2014 HIGHLIGHTS

Global Technology Donations: 2014 a Record-Breaking Year
Microsoft Partnership: Record Number of Organizations Receive Product Donations
NetSquared: Integrated Collaboration and Local Meetups Lead to Sustained Growth
Webinars: TechSoup Global Online Events Draw Thousands
Cisco: Providing NGOs with Networking and Security Technology
Caravan Studios: Three Apps for Social Good Launched
TechSoup Global Network: Philanthropic Investment Enables Deeper Impact Across the Globe
TechSoup.org: Thousands More Technically Savvy due to TechSoup’s Educational Services
Adobe: Inspiring NGO Creativity and Productivity
Fundacja TechSoup: Apps4Warsaw
Bridge: Collaborating to Increase Interoperability in the Global Social Sector
Community boost_r: Tech Tools for Transparency and Accountability
TechSoup Global Partner Network: Strengthening the Network — Increasing Impact
Microsoft Partnership: Overcoming Geographic Boundaries with Microsoft Office 365 for Nonprofits
Validation Services: Google for Nonprofits Launch Brings New Offerings to NGOs
Technology for Good: TechSoup Global Report Identifies Innovative Technologies for Social Change
Symantec: Protecting NGO Infrastructure, Information, and Interactions
NGOsource: Enhancing International Grantmaking
Intuit: Helping the Social Sector Manage Its Finances
TechSoup Global Network: The Network Doubles the Number of Countries Served
Caravan Studios: Strong Support for Apps for Social Good
Fiscal year 2014 was an exciting year of unprecedented expansion for TechSoup Global. We served more organizations than ever before and doubled our global reach while adding depth and breadth to program offerings that reached civil society organizations of all types. We also continued to work on new partnerships and new ways to leverage our technology platform in order to bring organizations and individuals more resources and connections in the form of tools, peers, experts, and volunteers.

I hope that by reading the 2014 Year in Review you will be inspired. Inspired by the civil society networks that are working together to accelerate social change. Inspired by the innovation and generosity of our corporate and foundation partners. Inspired by our mission to work towards a time when every civil society organization on the planet has the technology and resources it needs to operate at its full potential. And most importantly, inspired by the breadth of organizations whose good work is supported by our services, and the hundreds of thousands of organizations and millions of individuals across the globe that benefit from these programs.

DISTRIBUTION OF TECHNOLOGY DONATIONS AND DISCOUNTS INCREASED BY 24 PERCENT

This year alone, the TechSoup Global Network delivered technology product donations and discounts to 117,000 organizations around the world — a 24 percent increase over the previous year. This includes 37,300 organizations that had never received donated technology products from us before.

To offer donated and discounted products and services to organizations worldwide, TechSoup Global has partnered with over 100 corporate partners, including Adobe, Cisco, Intuit, Microsoft, and Symantec. These partnerships and the extent of our global network have enabled a cumulative distribution of 13.8 million donated technology products, leading to savings of US$4.51 billion to the civil society sector. The TechSoup Global Network also engages and informs our users through our family of global websites, which collectively reach 600,000 organizations and millions of individuals across the world to work more efficiently and effectively toward achieving their missions.

TECHSOUP GLOBAL NETWORK CAN NOW REACH 600,000 ORGANIZATIONS

Our greatest asset continues to be the expertise and reach of our global partner network. Across the TechSoup Global Network, we expanded our reach and more than doubled the number of countries served. We can now serve 112 countries via 58 global partners and will serve 196 countries by the end of fiscal year 2015.

Together with our global partner network, we have built the world’s most extensive global civil society organization (CSO) database with over 600,000 registered organizations from 112 countries. When you add to this the hundreds of corporations, foundations, and government agencies, the ever-growing community of individual technology activists, social entrepreneurs, and geeks that support the civil society sector, and the millions of people around the world served by these organizations, you get a sense of the real potential of the TechSoup Global Network to change the world.

