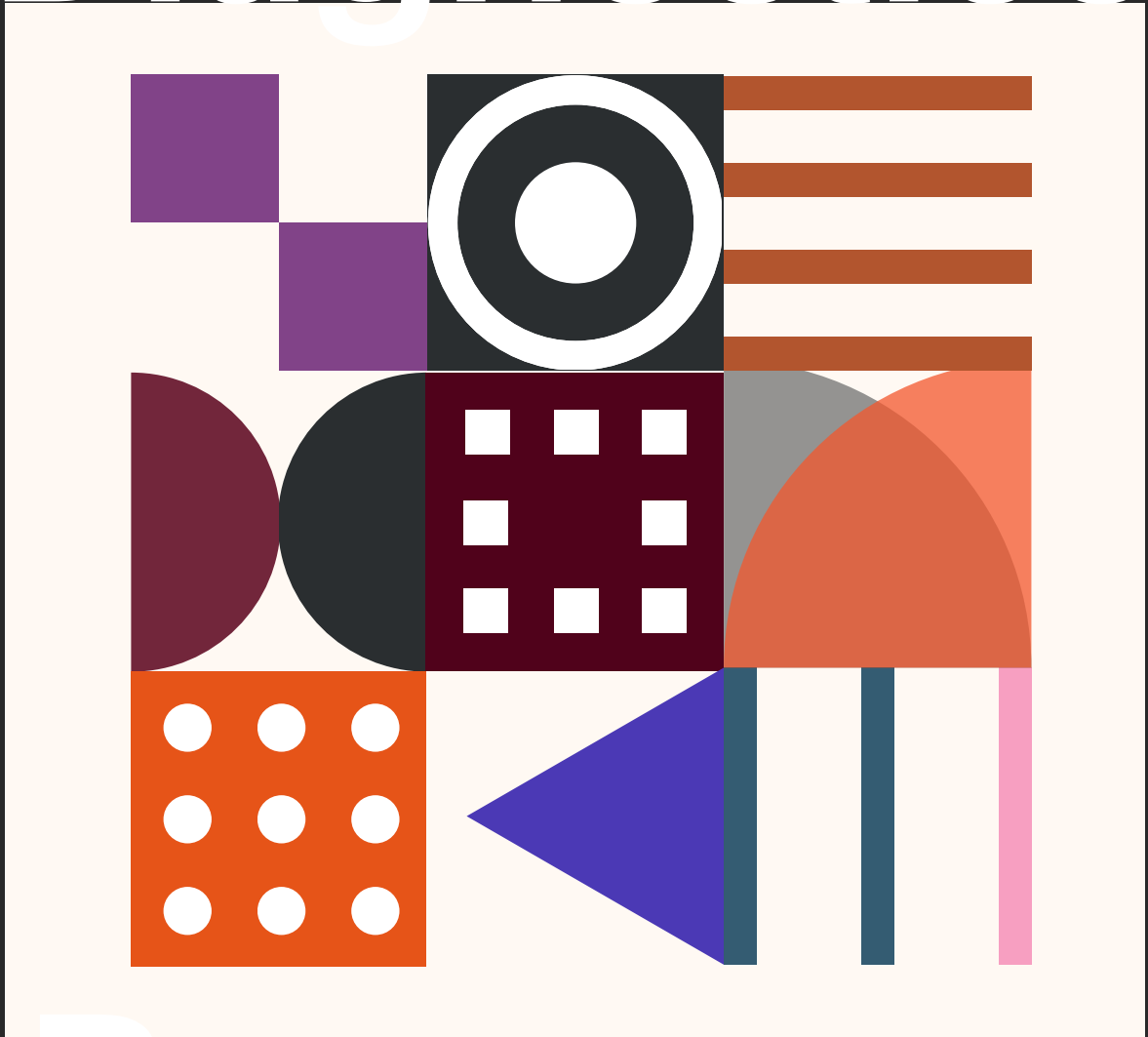
Diagnostics

Resources

Tech Diagnostic

Evaluating technological readiness is crucial in our work with nonprofits. The Tech Diagnostic, a detailed assessment form, helps us pinpoint each organisation's basic needs, productivity boosters, and scalability requirements. It gauges their tech readiness in terms of budgets, personnel, and skills. This diagnostic is our initial contact, setting the stage for our engagement.

Our exit strategy extends beyond system handover. Since 2024, we've employed a comprehensive analysis methodology by comparing pre-usage and post-usage responses to assess changes over time. This comparison identifies shifts in expectations, challenges, and outcomes resulting from system implementation. Key insights such as user adoption, satisfaction, operational impact, and areas for improvement are identified based on this analysis.

Training: Expanding Our User Manual

To equip the nonprofit community with top-notch tech resources, we've released a playbook: packed with open-source tools. It details the features, functionalities, and benefits of each product, helping nonprofits find the tools that suit them best. Available on our website, this playbook receives regular updates to include the latest innovations. It also covers the implementation of open-source software for cost-effective, customisable solutions. By providing detailed instructions, best practices, and real-world examples, we ensure that nonprofits can maximise their impact, enhance collaboration, and drive innovation in their mission-critical activities.

Foundational Session: Tech Roadmap

Our flagship session, tailored for nonprofits, has consistently demonstrated its value, receiving outstanding feedback from over 150+ organisations in the last financial year. This lively and informative session serves as the kickstart guide to navigating the digital seas. It helps to set realistic expectations, foresee potential hurdles, and figure out the tech wizardry needed to smoothly sail into a digital framework for operations.

The session begins with evaluating the organisation's processes, resources, and technology usage to create a customised technology roadmap. This includes reviewing system performance, setting goals, and establishing implementation timelines. Key aspects such as budget allocation, role assignments, and resource planning are meticulously addressed.

We introduce NPOs to open source, highlighting benefits, drawbacks, and dispelling myths to build confidence in adopting open-source solutions. The session provides an overview of NPO-friendly FOSS options and shares success stories, presenting a curated FOSS playbook to help NPOs make informed decisions.

Additionally, the session emphasises innovation, strategic tech investments, user training, and support. It covers hiring tech resources, developing a tech retirement or disaster recovery plan, and leveraging partnerships like those with NASSCOM Foundation and AWS. This comprehensive approach ensures nonprofits are well-equipped to harness technology effectively for greater impact.

24.

ERROR LOGS

25.
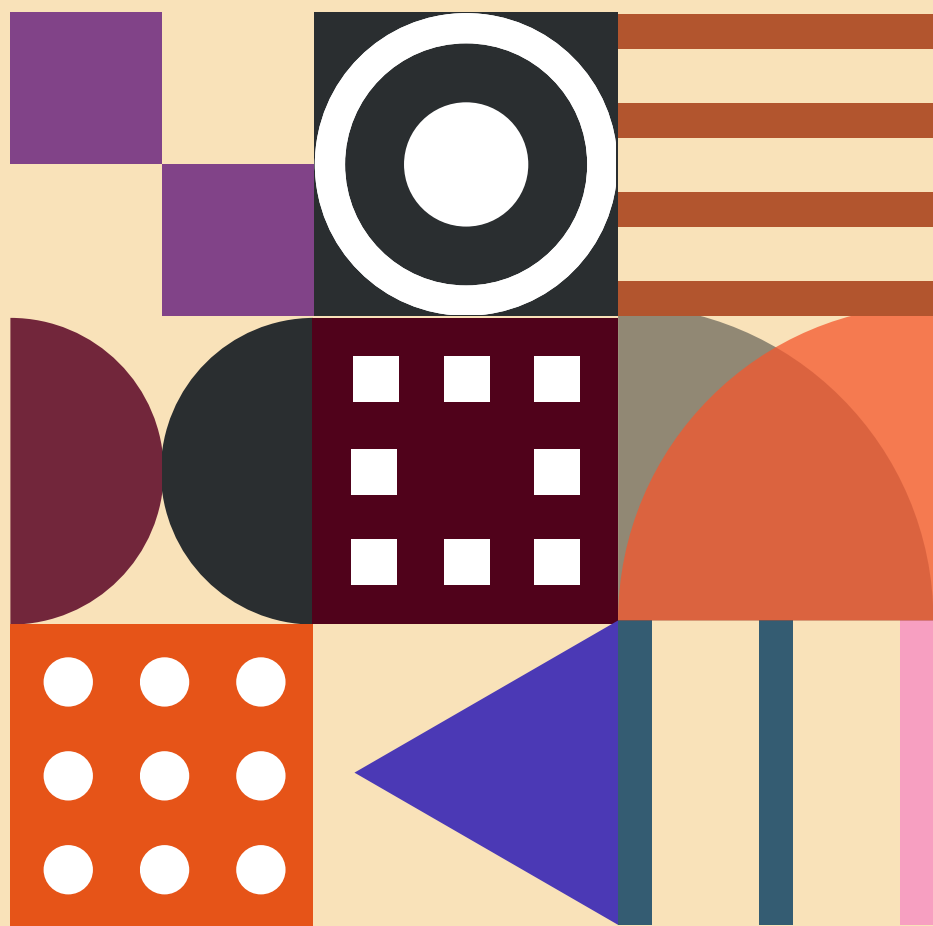
Debugging

What went wrong (and how we fixed it)

1

Open Source Technology Challenge

Working with open source frameworks posed challenges due to scarce documentation, requiring extensive research and experimentation to understand their functionality.

Fix: We addressed this by creating comprehensive internal documentation and establishing a knowledge-sharing platform where team members can contribute and review solutions.

2

Communication

Communication was often unstructured and predominantly verbal, leading to frequent misunderstandings and delays in project delivery.

Fix: We implemented structured communication protocols, including regular written updates and standardised meeting agendas, to ensure clarity and minimise misunderstandings.

3

Timeline Management

Project timelines were unrealistic, with key deadlines frequently missed, causing significant delays.

Fix: We revised our project planning process to include more realistic timelines, factoring in potential delays and buffer times. Regular progress reviews and adjustments helped keep projects on track.

4

Documentation and Requirement Management

Lack of detailed and accurate documentation, especially in capturing project requirements, resulted in misaligned expectations and unclear project scope.

Fix: We established a rigorous documentation process, ensuring that BRDs are signed by both parties with a fully agreed-upon scope of work. This has reduced back-and-forth during development and the UAT phase.

5

Cost Transparency

Nonprofits expressed the need for clear and upfront disclosure of all costs, including hidden costs like server upscaling for email push notifications.

Fix: We introduced transparent cost estimation practices and provided detailed cost breakdowns from the project's inception. This ensured that they nwere aware of all potential expenses upfront.

6

Expectation Setting

Organisations were not always aware of the entire project lifecycle, leading to confusion and unpreparedness for key steps requiring their involvement.

Fix: We began providing a comprehensive overview of the end-to-end project lifecycle at the project kickoff. This included detailed explanations of each phase, ensuring organizations were well-prepared for upcoming steps and could plan their internal resources accordingly.

7

Hosting

Challenges with DigitalOcean regarding the allocation of free credits to NPOs caused delays in production deployment and system handover. DigitalOcean suspended cloud server access, making systems in UAT and those already delivered inaccessible.

Fix: We engaged directly with DigitalOcean to resolve the issues, streamlining the sign-up process and ensuring proper credit allocation. We also explored alternative hosting solutions to avoid similar disruptions in the future.

26.

TECH TERRAIN
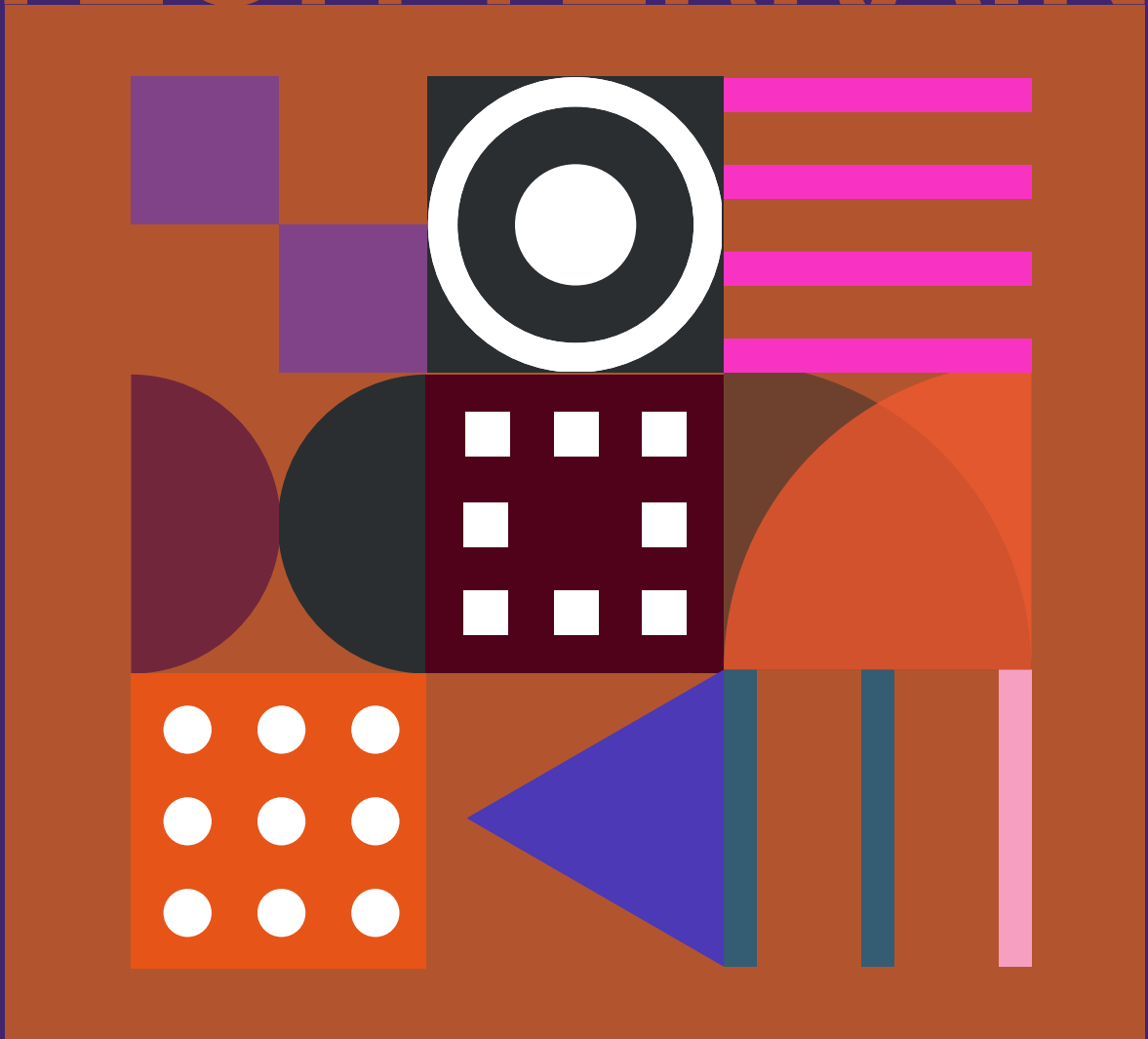
CXO's Triumphs

Winner of the Digital Women Awards - Impact Category

Our CEO and Co-Founder, Rinju Rajan, was honoured with the Digital Women Awards 9th Edition in the Impact category. This prestigious award highlights her visionary leadership and unwavering commitment to driving innovation within T4GC. Her achievements have significantly contributed to our organisation's success and prominence in the industry.

Nominated for the Social Entrepreneur of the Year

Chief Growth Officer & Co-Founder, Akhila Somanath was a finalist for the Social Entrepreneur of the Year at the Namma Bengaluru Awards 2023. She has brought home fantastic partnerships enriching our community to better serve the social sector.

Unleashing Insights

A notable milestone for T4GC was our contribution to the India Development Review. In the article, our Co-Founder and Chief Insights Officer, Anusha Meher Bhargava, highlighted the importance of reliable data for organisations promoting regenerative farming practices. The piece also explored how open-source software can streamline data collection, making the process easier and more cost-effective.

Entrepreneurship at Columbia University

In a groundbreaking initiative, T4GC hosted its inaugural Tech for Nonprofits event in New York City, in collaboration with Columbia Startup Lab and DigitalOcean. As a Columbia University alumni, the event was spearheaded by our Chief Technology Officer, Tushar Badhwar. The session underscored the cost-effectiveness and user-friendly nature of DigitalOcean's services, highlighting their suitability for nonprofit organisations.

COMMUNITY DRIVES
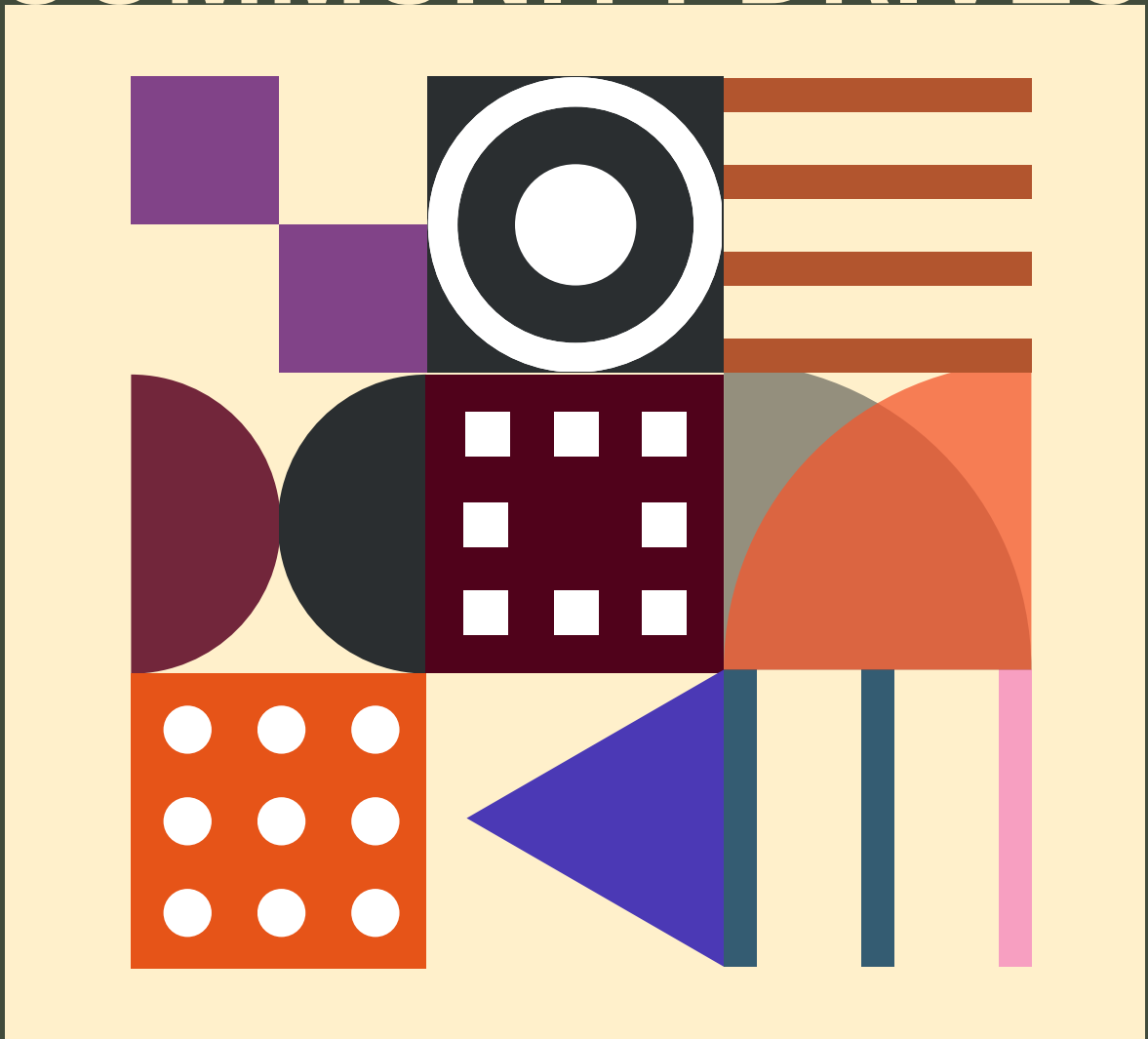
Going beyond default settings

Founding members of OASIS

While technology has propelled us into an era of innovation and collaboration, the social development sector often lags behind in adopting innovative technology. Building tech capacity in the sector requires an ecosystem of stakeholders, including nonprofits, tech consultants, service providers, technologists, interns, volunteers, funders, and public and private institutions. This ecosystem must raise awareness, provide education, and foster a cultural shift towards tech adoption. OASIS was formed to execute this vision, as a network of organisations united by the vision that FOSS can empower citizen sector organisations and communities to adopt technology at significantly lower costs. T4GC is honoured to be one of the founding members of OASIS alongside some incredible organisations leveraging technology for social impact. This coalition, born out of the FOSS United Foundation and a consortium of like-minded organisations, includes **ASPIRe, GitHub, Tech4Dev, Aikhyam Fellows, TinkerHub, and T4GC.** It aims to drive systemic changes by fostering large-scale collaboration and a culture of sharing.

Goa FOSS United Meet up

The Goa FOSS event, organised by FOSS United provided a platform for learning, networking, collaboration, and discussions on the role of FOSS in shaping India's future. Attendees included students, professors, policymakers, journalists, developers, designers, and nonprofits.

India FOSS 3.0

We were elated to participate in India FOSS 3.0, hosted by FOSS United. This two-day event focused on harnessing the power of Free and Open Source Software for a diverse audience, including students and social startups. Our Co-Founder and Chief Growth Officer, Akhila Somanath was a speaker at the event. She discussed the significant benefits of FOSS for the social sector. She emphasised that many nonprofits do not forecast their tech budgets, and FOSS can be leveraged to their advantage.

OASIS Summit 2023

The OASIS summit took place on the 14th of September, 2023, at the Bangalore International Center, bringing together distinguished guests from the social and tech sectors. The summit featured engaging panel discussions, interactive workshops, and FOSS experience centres to raise awareness about FOSS and promote its adoption.

Hyderabad FOSS United Meet up

As enthusiastic supporters of social innovation and disruptive startups, we were thrilled to participate in Hyderabad FOSS, an extraordinary tech innovation event. This event, led by FOSS United in collaboration with T-Hub, brought together some of the brightest minds in the tech world. The gathering was an inspiring showcase of innovative ideas and collaborative efforts. The focus was on leveraging FOSS for positive impact.

Geo For Good Summit

Our CXOs attended the Geo For Good 2023 summit in Mountain View, CA learning the latest developments with Google Earth, Earth Engine and sharing stories on mapping technology that can power civil society all over the world to create social and environmental change.

30.

Looking Ahead

As we wrap up and look forward, we're ready to take our efforts to the next level. We're set to enhance our climate action initiatives, develop scalable, low-code solutions free from vendor lock-ins, and refine our impact measurement strategies. With a pool of new organisations already engaged, we're expanding our community and addressing the unique tech needs of NPOs.

We're grateful for the continued support of our partners, advisors, and the dedicated NPOs we serve. Together, we're poised to drive meaningful change and harness the power of technology for social good. Here's to what's next!

A sneak peek:

Accelerating Climate Action: The Climate Coalition programme, will be launched in June 2024. It will bring together eight highly skilled fellows. We are excited about the potential innovations and collaborations that will emerge from this dynamic group.

Scaling Solutions: Leveraging our deep insights into the underserved needs of NPOs and Social Enterprises, we are building robust, scalable systems. Our new platform will enable seamless low-code integrations and configurations, eliminating vendor lock-ins and ensuring flexibility for our partners.

Impact Measurement: We will be aggregating responses on user adoption, satisfaction, operational impact, data accuracy, and early outcomes. By comparing pre- and post-implementation data, we aim to identify shifts in expectations and outcomes, enhancing organisational efficiency through effective data management systems.

Strengthening Our Community: 2024 marked a strong beginning, with outreach to 427 new organisations, introducing them to the transformative power of technology in driving social impact. We look forward to expanding our engagement, supporting more NPOs, and addressing their unique technology needs.