

# Impact Report 2022

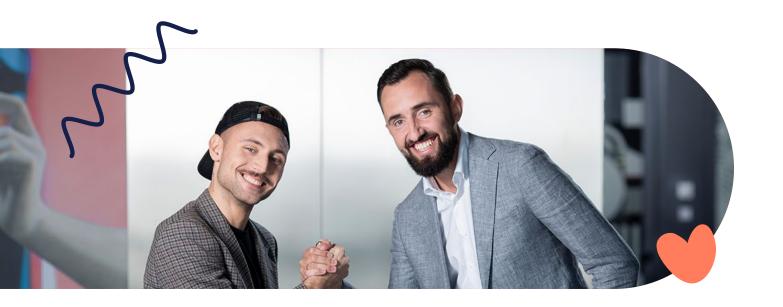


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# Section I: Introduction



# **Foreword from our Founders**

The year 2022 was a breakthrough in many ways. We observed unprecedented tech industry engagement with Ukraine and many people dedicating their private time to refugee relief. We realized that only joint efforts across divisions could lead to tangible results. And if we want to change the world, we need not only a great idea, determination and purpose but, most importantly, people who believe in us and are willing to support us on our journey.

People believed in Tech To The Rescue. In 2022, we grew from a Europe-focused NGO to a global organization with more than 1200 tech partners from over 60 countries ready to donate their time and skills to develop pro bono digital solutions. Currently, more than 50% of projects are implemented by companies from countries outside our country of origin - Poland.

We are also initiating a system change in the tech industry by making skills-based volunteering a standard practice in IT. More and more leaders are starting to understand that building good technology is no longer enough, but that building technology for good is what can make a difference. And with the economic downturn, it's more important than ever to encourage technologists to support changemakers pro bono.

2022 was also a great test for Tech To The Rescue in crisis response. Our #TechForUkraine campaign, launched just days before Russia's aggression against Ukraine, helped more than 115 nonprofits find a technology partner and develop the tech solutions they needed. We are happy to see new collaborations launched every month, such as the Impact Force Social Impact Accelerator, which premiered with our help at the World Economic Forum in Davos in January 2023.

We present this report as a comprehensive summary of Tech To The Rescue's external impact and internal growth. We hope it inspires you to share with your network the extraordinary work being done for a good cause. If you have ideas on making an even more significant impact – reach out to us!

Jacek Siadkowski & Daniel Di Giusto
Co-founders of Tech To The Rescue

# Tech To The Rescue global impact in 2022 summary

In 2022, we witnessed several global crises, the major one being the war in Ukraine, leading to economic shocks and disruptions worldwide, including the energy crisis and food shortages. The rising food prices driven by the war, extreme weather, and ongoing pandemic impacts have escalated the spread of hunger. Also, 2022 was another year we observed the devastating consequences of the climate crisis, including floods in Pakistan and drought in Europe.

In a crisis, nonprofits are the first to reach people in need and deliver necessary help. This is why Tech To The Rescue's role is more critical than ever. The nonprofit sector cannot function without advanced technology today, and we are here to make tech resources widely available to the changemakers.

## **Key activities**

In 2022, we focused our impact efforts on two main areas, following a Theory of Change model.



#### **Individual Change**

Serves beneficiaries directly.

#### > Goal 1

Increase effective implementation of technology tools for changemakers.

#### > Goal 2

Save lives and reduce suffering in global crises by making emergency response more effective.

#### Example

Equipping over 200 nonprofits with access to technology and digital products pro bono through our problem area campaigns.

#### Example

Launching #TechForUkraine crisis response campaign.



#### **Systemic Change**

Addresses underlying or root causes of industry-wide or global challenges.

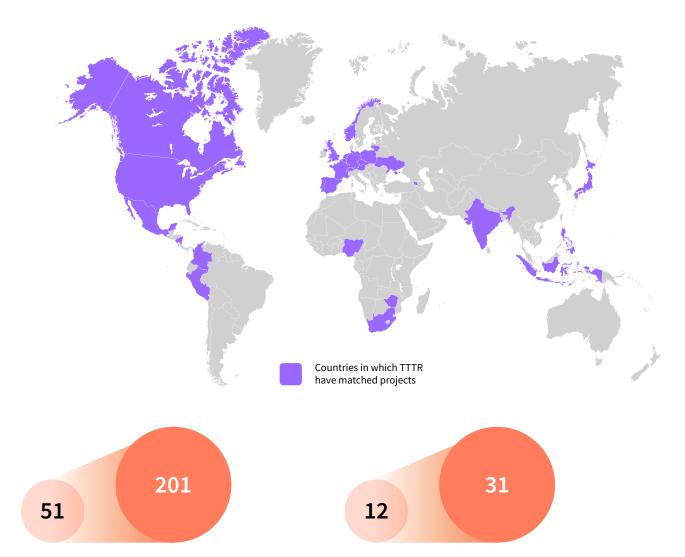
#### Soal

Increase the share of tech companies providing pro bono services as a common standard.

#### Example

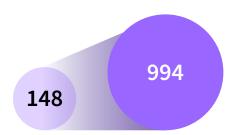
Growing the number of tech companies in TTTR community by over 1000.

# **Our impact in 2022 in numbers**



#### **Projects matched**

386% growth compared to 2020-2021

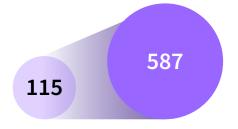


### **Tech companies joining TTTR**

672% growth compared to 2020-2021 Tech companies from 67 different countries



compared to 12 in 2020-2021



### **Nonprofits joining TTTR**

226% growth compared to 2020-2021 Nonprofits from 94 different countries

#### **Team size**

400% growth compared to 2020-2021







#### > Grant partners



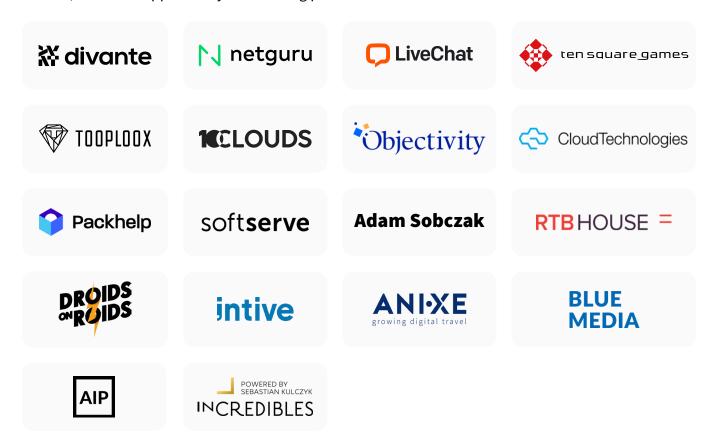
Google.org supported us with a grant of \$500,000 and a team of Google Fellows.



Twilio.org supported us with a \$100,000 grant.

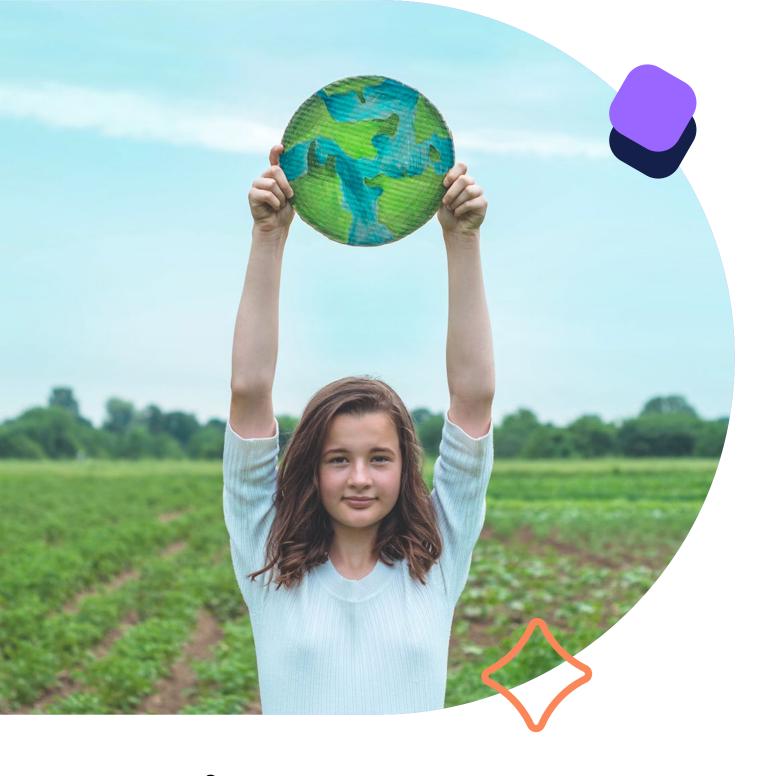
#### > Founding partners

In 2022, we were supported by 18 founding partners.



> Special financial contribution to enable access to technology for organisations helping the Ukrainian society:





# Section II: Our impact on the world

# Individual change

## Introduction: How technology transforms nonprofits

For years, the nonprofit sector has tried to keep up with technology and focus on the communities it serves. It has been a difficult journey. Nonprofits have rarely taken full advantage of the digital tools that could help them increase their impact. According to a 2018 survey of nonprofits by NetChange<sup>1</sup>, only 11% said they manage digital resources "very effectively."

As Tech To The Rescue, we want to increase the effective implementation of technology by nonprofits so that they can serve more beneficiaries. Unleashing the potential of professional tech teams willing to donate their time and skills to a pro bono project is a perfect way to impact the world positively.

Thanks to digital pro bono solutions provided by technology partners, nonprofits can:



Operate at scale and help more beneficiaries with scalable solutions like a chatbot, mobile app, or mobile-friendly website.



Streamline their processes by using CRM and data management tools. It saves much time and eliminates manual labor for employees. Collecting and analyzing complex data allows nonprofits to engage more productively with donors and prove they're measuring impact based on real-time data. They can also use CRMs to manage staff, board members, and volunteers.



Reduce operational costs and automate manual processes, allowing them to spend more time fulfilling their missions and achieving results.



Communicate more effectively with their communities, donors, and volunteers through email marketing, social media, Google Ads, and other digital marketing tools.



Reach more donors and introduce new fundraising methods, such as mobile-friendly donation options, cryptocurrency donations, and easy website donation integration.



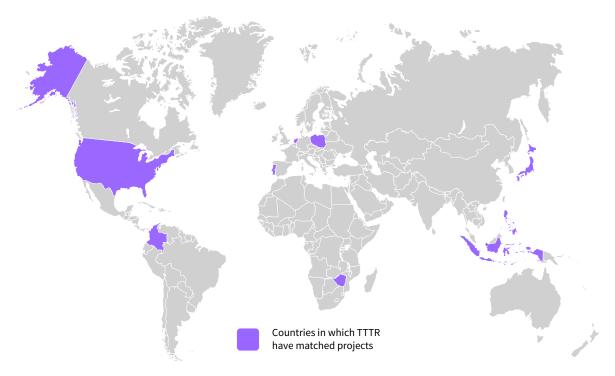
Free their staff from redundant manual tasks and allow them to focus on the nonprofit's mission. Digitally mature nonprofits report more motivated and optimistic employees, a more positive organizational culture, and lower levels of employee burnout.

<sup>&</sup>lt;sup>1</sup> Digital Teams in 2018. The new landscape of digital engagement, Netchange, https://netchange.co/digital-teams

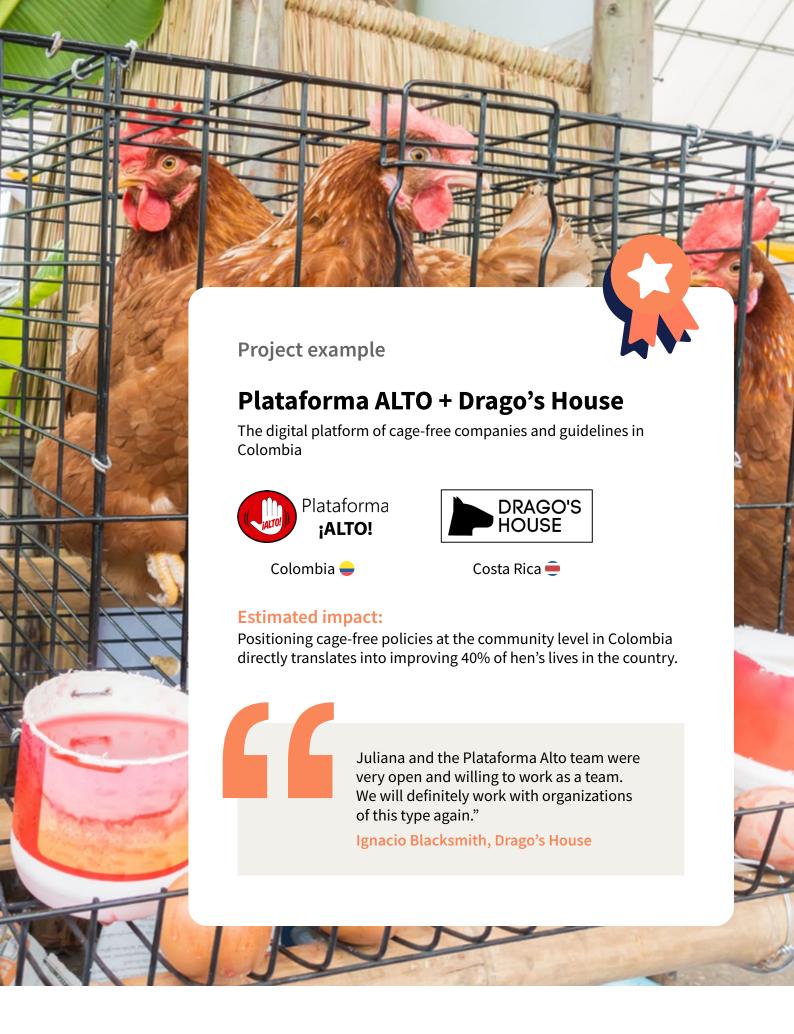
# Individual change: problem area campaigns

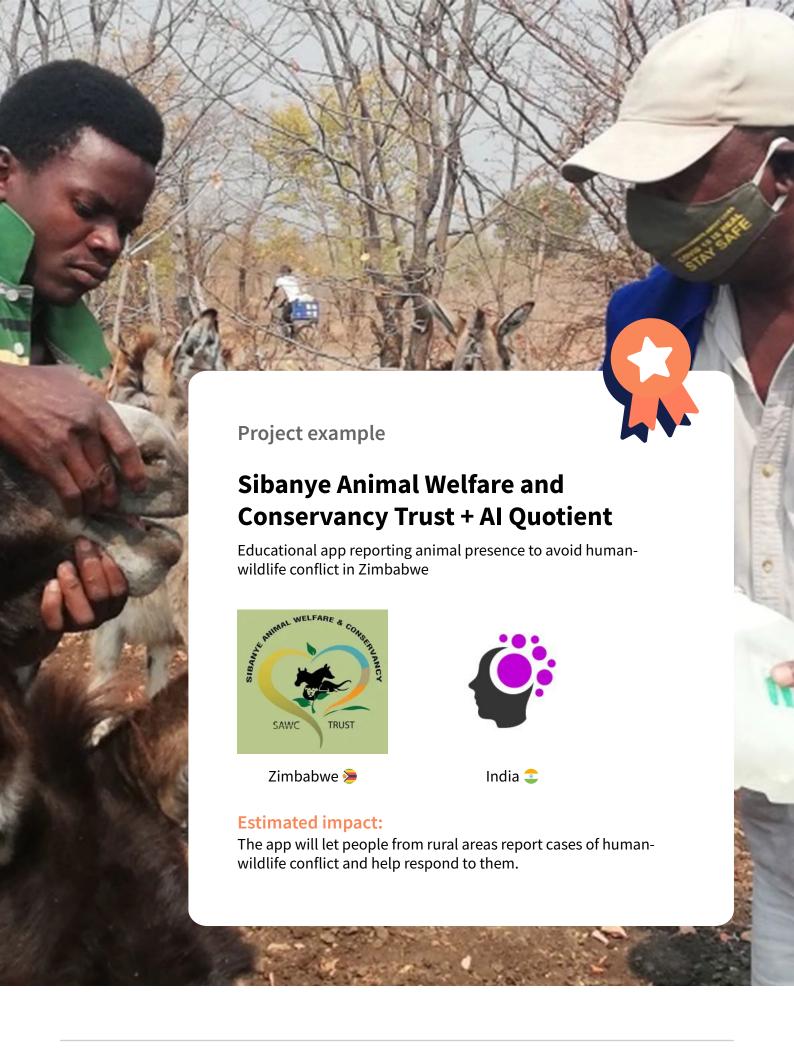
In 2022, we addressed various issues, from overcoming poverty to helping refugees, mitigating climate change, supporting LGBT communities, preventing violence, educating children, and protecting farm and wild animals. We launched two problem area campaigns focused on specific global challenges to increase the effective implementation of technology tools for nonprofits. Simultaneously, we were accepting projects from a wide range of problem areas.



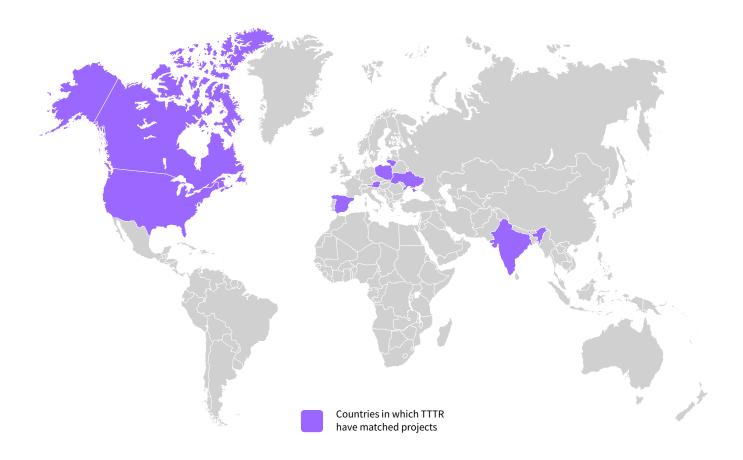


The goal of #TechForAnimals campaign was to put the suffering of animals front and center and highlight ways that technology can improve the lives of farm and wild animals. We addressed issues such as transitioning to cage-free egg production, avoiding human-wildlife conflict, and supporting vegetarianism.

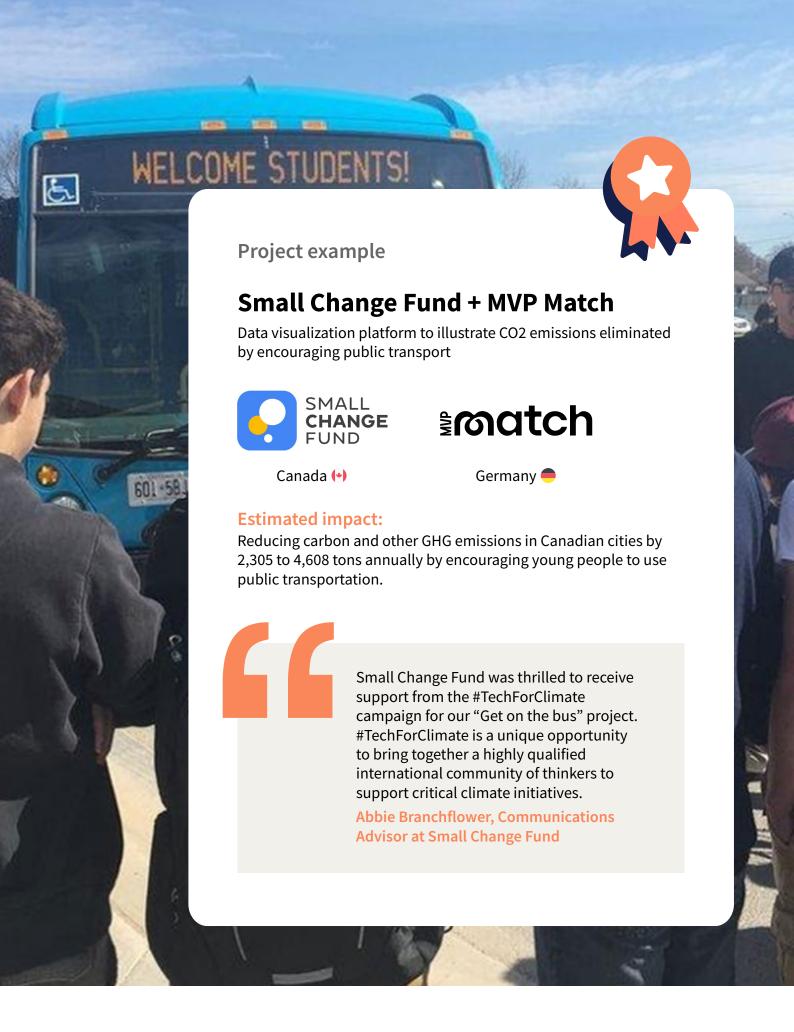


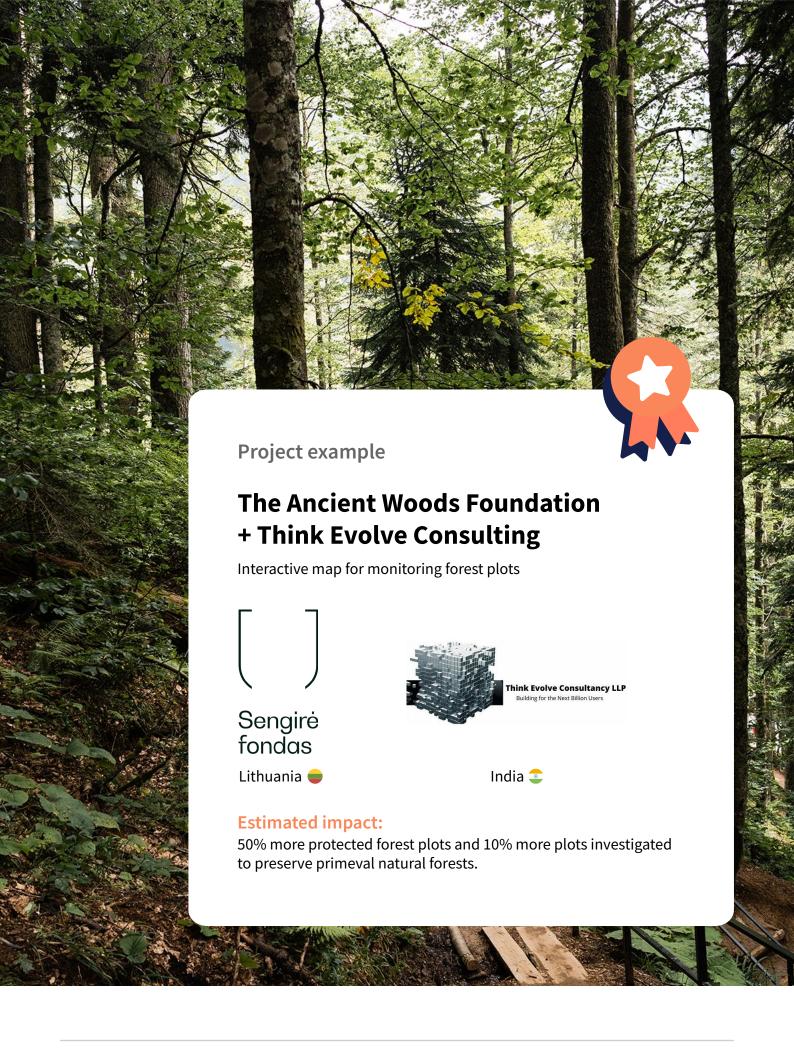


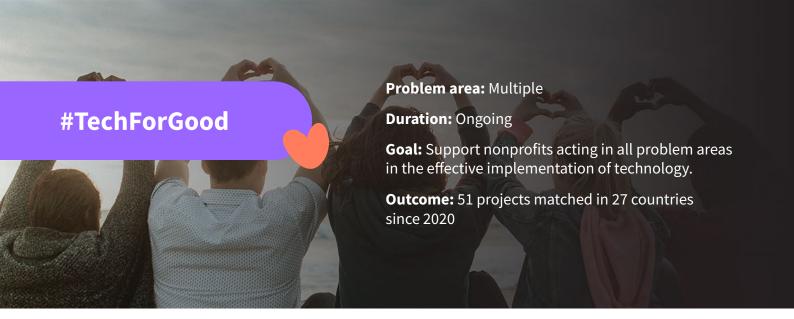


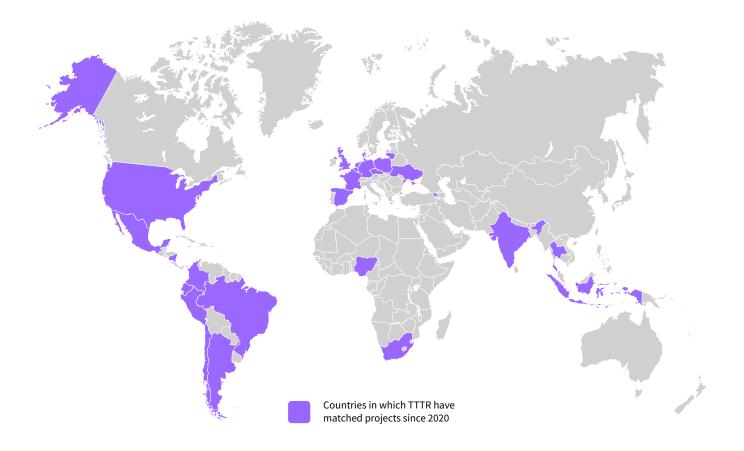


The goal of the #TechForClimate campaign was to use resources from the IT sector to support climate-oriented NGOs. As climate remains an important area of CSR and ESG policy for many tech companies, the campaign was a natural way to increase the implementation of technology tools in the nonprofit sector. Delivered digital products help monitor air quality, measure carbon emissions, and educate people about climate change.



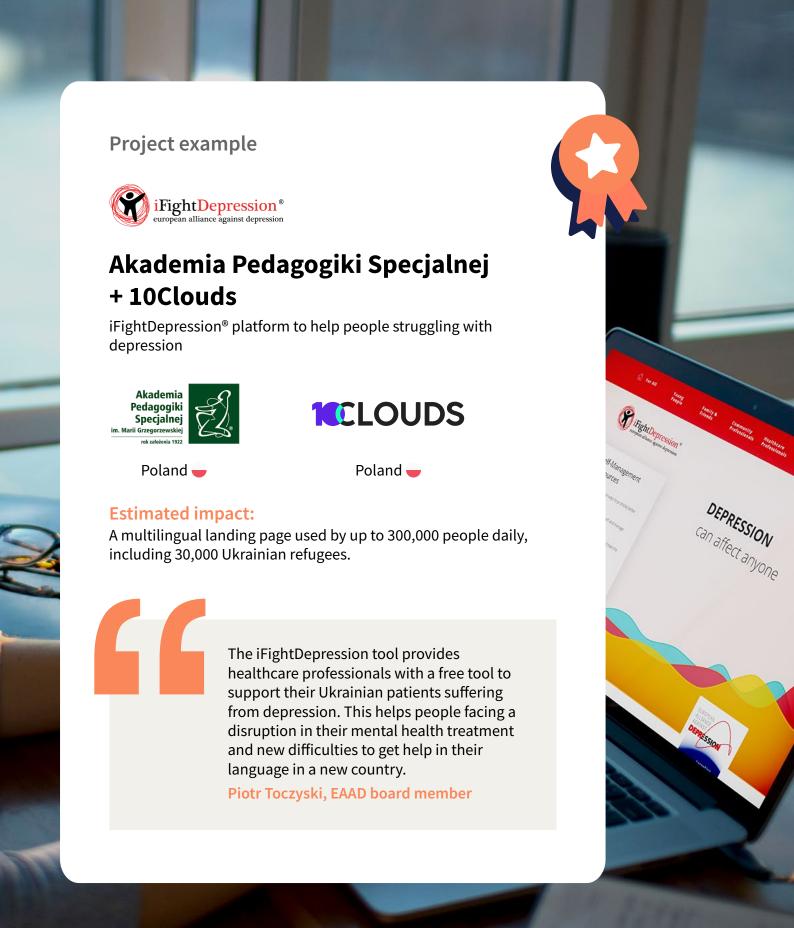




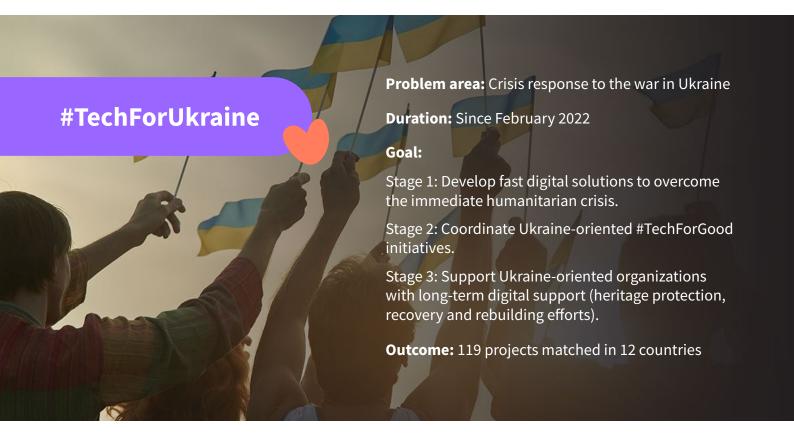


Tech To The Rescue's mission is to empower nonprofits, changemakers, and institutions to solve the world's most pressing problems and achieve more with technology. In addition to seasonal communications campaigns, we continually accept projects that address various issues in all parts of the world, from mental and physical healthcare to youth education, gender violence prevention, and poverty alleviation.



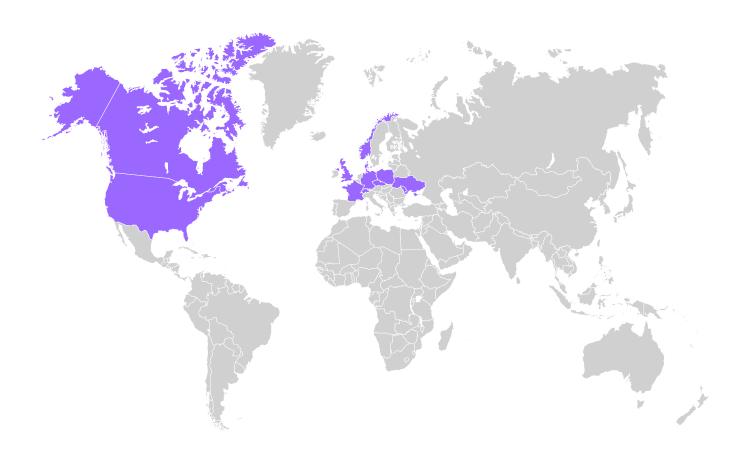


# > Individual change: crisis response campaign



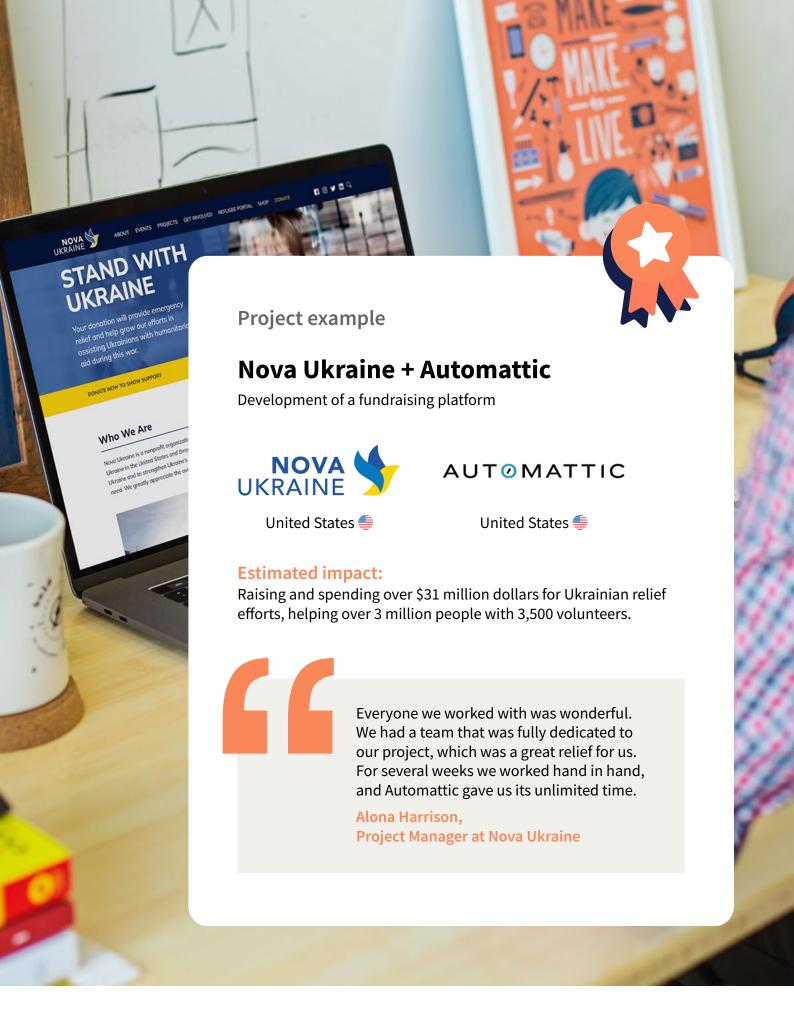
#TechForUkraine was our immediate crisis response campaign, launched on February 23, 2022, the day before Russia attacked Ukraine. The challenge was to help the refugees with emergency shelter, medical care, and transportation. However, as Tech To The Rescue, we saw the need to coordinate efforts and avoid duplicating the same products and services. Technology played a key role here and helped organizations manage their volunteers, supplies, beds, and resources.

Over time, the refugees' needs changed to legal and administrative support and help in finding a job or a school for their children. More help was needed in Ukraine, where some nonprofits continued to operate. Many organizations focus on rebuilding destroyed schools and hospitals, helping Ukrainian businesses, and strengthening the Ukrainian economy.



Tech To The Rescue continues to accept and support Ukraine-focused projects and sees the constant need for long-term support for Ukraine-focused NGOs.





#### **Project example**

#### **SUCHO + Amazon Web Services**

Digitization of crucial Ukrainian cultural assets





Ukraine — & International

United States <a>=</a>



#### **Estimated impact:**

More than 5,000 websites and 50 TB of Ukrainian cultural institutions' data safely preserved online.

MUNLINE



Within a few days over 90 AWS employees have raised their hands to help with the Ukrainian humanitarian relief effort. This has shown us that alongside day-to-day work, there is an appetite among us for pro bono engagements and our leadership team is supportive of that.

Sandra Topić, AWS Strategic Programs PM











# **Systemic change**

## Transforming the IT industry

Tech To The Rescue is committed to making pro bono help a general standard in IT – similar to what we observe in the legal industry, where prestigious law firms regularly take on pro bono cases. This approach will help us address the root causes of the problems we face (lack of technology skills and resources in the nonprofit sector), not the symptoms.

Our goal in this area is to change the mindset of technology company CEOs, incorporate pro bono support and skills-based volunteering into corporate standards, and build collective power through the active collaboration of diverse people and organizations. This collaboration will lead to sustainable improvement in the position of nonprofits and contribute to solving social problems at the local, national, and global levels.

# Selected efforts in achieving systemic change in 2022

01

Increasing share of tech companies providing pro bono services to nonprofits.

- Increasing the number of technology companies willing to commit their time and skills to digitally supporting nonprofits from 159 to 1063, a 660% increase over the 2020-2021.
- 30% of the companies we match engage in more than one project.
- The record holder Google engaged in 13 projects!

02

Providing easy access to curated and verified tech for good projects.

- Creating a semi-automated matching platform and landing page for available projects, allowing registered tech companies to apply for projects directly through our website. This has allowed us to speed up the matching process and present more projects to the tech community in a user-friendly way. Selected projects are also promoted on our social media and via email.
- Developing a process for reviewing submitted projects and introducing estimated impact metrics to evaluate a project's impact on society.

031

#### Broadcasting the benefits of tech for good engagement via media and PR channels.

 We have regularly published case studies, blog posts about implemented projects, and posts on our social channels. Our activities on PR were primarily supported by FTI Consulting, who did a great job promoting Tech To The Rescue in the international media.

#### **Top achievements:**

• TTTR story was featured in the biggest European media outlets:

















Jacek Siadkowski chosen as LinkedIn Top Voice



19 press releases



**7** case studies



2119
mentions of Tech To
The Rescue, including
media, blogs and
forums



mentions of Tech To The Rescue in news and media



11 188 534 Estimated social media reach



13 450 729 Estimated non social media reach

Data source: Brand24

04

#### Helping companies implement professional processes for pro bono engagements.

- Mapping the most popular models for pro bono activities and presenting them to tech companies during onboarding.
- Hosting a webinar with SoftServe on implementing skills-based volunteering in an organization.
- Publishing an article on the benefits of skills-based volunteering in the "HR in IT" playbook published by No Fluff Jobs.
- Participating in a podcast episode by Otwarte Klatki about initiatives that change the world.
- Preparing articles for our playbook on CSR in IT (to be published in 2023).

In 2023, we plan to continue working on systemic change in the IT industry by following up on the initiatives already mentioned and introducing others, including:

- Increasing the ratio of companies publishing and communicating their pro bono activities.
- Working with industry stakeholders to establish social engagements as a part of companies' public image.





# Section III: Internal growth

# **Team growth**

#TechForUkraine crisis response campaign prompted Tech To The Rescue to focus all its efforts and resources on supporting Ukraine. From day one, we knew that this would be a marathon rather than a sprint and that we needed to take a long-term perspective on the projects.

At the outbreak of the war, only five people were working at TTTR full-time, supported by a small group of dedicated volunteers. And within days, over 500 companies pledged their support to NGOs, over 100 nonprofits submitted their projects, and new projects came in every day.









We quickly realized that we needed more staff for such an immediate challenge and needed to hire a team with experience in business analysis and matching. We started looking hard for financial support, and soon we received a \$500,000 grant from Google.org and a team of Google.org Fellows.

The grant helped us to expand the core team from 4 to 16 people and hire, among others, matching specialists, a matching manager, a tech relations specialist, a people operations manager, an operations manager, and an administrative specialist.

A larger team leads directly to an acceleration of the matching process and enables faster and more effective collaboration. The announced goal was 100 #TechForUkraine projects in a year. We already reached 100 projects in September 2022 and have matched 119 projects in total till the end of the year. In addition, we continued matching projects from different problem areas, bringing the total to an impressive 201 matched projects in 2022.

The Google.org grant also meant we got a team of 16 Google Fellows to support us pro bono for six months. We quickly engaged the Fellows and started working together on matching projects, building a semi-automated matching platform, data cleansing, and other incentives. We also organized a summit in Warsaw to summarize our joint efforts to support Ukraine.

We want to thank everyone who supported us on our journey in 2022: our employees, contractors, volunteers, supporters, and Advisory Board members.

### **Advisory Board Members**



**Tomasz Karwatka**Co-Founder at Catch the
Tornado, Investor



Wiktor Schmidt

Executive Chairman at Netguru and
Endeavor Poland, Co-Founder of
Supercharge Capital



**Agata Stafiej-Bartosik** Co-Director Ashoka Poland



Maria Zapata
ASHOKA ASPIRe Executive Director
and Globalizer Co-Director



Michal Filip Kowalik, PhD
Director, Head of Twilio.org
International at Twilio Inc



**Christopher Hoffman**Managing Director at Humanity Link

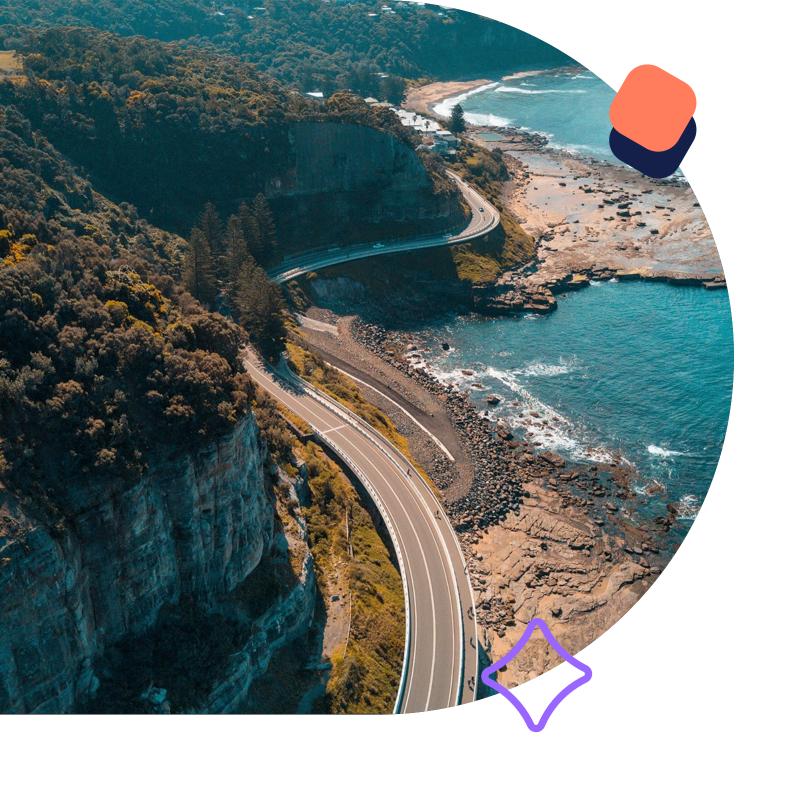


**Michael Beares**Founder, Board Chair at Clutch



Carolina Henriquez-Schmitz

Director at Thomson Reuters Foundation



# Section IV: Into the future

# Our key goals for 2023

Last year, we claimed we wanted to grow 300% year over year – and we exceeded that goal. At the same time, we want to maintain that pace and scale up. Our main goal for 2023 is to become a go-to place for a custom software implementation for good.

In the area of individual change, we want to:

- Empower three times more change-making partnerships to leverage tech to create social good.
- Build a strong network of nominating partners.
- Build a crisis response unit.

In the area of systemic change, we want to:

- Assemble an alliance of global companies that support the #TechForGood idea.
- Build global awareness of the TTTR brand in the TechForGood space.

# > Challenges that await us

We are aware of the changing IT industry landscape and disruptive forces in the marketplace. In 2023, we will face an economic slowdown, rising inflation, and likely layoffs in the IT sector.

But crises do not choose: We must be ready to respond as quickly as possible when an emergency happens. For this reason, we must continue to add new tech partners to the Tech To The Rescue community while maintaining close relationships with existing partners.

A projected economic downturn also means that, as a nonprofit organization, we must secure sustainable funding during these uncertain times. We can only grow and continue our mission if financially supported by those who want to do good.

If you are interested in becoming our sponsor, please get in touch with us (partners@techtotherescue.org).



### Impact measurement challenge

In our last report in mid-2021, we estimated that 35 projects we matched had the potential to impact more than 900,000 lives. This time, we decided not to publish an estimated impact on number of living beings – and here's why.

The impact we make as Tech To The Rescue is multidimensional and not easy to capture. There are at least four dimensions we can talk about, including:

# 01

Impact on changemakers (nonprofits) themselves through matches.

Increased efficiency and cost optimization in the organization.

Examples of metrics to be taken into consideration:

- Average % change in time to achieve primary outcome (ex. recruit a volunteer)
- Average % change in cost to achieve primary outcome (ex. cost of recruiting a volunteer)
- Value provided by TTTR
- Value provided by the donor technology company

# 02

#### Impact on tech companies themselves through matches.

Better employee engagement and motivation, building reputation and employer brand.

Examples of metrics to be taken into consideration:

- Hours donated to a pro bono project
- Number of employees involved in TTTR projects
- Value of corporate product donation
- Change in reputation index
- Change in employee satisfaction
- Inbound leads generated by publicizing tech for good accomplishments
- NPS score for TTTR
- NPS score for the matched project

# 03

#### Industry change in the tech companies sector.

Establishing pro bono tech help as a common standard in the IT industry.

Examples of metrics to be taken into consideration:

- Average % change of tech companies engaging in pro bono help
- Average change in number of pro bono projects completed per year with or without TTTR

04

#### Impact on society through matched projects.

Increase in the number of beneficiaries and of an organization or the scale of help.

Examples of metrics to be taken into consideration:

- Number of beneficiaries reached by the organization thanks to the technological tool (estimated vs. actual)
- Average % change in time to achieve primary outcome (pre-matching to current)
- Average % change in cost to achieve primary outcome (pre-matching to current)

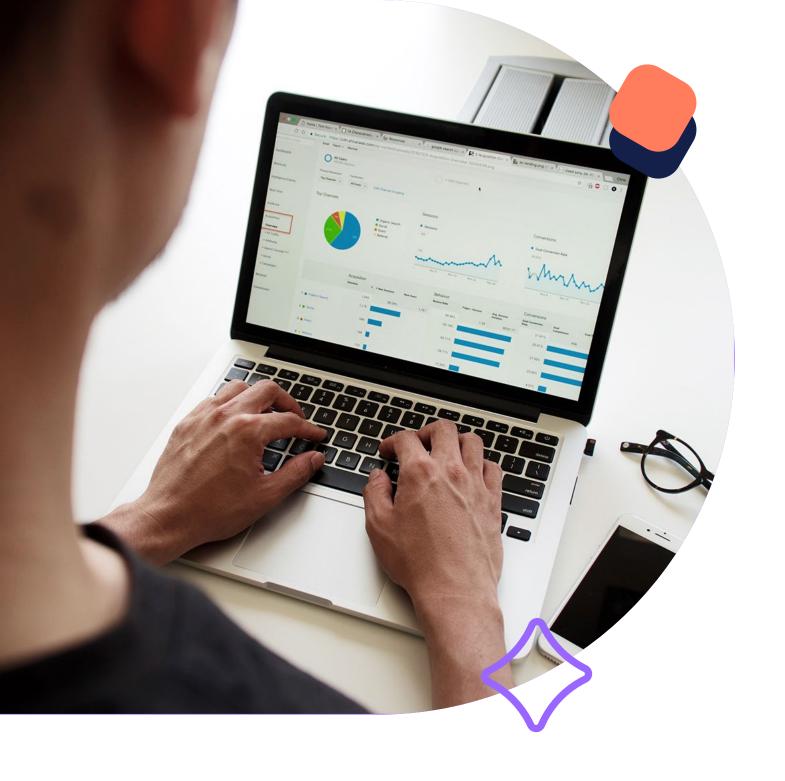


Tech To The Rescue is committed to track and communicate its impact in detailed way, but due to multidimensional character and huge growth of our operations, we were not able to capture all the data before the time of writing this report. Also, the impact of Tech For Good Projects is usually happening over a long period of time - from 1 to 10 years from the date of match.

In mid-2022, we launched the Impact Measurement workstream to standardize and automate impact data capture. The methodology is ready and we are working on implementation to monitor every project by sending an impact measurement survey to both parties involved in each project. Data that will be collected will be published and analyzed on the rolling basis.

However, we believe that our current focus on North Star Metric of number of project matches is a right approach, and that collaborations bring both change in how nonprofits operate, tech companies build relationships with their employees, and last but not least, what is the impact of nonprofits on the final beneficiaries.

We are proud of the progress we are making and we commit to obtain and analyze more precise data in the next editions of the report.



# Section V: Financial summary

Spending by source of income			
	Income	Spending	% Spent
Google.org Grant	\$500,000.00	\$116,126.27	23.23%
Founding Partners Contributions	\$277,852.53	\$250,840.97	90.28%
Twilio.org Grant	\$99,995.00	\$0.00	\$0.00
Additional Donors (individual and corporate)	\$75,797.69	\$6,057.82	7.99%
TOTAL:	\$953,645.22	\$373,025.06	39.12%

# **Financial Summary - Conclusions**

- Initial budget planned for 2022 was \$295,662.51; thanks to acquired grants we were able to increase our yearly budget by 26% up to \$375,000 while still securing a safe runway for 2023.
- Remaining funds received from Google.org and Twilio.org grants will be spent for activities planned in 2023.
- Less than 7% of Tech To The Rescue costs are administrative over 93% of our spending is allocated to TTTR statutory activities.
- Non-restricted savings will be diverted to 2023 to finance Tech To The Rescue's statutory activities
  in the areas of empowering non-profits with technology, improving crisis response operations via
  the use of digital technologies, and inducing systemic change in the tech industry.
- The TTTR budget for 2023 is expected to be 850.000 USD, with 750.000 USD raised, leaving a 100.000 USD deficit to be covered by new Partners and Donors.

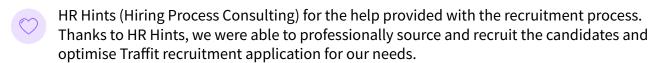


We want to thank everyone who contributed to our mission and our last year of work: Tech To The Rescue employees and volunteers, our founding partners, tech partners, nonprofit partners, PR partners, donors and everyone who supports us with their time, knowledge, skills, money and good words. We can't list everyone who helped us in 2022 but we want you to know that we are very grateful for everything you have done.

## Advisory and expertise

No NGO can operate without funds – this is obvious. But there is something equally important to donations and grants: the time and engagement of people who support us. We are lucky to have great and generous friends who helped us with last year's challenges.

#### Special thanks to:



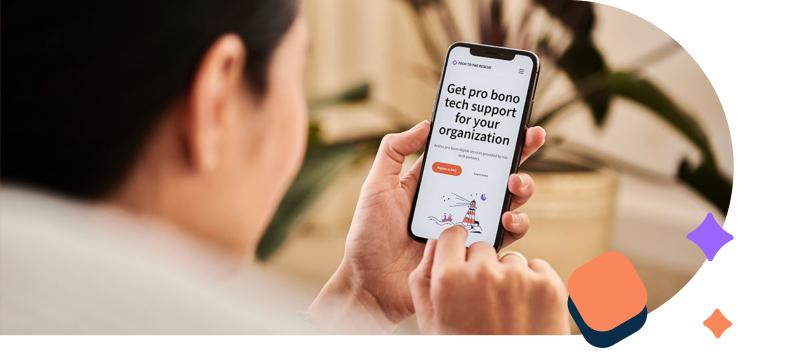
- FTI Consulting (PR Consulting) for being our partner in external communication during #TechForUkraine campaign. FTI Consulting played a crucial role in shaping our message, creating press releases and distributing them to the press.
- Cambridge Consultants (Strategy Consultancy) for researching and shaping our Theory Of Change, TTTR Value Proposition and target personas. Their expertise and experience helped us smoothly go through the process and achieve great results.

## Software access and license

- Traffit No Fluff Jobs Airtable User.com Just Join IT & **Rocket Jobs**
- Slack Brand24 Apollo.io Prowly

#### Individuals

- Justyna Charubin
- Sylwia Duszyńska
- Alexandra Gibson
- Aleksandra Zachwiej
- Monika Kubacka
- Łukasz Kulik
- Alesha Marszalik
- Sandra Topic
- Małgorzata Nowak
- Rafał Ociepa
- Natalie Pilling
- Filip Sobiecki
- Paweł Sołyga
- Michael Sienko



# Contact us

> If you wish to contact us, please reach out to:



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**Nonprofits** 

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> For media inquiries and interviews, please contact:



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or visit us at: techtotherescue.prowly.com



www.techtotherescue.org