TECHSOUP GLOBAL VALIDATION SERVICES PARTNER WITH MICROSOFT AND GOOGLE FOR NONPROFITS TO LAUNCH NEW PROGRAM OFFERINGS

TechSoup Global is committed to empowering organizations as data agents and not merely data points. We have spent over two decades building a reputation of trust among the civil society actors we serve and are invested in being the best steward of organizational data. As stewards, we are committed to mapping the sector and improving transparency and the value of sectorwide data so that social sector actors can gain insights and be more impactful.
The TechSoup Global Network leverages a validation process that is the backbone of the product donations distribution program. Validation services takes the process we use today to verify that a local organization meets the requirements for legally recognized nonprofits and charities in a country. This validation database, and the addition of GuideStar International to our program offerings, has resulted in aggregated data on over 600,000 organizations from 112 countries — the most extensive sector database of its kind. By utilizing this data, we have added complementary programs and services that further benefit the sector. These include NGOsource, Microsoft Office 365 for Nonprofits, Google for Nonprofits, and the BRIDGE program.

COMMUNITY-DRIVEN INNOVATION AS A CATALYST FOR SOCIAL CHANGE

TechSoup Global has continued to foster grassroots innovation at the intersection of social change and technology. We have devised successful formats for tapping the expertise at the base and wedging it to the technological expertise "for good" that is increasingly abundant all over the world. And we have developed much of our own expertise in framing and staging convenings that bring both community and technology actors together to inspire and connect.

A few exciting examples include the thriving online forum in the Balkans known as [community bootstr](https://www.communitybootstr.com), which continues to focus on transparency, freedom of information, and open data in the region following a TechCamp and a series of offline and online events throughout the region. [Apps4Warsaw](https://www.apps4warsaw.com) is a newer collaboration led by Fundacja TechSoup in collaboration with Orange, local government, and other civic actors committed to developing civic apps for municipalities.

[Caravan Studios](https://www.caravanstudios.com) developed three new apps for social good in FY 2014 through generator sessions that leverage community-centered design. Finally, TechSoup's [NetSquared](https://www.netsquared.org) program continues to connect people locally and around the world who share a passion for technology and social causes. Through online resource sharing, meetups, and webinars, as well as in-person convenings, NetSquared organizers and participants bring a breadth of tech knowledge to the social sector.

LOOKING FORWARD

The highlights that are presented in the 2014 Year in Review (as well as the thousands that were not included) demonstrate the impact our work has had on global civil society. They also illustrate the invaluable relationships, network, and vision that has been established as a base for social change around the world.

The Year in Review also provides a sneak peek into our plans for the coming year. TechSoup Global continues to invest in its technology platform, which will enable it to fully realize its marketplace for social good. The platform is the catalyst for a diverse set of social sector actors to innovate and create. It will leverage "network effects" to strengthen and engage civil society globally by providing first-class sector technology services. Be on the lookout for incredible collaborations coming from TechSoup Global and its global network of organizations, entrepreneurs, hacktivists, and civic-minded individuals, as well as from our corporate, government, and foundation partners.

Thank you to all of the contributors, collaborators, and supporters that made this incredible year possible and that will make the future brighter for millions of individuals around the world next year. We’d love to hear from you — our community of contributors — with any questions, comments, or ideas. Sincerely,

Rebecca Masisak
CEO, TechSoup Global

GLOBAL TECHNOLOGY DONATIONS
2014 A RECORD-BREAKING YEAR

The TechSoup Global Network served over 117,000 organizations with product donations in FY 2014. That includes 37,300 NGOs that received their first technology donations through TechSoup Global — a 24 percent overall increase over the previous year.

Targeted expansion into four new countries helped achieve this growth:

- Finland
- Norway
- Denmark
- Colombia

The number of organizations served in the United States grew 29 percent compared to the previous year. This growth can be largely attributed to Microsoft opening up its donation program to faith-based organizations.

Other highlights are Brazil, which served 51 percent more organizations than in FY 2013, and the Czech Republic, which boasted an 83 percent growth in organizations served compared to the previous fiscal year.

The total number of countries served more than doubled, from 53 to 112, largely due to the rollout of Office 365 for Nonprofits.

Eleven new technology companies began offering donated and discounted products and services through TechSoup.org:

- Guide by Cell
- PhilanTech
- CauseVox
- Ideas42
- HR Solutions Partners
- BetterWorld Wireless
- NetSuite
- TechBridge
- CDI
- Bloomerang
- NonProfit Easy

In FY 2014:

- A total of 117,197 organizations received technology product donations, a 14 percent increase over the previous year.
- Over 205,000 requests were processed, an 11 percent increase over the previous year.
- The global social sector saved US$738 million.

MICROSOFT PARTNERSHIP

RECORD NUMBER OF ORGANIZATIONS RECEIVE PRODUCT DONATIONS

Microsoft has been a longstanding and steadfast partner of TechSoup Global and the nonprofit sector. FY 2014 has seen a record year for Microsoft software donations and the launch of Office 365 for Nonprofits.

In FY 2014, we provided a record 85,000 organizations worldwide with Microsoft solutions through our product donation program. This is a 27 percent increase over FY 2013. This increase was boosted, in part, by Microsoft’s decision to open up donations to religious-based 501(c)(3) organizations as well as the launch of Office 365 for Nonprofits. Another contributing factor is that we launched the donation program in two new countries, Switzerland and Norway.

From operating systems to office productivity suites to collaboration tools, Microsoft has made over 250 products available for donation through TechSoup Global. And we have leveraged our network and resources to cultivate tech know-how and the effective use of Microsoft tools via webinars, social media, outreach, and educational content, including:

- Eight webinars on TechSoup.org focusing on donated Microsoft technology tools, with more than 1,200 participants total
- [Safer Internet Day Initiative](https://www.techsoup.org/) in February 2014 to bring preventive education on and awareness of phishing scams, data theft, social media missteps, and cyberbullying — all unfortunate side effects of Internet use
- TechSoup Romania’s [Soup Monster education campaign](https://www.techsoup.org/) to educate followers about best practices and tools surrounding online NGO presence

Microsoft donations have enabled NGOs around the world, such as Childreach International, Pra Vois, and the Pottsboro Library, effect powerful social change.
NETSQUARED INTEGRATED COLLABORATION & LOCAL MEETUPS LEAD TO SUSTAINED GROWTH

There were two defining themes for NetSquared in FY 2014: deeper integration into the TechSoup family and an emphasis on our core principle of local.

For example, during Social Media September, NetSquared organizers supplemented TechSoup’s webinars and blog posts with 14 local workshops and 9 Social Media Surgeries. These on-the-ground meetups, paired with online learning resources, enabled nonprofits and activists to harness the power of technology and social media to deepen their reach and impact.

NetSquared doubled down on its local focus by recruiting the first cohort of regional ambassadors. Regional ambassadors are tasked with offering mentorship and support to new and prospective NetSquared organizers in order to strengthen, expand, and enhance the NetSquared network.

This deeper integration and focus on the local has allowed the NetSquared community to grow and flourish:

• Active groups: 50 (11 percent increase year over year)
• Countries: 20, including groups in more remote regions of Africa and Asia where technical assistance is difficult to come by, yet incredibly needed
• Global events: 488 (25 percent increase year over year)
• Attendees: 11,435 (60 percent increase year over year)
• Meetup.com members: 21,852 (19 percent increase year over year)

Not only does NetSquared bring knowledge sharing to community participants and local organizations, it also provides an opportunity for emerging activists to develop their leadership skills as community organizers. For example, Francine Legina, our NetSquared organizer in Burkina Faso, holds monthly three-hour meetings focused on the hands-on Social Media Leadership format. This work has helped her win a scholarship from the U.S. State Department’s Young African Leaders Initiative.

As we move through FY 2015, NetSquared will continue to integrate further into the TechSoup family, bringing with it its growing base of on-the-ground support and involvement.

WEBINARS TECHSOUP GLOBAL ONLINE EVENTS DRAW THOUSANDS

This was the biggest year yet for TechSoup’s webinar program, showing a 32 percent growth in attendance year-over-year! Additionally, our TechSoup webinars:

• Served more than 8,000 day-of-attendees
• Served 12,000 registrants directly through the materials that were produced and shared
• Were ranked as great-to-excellent by 86 percent of our nonprofit and library audience
• Had 95 percent of attendees reporting that they learned something new

Webinars are a critical medium for making knowledge and resources available to the far-flung TechSoup Global community. In FY 2014, there was an incredible breadth of offerings, spread over 184 webinars, including topics such as Office 365 for Nonprofits, NGOsource, and apps for social good.

We know we’re serving real needs with our webinar content, with overwhelmingly positive feedback from attendees:

“I loved it — the speaker gave useful tips that I can actually incorporate into my website today.”

“Best webinar ever! Thank you so much for offering this program, TechSoup!”

CISCO PROVIDING NGOsWith NETWORKING & SECURITY TECHNOLOGY

Corporate responsibility is central to Cisco Systems’ culture and history. Cisco partnered with TechSoup Global to utilize our large network and reach within the civil society sector for its donation program. Cisco has now made 45 products available through TechSoup’s product donation catalogue and has donated a cumulative total of 116,500 products to enable nonprofits to better serve their communities.

Success Story

New Door Ventures is a San Francisco nonprofit that provides paid internships, job skills training, and supportive services to at-risk youth through several innovative programs. It relies on networking and security technology from TechSoup’s Cisco donation program to do its good work.

Jonathan Wang, the director of finance and administration at New Door Ventures, is thrilled that the organization has access to donated Cisco technology. Wang said New Door’s IT support firm would not normally recommend Cisco products to NGOs, assuming that “a nonprofit couldn’t afford that.” But thanks to the Cisco donation program through TechSoup, New Door was able to acquire secure, top-of-the-line products from Cisco that would otherwise have been out of reach.

As Wang said of New Door’s Cisco products, “It’s great to be at a nonprofit that has the same IT infrastructure and technology that any venture capital firm in San Francisco would have. I don’t think our users even understand the impact that it’s had. Everything just works well!”

CARAVAN STUDIOS THREE APPS FOR SOCIAL GOOD LAUNCHED

RANGE

A Mobile App to Locate Summer Meals for Kids

Millions of children throughout the U.S. participate in free school meal programs. But where do these children eat when school is out for the summer? Fortunately, there are summer lunch programs that serve school-aged children across the country. But during the summer, only one out of every six kids who access the federally funded school lunch program access the summer meals. Range is built to make it easy for trusted community messengers to make critical referrals to the summer lunch program.

Download Range online.

SAFE NIGHT

Providing Safe Shelter for Survivors of Domestic Violence

Launched with support from Microsoft Citizenship, the Blue Shield of California Foundation, and Vadafone Americas Foundation, SafeNight is a mobile- and web-enabled system that se- cues individual donations in support of urgent, safe, and ap- propriate shelter for survivors of domestic violence. When an individual is in immediate need of shelter, a qualified staff member at a domestic vi- olence service organization can initiate a request for ho- tel room funding using the SafeNight system. Individual supporters who have downloaded the SafeNight app will receive a notification that an anonymous individual is in need. This will prompt supporters with an opportunity to cover the cost of the hotel room.

In the final quarter of FY 2014, Caravan received a grant from the Partnership for Freedom, through Humanity United, to support the Safe Shelter Collaborative — a collaboration between Caravan Studios and Polaris. Specifically, the grant will be used to build increased access to existing shelter beds and to make SafeNight available to the anti-trafficking field.

Download SafeNight online.

4BELLS

Engaging and Deploying Volunteer Networks

4Bells is an app for social good that helps nonprofits and local groups to deploy known vol- unteers in response to urgent, time-sensitive community needs. It was designed and launched with support from Microsoft Corporate Citizenship Solutions for Good program. The app has met with par- ticular interest within the community disaster response arena.

Download 4Bells online.

TECHSOUP GLOBAL NETWORK PHILANTHROPIC INVESTMENT ENABLES DEEPER IMPACT ACROSS THE GLOBE

As a sustainable social enterprise, TechSoup Global can focus funds on innovating ways to empower and connect the social sector. Partnerships with leading corporate philanthropy and foundation partners in FY 2014 reflect the diversity and international impact of our work. The success of these efforts is evident in the many high-impact projects that have been taking place across the 58-partner strong TechSoup Global Network.

Highlights

• NGOsource, a platform that streamlines international grant-making, began operating in a fifth language — Portuguese — thanks to a generous grant from the Ford Foundation. The grant supported translation capabilities and training for TechSoup Global Network partner Asociação Telecentro de Informação e Negócios (ATN), based in Brazil. Generous support from other funders, notably the Bill & Melinda Gates Foundation, furthered the development and expansion of NGOsource.

Download 11 highlights online.
The continued growth of trust that TechSoup enjoys in the THOUSANDSMORETECHNICALLYSAVVYDUE even more innovative projects in the coming year.

In Poland, Fundacja TechSoup, along with several othertechSoup Europe partners, is working towards greater transparency and accountability through open data. By en-gaging civic-minded individuals through tech-based initia-tives, projects like Apps4Warsaw and community boost_r have gained strong interest and support from government and foundation funders.

• Longstanding partner Microsoft continues to provide gener-os fundng support for TechSoup Global, including a US$161,000 grant for TechSoup Asia, serving hundreds of nonprofits from Singapore, Vietnam, Philippines, Malaysia, Thailand, and Indonesia. The grant provided many new organizations, such as bath-developer and public librar-ies in the Philippines, access to a wide array of technology products through our nonprofit software donation program.

• Caravan Studios had a banner year, with strong founda-tional support for its apps for social good. For example, the Partnership for Freedom (PFF), a public-private partnership led by Humanity United, made $1.2 million over two grant years for Caravan Studios to collaborate with the Polars Institute to build an app that locates and funds immediate shelter for survivors of human trafficking in the United States. Additional funding came from Microsoft Corporate Citizenship’s Solutions for Good program and the Blue Shield of California Foundation.

We look forward to continuing to enhance and expand programs across the globe with philanthropic investment in even more innovative projects in the coming year.

• Our Facebook channel surpassed 15,000 likes, a 42 percent increase year over year.
• Our Twitter handle surpassed 30,000 followers, a 24 percent increase year over year.

TechSoup’s outreach channels experienced all-around growth in FY 2014. Such franchise growth is reflected in our weekly TechSoup newsletter passed 100,000 in October 2013. By the end of FY 2014, TechSoup’s outreach channels are the best of our commu-nity and engaging our weekly TechSoup newsletter passed 100,000 in October 2013. By the end of FY 2014, TechSoup’s outreach channels are the best of our commu-

TEDCOUP.ORG THOUSANDS MORE TECHNICALLY SAVVY DUE TO TECHSOUP’S EDUCATIONAL SERVICES

TechSoup’s thought leadership on the most innovative uses of nonprofit technology.

ADOBE INSPIRING NGO CREATIVITY & PRODUCTIVITY

Adobe’s award-winning technol-o-gies have revolutionized how the world engages with ideas and information. The Adobe donation program at TechSoup provides a range of creative software products to eligible nonprofits and charities throughout the United States and across 26 other countries. Since becoming a partner in 2006, through the end of FY 2014, Adobe has contributed 310,700 product donations to the sec-tor. Adobe products continue to be one of the most in-demand solutions available through TechSoup’s donation program.

Success Story

It’s 4 a.m., and summer vacation just started. Thirty-five sleepy high school students pile onto a bus, bound for the wilderness. They’ll be spending most of their summer vacation learning digital media skills through the YMCA’s Youth Institute program.

The twist? For the first week, they won’t use any technology at all. No phones, no music, no computers, and certainly no Adobe Photoshop or Adobe InDesign, just a rustic campsite in the woods, a circle around a fire, and lots and lots of storytelling.

After that intense week in the woods, the students are tightly bonded to each other and to the instructors. They’ve begun to understand the power of stories and are comfortable sharing their stories with each other. Only then does the digital media instruction begin.

The Youth Institute relies on donated Adobe software from the TechSoup donation program to teach students new com-puter skills. The participating students are thrilled to have access to the latest and greatest technology tools. Pegah Rahmanian, the program coordinator for the YMCA’s Central Bay Area’s Youth Institute jokes: “My kids have become snobs. They want all the newest computers with all the Adobe on it.”

FUNDACJA TECHSOUP APPS4WARSAW

Access to public information, and city data in particular, can contrib-ute to improving citizens’ quality of life through more efficient and sub-stantial public services. Open data also contributes to transparency, which in turn encourages civic engagement in public life as people come to understand their city and how it actually works.

Fundacja TechSoup leads a public-private partnership com-posed of Warsaw Technical University, Orange Labs, The Unit for Social Innovation and Research “Shipyard” (NGO), Project Poland’s Foundation: Digital Center (NGO), and the City of Warsaw. The consortium’s work is creating a platform to share open data and promote its use in the Polish capital. The innovative platform will integrate both real-time and static data solutions.

An app contest, starting in early 2015, will give civil society organizations, entrepreneurs, and academics an opportunity to develop open-data-based apps. Selected apps will undergo a complex incubation process, allowing them to gain popularity and contribute to solving real problems. Open city data will also be used by the City of Warsaw to improve quality and accessibility of public services.

This cross-sector partnership has been engineered to be extensible and replicable in chosen locations across Europe. The goal, apart from conducting a process in Warsaw, is to create and describe a universal and scalable technology and social methodology that can be used to deliver similar processes and benefits in other cities.

Apps4Warsaw is co-financed by Poland’s National Centre for Research and Development within the framework of the Social Innovations Program.

COMMUNITY BOOST_R TECH TOOLS FOR TRANSPARENCY & ACCOUNTABILITY

Community boost_r inspires, en-ables, and promotes tech for civil participation in transparency and accountability initiatives in the Western Balkans. The project is run by Zašto ne and the Action SEET net-work in partnership with TechSoup Europe.

Zašto ne started in October 2012 as an online information hub for those interested in technology for accountabil-ity in the Western Balkans. The platform stores informative articles, videos, and infographics on transparency, freedom of information, and open data in the region.

As the community came together, TechSoup worked with local partners to launch a challenge campaign to source the best web and mobile ideas for local projects in Kosovo, Bosnia, and Herzegovina. Throughout the challenges, as a series of offline events brought together communities of programmers and social innovators and raised the profile around the social justice issues.

The process wrapped up with the community boost_r camp — a participant-driven “un-conference.” The camp, held November 7 and 8, 2013, in Sarajevo, presented practical tools for engaging citizens; harnessing data in transparency and accountability projects. Local examples and leaders took center stage, while international trainers participated to share tools that accelerate local projects.

The community boost_r camp was run by TechSoup Europe in partnership with:

• Zašto ne from Bosnia and Herzegovina
• Foundation Dokukino from Serbia
18 countries across our network. For example, together with our Australian partner, we learned is that the TechSoup Global Network does not lack multitude of opportunities for the global network. One thing we got a Norton security product from the Symantec donation program expanded into six new countries Symantec serves through TechSoup up to 34 at the end of FY 2014. Three additional countries are ready to be launched in the first quarter of FY 2015.

Symantec is focused on helping customers protect their infrastructure, their information, and their interactions. It is through this focus that Symantec has donated 1,669,500 products to the nonprofit sector.

Success Story
Children love their freedom. Going to school and playing with friends are usually the only things on a child’s mind, and normally not in that order. When a serious or terminal illness hits, a child’s world suddenly becomes limited to what is accessible from the bed, and friends can disappear.

Technology can be a window to the outside world that gives these children back some of their freedom and becomes a companion in the process. The Kosch-Westerman Foundation connects terminally ill children to their classrooms and friends through technology.

No one would expect to have to protect terminally ill children from hackers and malware, but unfortunately, co-founder Brian Westerman soon discovered that these innocent kids were actually incredibly vulnerable.

That’s where TechSoup came in. Brian immediately went to TechSoup.org to request licenses of a Norton security product from the Symantec donation program: “We got 12 copies of it right off the bat. We ran it on every computer and found a lot of stuff that was really bad… It [Norton] actually corrected all of that.”

Brian now runs these programs on all of the 41 laptops and 9 tablets the foundation uses to connect children to their classrooms and friends through technology.

The Kosch-Westerman Foundation is a donor partner with TechSoup Global since 2007. In FY 2014, the Symantec donation program expanded into six new countries (Bulgaria, Croatia, Indonesia, Slovenia, Slovenia, and Vietnam). This brings the total number of countries Symantec serves through TechSoup up to 34 at the end of FY 2014. Three additional countries are ready to be launched in the first quarter of FY 2015.

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NGOSOURCE
ENHANCING INTERNATIONAL GRANTMAKING

NGOsource, TechSoup Global’s equivalency determination (ED) service, has rapidly expanded throughout FY 2014 — the first full fiscal year the service has been offered. Thanks to Ford Foundation support, NGOsource added Portuguese to its repertoire of supported languages (also supported are English, French, Spanish, and Mandarin Chinese). It has also experienced rapid growth as grantmakers of all sizes began utilizing the service. NGOsource is clearly demonstrating its immense value to the sector.

- Number of countries EDs have been conducted in (by the end of FY 2014): 64
- Total EDs requested from launch to end of FY 2014: 281
- Number of global partner NGOs supporting the effort: 9 (Canada, Mexico, Brazil, United Kingdom, Poland, India, Australia, