



March 11, 2023

Secretary of the Commonwealth of Massachusetts  
Corporations Division  
McCormack Building  
One Ashburton Place, 17th floor  
Boston, MA 02108-1512  
Telephone: (617) 727-9640

**Subject: 2022 Massachusetts Annual Report – Domestic Benefit Corporation Forms and Filing for Dimagi, Inc.**

To Secretary of the Commonwealth, Corporations Division:

I am writing to submit Dimagi, Inc.'s 2022 MA Annual Report on behalf of the Domestic Benefit Corporation pursuant to M.G.L. ch.156E.

- Transaction category: Domestic Benefit Corporation
- Transaction type: Annual Report
- Contact name: Lucina Tse
- Contact phone: 617.649.2214 x58
- Contact email: [corporate-ops@dimagi.com](mailto:corporate-ops@dimagi.com)
- Filing Fee: \$175 Fax Voucher System

If your office should have any questions about any of the above information, please feel free to contact me at 617.649.2214 x58 or by email at [corporate-ops@dimagi.com](mailto:corporate-ops@dimagi.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Lucina Tse".

Lucina Tse  
Chief Operations

**William Francis Galvin**

Secretary of the Commonwealth

One Ashburton Place - Room 1717, Boston, Massachusetts 02108-1512

FORM MUST BE TYPED

### Annual Report for Domestic and Foreign Corporations

(General Laws Chapter 156D, Section 16.22; 950 CMR 113.57)

- (1) Exact name of the corporation: **Dimagi Inc**
- (2) Jurisdiction of incorporation: **Massachusetts**
- (3) Street address of the corporation's registered office in the commonwealth (*number, street, city or town, state, zip code*):  
**585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA**
- (4) Name of the registered agent at the registered office: **Jonathan Jackson**
- (5) Street address of the corporation's principal office (*number, street, city or town, state, zip code*):  
**585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA**
- (6) Provide the names and addresses of the corporation's board of directors and its president, treasurer, secretary, and **if different**, its chief executive officer and chief financial officer.

	NAME	ADDRESS
President:	Jonathan Jackson	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA
Treasurer:	Carter Powers	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA
Secretary:	Lucina Tse	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA
Chief Executive Officer:	Jonathan Jackson	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA
Chief Financial Officer:	Jason Kass	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA
Directors:	Jonathan Jackson, Vikram Kumar Scott Maher (Benefit Director)	585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 MA

(7) Briefly describe the business of the corporation: **Custom Software Design for International Development Project**

(8-9) Capital stock of each class and series:

CLASS OF STOCK	TOTAL AUTHORIZED BY ARTICLES OF ORGANIZATION OR AMENDMENTS Number of Shares	TOTAL ISSUED AND OUTSTANDING Number of Shares
COMMON	3,500,000	1,897,193
PREFERRED		

(10) Check if the stock of the corporation is publicly traded.

(11) Report is filed for fiscal year ending: December / 31 / 2022  
*(month) (day) (year)*

Signed by:  \_\_\_\_\_

Chairman of the board of directors       President       Other officer      Court-appointed fiduciary  
on this, 5 day of March, 2023.



March 11, 2023

Secretary of the Commonwealth of  
Massachusetts Corporations Division  
McCormack Building  
One Ashburton Place, 17th  
floor Boston, MA  
02108-1512  
Telephone: (617) 727-9640

**Subject: Dimagi, Inc. 2022 Massachusetts Benefit Report**

To Whom It May Concern:

I am writing this letter to certify that pursuant to M.G.L. ch.156E, I am the Benefit Director of record for Dimagi, Inc., a Massachusetts Benefit Corporation. I am not simultaneously named to any other positions in the company. I have not held any employee positions within the company for the past year, and I receive no compensation.

I have reviewed Dimagi, Inc.'s latest B Impact Report, have discussed it with the Board of Directors, and find it to be satisfactory and in accordance with the requirements of M.G.L. ch. 156E Section 15. Please find my conclusions in the attached "Dimagi, Inc. 2022 Benefit Report".

If your office should have any questions about any of the above information, please feel free to contact me by email at [scott.mahar@gmail.com](mailto:scott.mahar@gmail.com).

Sincerely,

Scott Mahar  
15805 Cumberland Drive  
Poway CA 92064

**585 Massachusetts Ave, Suite 4,  
Cambridge, MA 02139, United States**



## Dimagi, Inc. 2022 Benefit Report

### 1. Dimagi Overview

Founded in 2002, Dimagi is a B-corp certified, socially-conscious technology company that builds open-source digital technology to increase and improve service delivery to underserved communities around the world. Headquartered in Cambridge, Massachusetts and with teams in India, South Africa, Senegal, and around the world, Dimagi partners with governments, NGOs, and foundations to amplify their frontline impact through scalable digital solutions and expert services. Dimagi designs mobile, web, and messaging technologies to perform case management, decision support, data collection and monitoring to further advance global development. As a small business with this blend of expertise, Dimagi is able to rapidly iterate and adapt its technologies to the local environment, enabling appropriate, scalable solutions to be created at a low-cost.

Dimagi's open-source flagship product, CommCare, is the world's most widely-used data collection and service delivery platform, and has been used by more than a million frontline workers. Our evidence base of peer-reviewed publications, including several RCTs, has shown that equipping frontline workers with CommCare improves performance, quality of care delivered, and client health outcomes.

Dimagi has a strong history of successful project execution, acting as a technical lead partnered with in-country implementation leads across numerous sectors, with a strong emphasis on healthcare. This model has been successfully implemented for both pilot-phase projects and enterprise wide deployments. Dimagi is able to rapidly iterate and adapt mobile technologies and reporting to the local environment, enabling appropriate, scalable solutions for organizations working to improve the lives of underserved communities through better data collection and dissemination.

### 2. Our Products:

Dimagi team members have experience working with many mobile technologies, and are leaders in several mobile communities, including RapidSMS, JavaRosa, CommCare, CommCare Messaging, CommCare Supply and MoTECH Suite. Dimagi has spent considerable time consulting on mobile systems for a range of applications and sectors. Some of these include systems for community health workers to manage HIV care and safe pregnancy, health education programs, logistics management



tools, medication reminders, customer relationship management, and inventory tracking. Dimagi's engineers have utilized a wide range of technologies and are therefore able to leverage the most appropriate mobile technology quickly, be it SMS, mobile applications, or web applications optimized for netbooks.

Dimagi researchers are also the principal investigators on several NIH research grants in the United States, investigating how to improve HIV medication adherence, manage depression, and coordinate care.

As highlighted above we have experience with working with many mobile technologies and have specialized in creating our own products such as, but not limited to:

### **Commcare**

CommCare which is the digital platform for impactful frontline work everywhere. The most widely-deployed and evidence-based platform for enabling Frontline Workers, CommCare empowers organizations to build their own digital solutions to better deliver services, manage clients, and collect data. Built from the ground up to support the complexities and idiosyncrasies of frontline work, CommCare can meet nearly every frontline use case in any setting (including offline) at any scale, from pilot to nationwide programs.

CommCare's unique value is its proven ability to deliver technology which is both highly impactful *and* highly scalable. More than one million Frontline Workers have used CommCare applications to deliver critical frontline services across numerous sectors, including health, agriculture, social services, and more. CommCare is backed by the strongest evidence base of any digital platform for Frontline Workers, proving CommCare's positive impact on organizational performance, frontline workers behaviors, and most importantly, client outcomes.

Designed to support teams of every size and level of digital maturity, CommCare's technology grows with an organization's needs. Users can rapidly launch production ready no-code applications in minutes, with confidence that their tools can be integrated into complex, at-scale ecosystems. Dimagi's expert team delivers CommCare on an open source, professionally managed foundation which is best in its class for sustainability, support, and top-tier security that meets rigorous standards including GDPR, HIPAA, and SOC-2.



## **FocusMDM**

In addition, FocusMDM is a Mobile Device Management (MDM) solution developed by Dimagi. When clients purchase and deploy devices with SIM cards to frontline staff, they expect a project's success to be inevitable. Our team at Dimagi knows that there are numerous challenges involved in data collection at the frontline, the biggest of which is often controlling and managing how devices and mobile data are used. FocusMDM enables people to:

- Save time and money by managing their mobile workforce from afar.
- Spend their time wisely with the people that need it most, and with the information that is needed to troubleshoot effectively.
- If managers are concerned about their mobile workers misusing devices for non-work related activities, FocusMDM helps them manage their devices remotely and track all metrics including data usage, individual app usage, location history and aggregate views for the entire deployment.
- Additionally, it allows for grouping of workers, blocking or providing access to specific apps and drill down mobile usage through Wi-Fi or data. This is a great tool to manage deployments, budgets and track device issues real-time thereby increasing productivity on the ground.

## **SureAdhere**

Furthermore, as effective as February 1, 2022, SureAdhere Mobile Technology Inc (the “**Sureadhere**”) sold substantially all of its assets to Dimagi. This allowed us to introduce SureAdhere as Dimagi's digital adherence platform. SureAdhere is a secure mobile and web-based system which includes both a patient-facing mobile application that patients use to record and upload daily asynchronous videos on medication ingestion and/or treatment adherence, and a provider-facing, cloud-hosted, HIPAA and GDPR-compliant web application where public health staff can view asynchronous videos, document dosing histories and medication adherence and other observations. You can learn more about SureAdhere at this website: <https://www.sureadhere.com/>

As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our



global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

### **Operational Structure**

Our 250+ worldwide team of engineers, physicians, public health professionals, data analysts, project managers, and field staff are based around the world, many in the countries they serve. The majority of our software product development takes place at our headquarters in Boston, while other team members are based throughout the world supporting local design, management, iteration, implementation and support. Dimagi operates offices in Boston, New Delhi, Dakar and Cape Town. We also have full time staff based across the Americas and West Africa. As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

### ***Compensation to Board of Directors***

The compensation paid to Dimagi's Board of Directors in 2022 was as follows:

- Jonathan Jackson received \$300,239.07 as compensation for his employment as Chief Executive Officer.
- Vikram Kumar received \$27,490.00 for 12.5% FTE in compensation for his employment as Chief Medical Officer.
- Scott Mahar received no compensation for his appointment as Benefit Director.

### ***Shareholding***

As of December 31, 2022:

- President and Chief Executive Officer Jonathan Jackson owns 46.7% of outstanding shares.
- Secretary and Chief Medical Officer Vikram Kumar owns 28.8% of outstanding shares.



- Steele Foundation for Hope owns 9.1 %
- Chief Accelerator Cory Zue owns 5.9% of the outstanding shares.
- No other equity owners own 5% or more of the outstanding shares of the benefit corporation.

In my opinion, the directors complied with their duty to consider the impact of decisions on stakeholders.

### **3. Public Benefit**

Dimagi is one of the world's largest providers of mobile technology in support of frontline health workers. As a Benefit Corporation, we deliver positive health outcomes at scale, focusing on underserved communities. Dimagi's flagship platform CommCare has supported 10% of all frontline health workers in LMICs, many at a national scale. As a result, Dimagi's 250+ person team has supported more than 3,000 digital programs in 130+ countries, including the largest scaling digital health projects worldwide. Dimagi is also the lead technical partner in developing frontline health worker and logistics mobile applications for many large-scale, prominent development projects.

#### **Third Party Standard:**

Dimagi is a Benefit Corporation under Massachusetts Law. We work to provide public benefits to our clients, our employees, and the community.

Dimagi measures its public benefit through B Lab Impact Assessment, which measures a company's positive social impact on its stakeholders by generating a free B Impact Report.

This Assessment takes place once every three years. Our last 2022 Assessment report is provided below



## B Impact Assessment

 PRINT PDF

 DOWNLOAD



This management tool, used by over 50,000 businesses worldwide, including over 3,000 Certified B Corporations, helps companies assess their impact on various stakeholders, including their workers, community, customers, and the environment.

OVERALL SCORE  
126.1

COMPLETION  
100%

OPERATIONS SCORE  
68.5

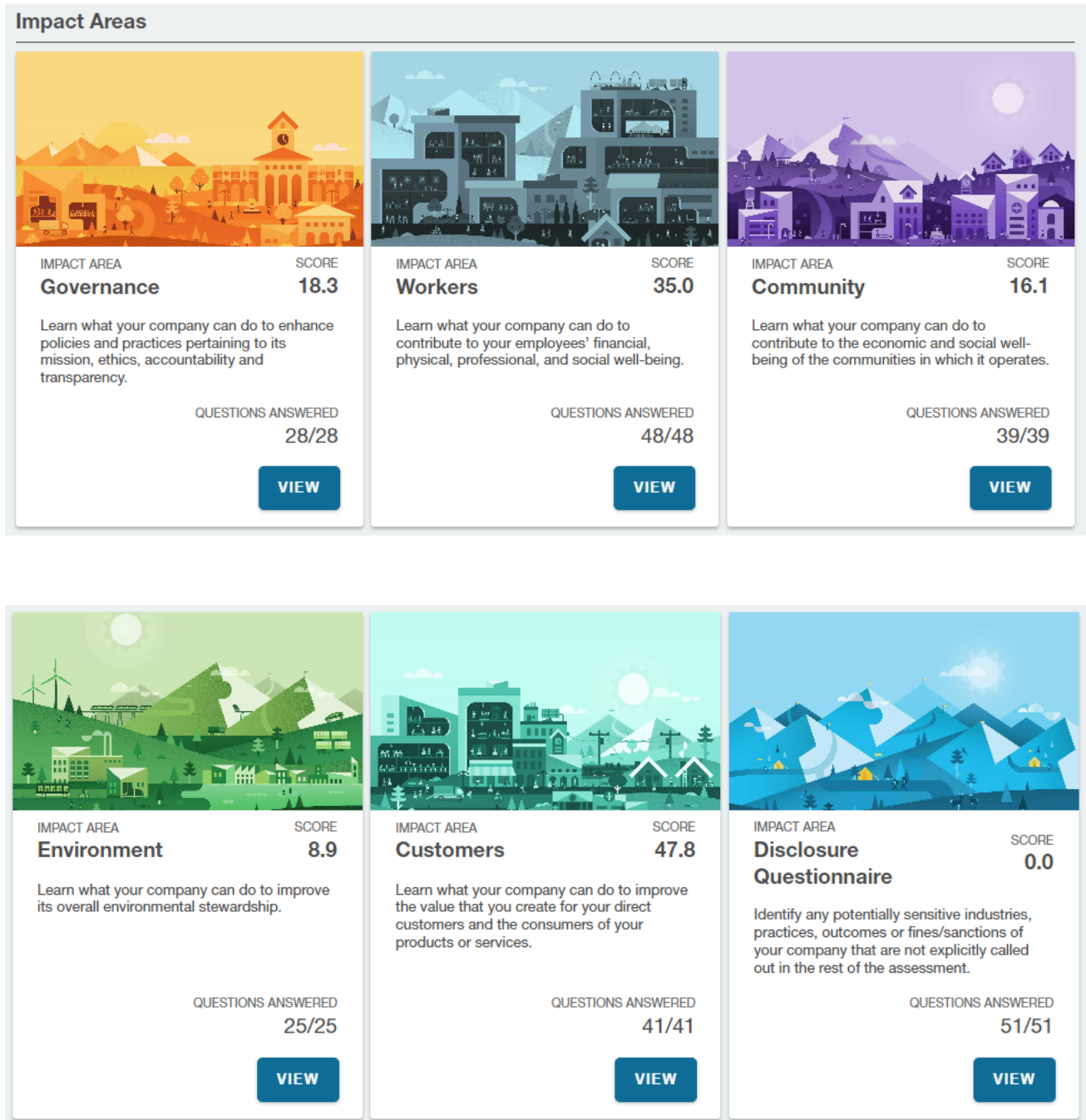
IBM SCORE  
55.5

N/A SCORE  
2.0

Although Benefit Corporations are not required to be certified or have their Impact Report audited by a third party, Dimagi's Impact Reports have been regularly audited by B Lab.

Dimagi has performed remarkably well against the third-party standard historically, scoring 126.1 of a possible 200 points in our last Assessment with B Lab in 2022, about 57% higher than the required 80 points to qualify for B Corp Certification under B Lab's assessment.

Dimagi's B Corp Certified Impact Report is pasted below and can be viewed online at <https://bcorporation.net/directory/dimagi-inc>:



**General Public Benefit:** Since its inception in 2002, Dimagi has focused on “impact, team, and profit (in that order)”. One million Frontline Workers have used CommCare to collect data and deliver better frontline services in remote and under-resourced settings across a wide array of uses, including healthcare, **pandemic response** and vaccine delivery, **crisis response**, **education** and other **social sectors**. Dimagi continues to pursue the purpose outlined in its articles of organization, the “development of technology to improve human health and wellbeing,” and is committed to



reinvesting a majority of its profits back into achieving its social mission, thereby scaling its work to increase the public benefit on a global scale.

In 2022, Dimagi has pursued and successfully provided a public benefit for various underserved populations around the world. Through its work to free the burden of AIDS, Tuberculosis and Malaria outcomes worldwide, Dimagi has sought to provide better equitable health for all, a key aspect of the Global Fund Goals.

### **Specific Public Benefit:**

Sticking closely with its business model, Dimagi provides Open Source tools that are designed for low-literate, low-income community health workers (CHWs) in Africa, Asia, and Latin America. Dimagi operates under well-established research showing that community health programs, when led by properly trained, motivated, and supervised CHWs, may reduce neonatal mortality by up to 50%.

Dimagi's flagship technology platform, CommCare, is an award-winning, open source mobile case management platform that supports frontline health workers in tracking their clients through a continuum of service delivery. CommCare is used by over 950,000 frontline workers (FLWs) globally, primarily in health and agriculture and has generated a strong evidence base showing that the mobile tool improves workers' ability to track and follow-up with their clients, as well as organizations' ability to manage their workers. Dimagi leverages the technology from both of these platforms to support small businesses, vendors, and customers alike, providing inventory management, customer relationship support, and efficient follow-up. Dimagi's team of exceptional ICT4D experts and engineers apply their experience in service delivery and data system design to engage with creative entrepreneurs in identifying new opportunities and supporting the growth of their businesses. We take a product platform approach to our ICT projects, ensuring longevity with support models that are sustainable and allow for users to own these tools independently in the long-term. This model has been successfully implemented for both pilot-phase projects and enterprise wide deployments with partners, including the Bill & Melinda Gates Foundation, World Health Organization, World Bank, USAID, CDC, World Vision, UNICEF, PATH, the Rockefeller Foundation, and Acumen Fund.



By running as an application on a mobile phone, CommCare is built on a decision and logic-processing platform that can support partners in delivering a wide range of services. It provides critical data-quality checks and calculations at each point of service. The tool aims to help partners to track and support client registration and follow-up alongside the CommCare web platform that includes workforce performance monitoring dashboards designed to assist project managers in better supporting frontline workers as they deliver critical program interventions in the field.

Dimagi's platform, CommCare, can be used to build Android-based mobile applications for frontline health workers in low-resource settings. CommCare is a mobile case management tool for tracking beneficiaries through a lifecycle of services. CommCare, is recognized as a Global Digital Good by WHO and Digital Square. It has been recognized with numerous grants and awards, including a Stage 1 and Stage 2 Development Innovations Ventures grant from USAID, an Innovation Working Group Award from the Norwegian government, and a Top 11 Innovators award from the mHealth Alliance in 2011. More recently in 2022, Dimagi was awarded a Program-Related Investment from the Steele Foundation for Hope (the "**Steele Foundation**") which is set to accelerate Dimagi's five-year strategy by funding the research, development, and diversification of a next generation platform building on CommCare.

Evidence of Impact: Dimagi has a large CommCare Evidence Base supporting Dimagi's impact, including full citations and papers, can be downloaded here: [http://sites.dimagi.com/commcare-evidence-base.](http://sites.dimagi.com/commcare-evidence-base)

Our information and communications technology (ICT) platform, CommCare, enables organizations without software development expertise to configure mobile applications specific to their programmatic needs, while still benefiting from the support structures of a fully hosted Software as a Service (SaaS) tool, enabling more sustainable ICT interventions over the long-term.

CommCare is a cloud-based, HIPAA-compliant, GDPR-compliant, open source mobile platform and Global Good that supports data collection, decision-support, client tracking, SMS-interaction, and map-based visualizations. CommCare is uniquely suited as the platform for mobile applications for outbreak response. It is the only mobile platform that integrates support for frontline workers, supply chain, and messaging needed for outbreak response. The CommCare form builder enables non-engineers, such as program managers, to build and adapt applications themselves. Finally, Dimagi maintains a repository of frontline worker applications that have been published by our



partner organizations. The accumulation of standardized CommCare applications represents an increasingly important resource to assist in the rapid deployment of new mobile applications.

## **Notable Updates from 2022**

### **Dimagi's Acquisition of SureAdhere**

In the beginning of 2022 on the 1st February 2022, Dimagi acquired SureAdhere with the intention of building on Dimagi's established work in frontline digital solutions. The acquisition has strengthened Dimagi's digital solutions for Frontline Workers and has paved the way for new virtual care models and a more robust digital ecosystem for clinical trials.

Founded in 2014, SureAdhere's technology augments traditional DOT with an offline-capable asynchronous video platform for affected people and providers to support TB treatment adherence. Dimagi's mission of building and scaling sustainable, high-impact digital solutions to amplify Frontline Workers and programs resonates with SureAdhere's. SureAdhere's VOT platform is currently accessible in over 350 jurisdictions across the United States and 24 additional countries spanning Central America, the Caribbean, Europe, Sub-Saharan Africa, and Central and Southeast Asia. A **new study**<sup>1</sup> in JAMA Network Open shows that electronic DOT is non-inferior to in-person DOT for TB treatment adherence, which will likely strengthen the CDC's current guidance on **eDOT for TB in the US** and support further uptake of VOT as a chosen standard of care for TB treatment support globally.

With the new addition of SureAdhere technology we have seen great work be done through their technology. During the course of the year Dimagi has worked with Vermont Care Partners to implement the **'Wheels and Waves'** programme – a telemedicine intervention designed to support individuals receiving Medication for Opioid Use Disorder (MOUD) – which was being scaled by Vermont Care Network/Vermont Care Partners and local Opioid Treatment Programs AKA Hubs across the State of Vermont. The beginning of October 2022, 'Wheels and Waves' saw the enrollment of patients which is intended to reach up to 400 patients in treatment Hubs across Vermont. As the technology partner on this project, Dimagi has provided SureAdhere to continue to be used alongside the secure medication dispenser provided by **ePill** medication technologies. The expansion project is intended to also utilize the same intervention design as the pilot. Increasing access to OUD treatment protocols like MOUD is critical if the United States of America is to gain control of the opioid epidemic in the US. Vermont Care Network,/Vermont Care Partners hopes to

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<sup>1</sup> <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2788246>



support the long-term adoption of the ‘Wheels and Waves’ intervention across Vermont, and envisions their methods will eventually become a standard of care for other MOUD programs leveraging telemedicine approaches across the nation. Our previous experience has reinforced an important lesson that digital solutions are much more effective if in place before an emergency starts. Worldwide, governments struggled at every level to deploy digital technology to support the need to gain control of the opioid epidemic.

Our desire is that the Sureadhere application like Commcare will be able to be made freely available and that the application will continue to assist people worldwide.

see <https://www.dimagi.com/blog/dimagi-acquires-sureadhere-digital-solutions/>  
<https://www.dimagi.com/blog/vermont-care-network/>

### **Program-Related Investment from the Steele Foundation**

Since Dimagi’s inception, one million Frontline Workers have used CommCare to collect data and deliver better frontline services in remote and under-resourced settings across a wide array of uses, including healthcare, **pandemic response** and vaccine delivery, **crisis response**, **education** and other **social sectors**.

In August 2022, Dimagi received a Program Related Investment of 25 million from Steele Foundation, which will fund the next generation of digital platforms to support and enable critical frontline healthcare workforces globally.

With this funding, Dimagi will be able to pursue its five-year strategy, in particular investing in the bold goal of improving Frontline Worker jobs to create better health outcomes. One key area that Dimagi will explore is expanding CommCare’s capabilities to further support Frontline Workers with training, supervision, digital payments, and more.

See

<https://www.dimagi.com/blog/dimagi-receives-25-million-to-develop-transformative-technology-for-frontline-workers/>



### **Dimagi Renews Its Commitment to the Global Fund with a \$5 Million Pledge**

As a B Corporation part of the private sector constituency to the Global Fund, Dimagi is an active member of the Global Fund's Tech Collective. Together with Google, Microsoft, Zenysis, Living Goods, and many others, the parties meet often with the Global Fund Secretariat to discuss our shared commitment to transform lives of those in need, by investing in digital programs that save lives. It is with these shared values, that for the first time in our organization's history, Dimagi in 2022 became a pledging organization to the Global Fund. Dimagi's commitment of USD \$5 million in-kind services aims to accelerate national adoption and scale of digital tools. This \$5 million contribution is part of a recently created 50/50 match fund between Global Fund and Dimagi, which provides a 50% Dimagi contribution to any national government leveraging their national Global Fund grant, to adopt and scale CommCare – our flagship open source platform used to build mobile applications for low-resource settings.

See:

<https://www.dimagi.com/blog/dimagi-renews-its-commitment-to-the-global-fund-with-a-5-million-pledge/>

### **Dimagi's 20 year Anniversary**

In 2022, Dimagi celebrated 20 years of providing the world's most widely scaled digital platform for frontline workers. Dimagi has supported thousands of projects working to deliver services at the last mile. For 20 years, Dimagi has been home to 250+ team members who have been aligned on Dimagi's vision of creating a world where everyone has access to the services they need to thrive.

See <https://www.dimagi.com/blog/celebrating-20-years-of-impact/>

### **Dimagi Rebrands**

This has resulted in Dimagi's rebrand. Dimagi's original logo contains the visual signifier of a heartbeat, based on our focus on the health sector. While Dimagi is still heavily involved in creating and scaling technology to improve health service delivery, Dimagi is acutely aware of the need for



technology to enable all kinds of critical frontline programs and services across **sectors**<sup>2</sup> – from agriculture and education to financial inclusion and humanitarian response. Resources are scarce and digital solutions need to support the convergence of multiple use cases for the long term while remaining adaptable to changing needs. The heartbeat line has evolved to a new looped M which resembles a heart and speaks to the fact that we are not solely focused on health but support a full range of services necessary for humans to thrive. See below our new brand:



To that end 2022, has seen Dimagi creating a Brand Architecture to Support a Growing Dimagi Portfolio. The rebranding has come with us working on fulfilling Dimagi’s mission of building and scaling sustainable, high-impact digital solutions that amplify frontline work, and Dimagi has broadened our portfolio of offerings beyond CommCare. This refresh clearly articulates the Dimagi brand as our parent brand, allowing space for CommCare, FocusMDM (our mobile device management platform for frontline workforces) and SureAdhere (our virtual care platform for video directly observed therapy) as well as future new offerings to come.

<https://www.dimagi.com/blog/refreshing-dimagi-and-commcare-brands-for-high-impact-growth/>

### **Dimagi’s 5 Year Strategy**

With Dimagi celebrating its 20 year anniversary has come with it reflecting on the next 5 year strategy. This strategy has been a work of love, collaboration, and excitement. As Dimagi entered into its 20th year, it was in the best position to achieve what it calls ‘High-Impact Growth’ at Dimagi, which is how Dimagi works to achieve its mission of building and scaling sustainable, high-impact digital solutions that amplify Frontline Workers and Programs.




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<sup>2</sup> <https://www.dimagi.com/sectors/>





To that end, Dimagi’s three strategic priorities over the next five years (2022 – 2026) to achieve High-Impact Growth are as follows:

<p><b>1</b></p>  <p><b>Improve Outcomes by Improving Jobs</b></p> <p>To improve outcomes, we must find ways to improve the jobs of our users, Frontline Workers.</p>	<p><b>2</b></p>  <p><b>Sustain Exponential Growth</b></p> <p>We will sustain exponential growth by working to 5x our impact in 5 years.</p>	<p><b>3</b></p>  <p><b>Exceed Market Expectations</b></p> <p>We will creatively over-deliver on value today, while shaping market alignment and raising expectations for tomorrow.</p>
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### **Strategic Priority #1: Improve Jobs to Improve Outcome**

Over the next five years, Dimagi will expand upon our historical strength by deepening our commitment to Frontline Workers, and by actively contributing to the improvement of their jobs. Dimagi will organize its work around the assumption that its vision (“to create a world where all people receive the services they need to thrive”) will not be realized until Frontline Workers’ jobs are improved, and we specifically support and enable them to be paid more.

### **Strategic Priority #2: Sustain Exponential Growth**

Dimagi’s vision is to create a world where all people receive the services they need to thrive. To do this, we must create a roadmap that allows service delivery to scale in a more effective, accessible manner. Over the next five years, Dimagi will sustain exponential growth by working to 5x its impact, and with this reach 500,000 users.

### **Strategic Priority #3: Exceed Market Expectations**

In order to achieve the first two strategic priorities, Dimagi needs to exceed market expectations by fully satisfying its partners’ priorities, while delivering additional value on areas we think are essential. Over the next five years, we will seek to exceed our market’s expectations by creatively over-delivering on value today, while shaping market alignment and raising expectations for tomorrow.



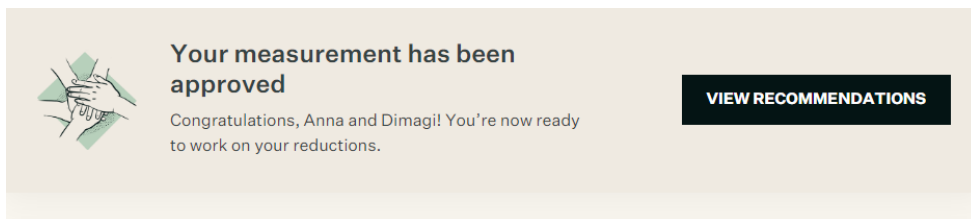
As a result, to execute our five-year strategy, each of our divisions, and Dimagi as a whole, have developed associated annual strategies with clearly defined intentions, goals, action plans, and KPIs.


see <https://www.dimagi.com/blog/dimagis-5-year-strategy/>

### Dimagi as a Carbon-Neutral Company

The climate crisis is no longer a forecast—for millions, it's become a frequent, difficult, even devastating reality, and in Dimagi we are making our best effort to reduce our Carbon Footprint. Our ultimate goal is to become carbon positive—taking more carbon out of the atmosphere than we put in—even as our company grows. Towards that end we are working with Climate Neutral (nonprofit organization working to eliminate carbon emissions) to implement a Reduction Action Plan to reduce emissions from within its operations and supply chain.

Dimagi's report from Carbon Neutral is pasted below and can be viewed online at <https://www.climateneutral.org/brand/dimagi>



 **Your measurement has been approved**  
Congratulations, Anna and Dimagi! You're now ready to work on your reductions.

[VIEW RECOMMENDATIONS](#)

# 469

tCO<sub>2</sub>e

This number includes all of the impacts of running your brand, making your products and delivering them to your customers.

Export emissions

[VIEW DETAILS](#)

# Your reduction strategy

## CURRENT ACTION PLANS

SCOPE 3.1

Reduce emissions from data stored in AWS data centers. Data storage emissions (from AWS data centers) are currently from non-renewable energy sources. We will explore options for transitioning our data to a data center powered by renewable energy.

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Emissions source	Complete by	Owner
Software and servers	Q4 2022	Dimagi's Climate Neutral Working Group

100%

[VIEW & UPDATE PROGRESS](#)

SCOPE 3.6

We plan to reduce emissions from business travel by decreasing carbon emissions related to domestic and international travel.

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Emissions source	Complete by	Owner
Business travel	Q4 2022	Dimagi's Climate Neutral Working Group

25%

[VIEW & UPDATE PROGRESS](#)

SCOPE 3.7

We plan to reduce emissions from employee commuting by implementing a Hybrid Work Policy that allows employees to elect into being remote-based.

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Emissions source	Complete by	Owner
Employee commuting	Q3 2022	Climate Neutral Working Group

0%

We plan to reduce emissions from company purchases by implementing purchasing guidelines for employees to use to create greener purchases.

SCOPE 3.5

Emissions source	Complete by	Owner
Operational waste	Q2 2024	Climate Neutral Working Group

0%

[VIEW & UPDATE PROGRESS](#)

## Credit Documentation

### Credits Approved

Thanks for submitting your carbon credit documentation! We reviewed your purchase and confirmed your credits meet the Climate Neutral Standard. This step is complete and no further action needed at this time.

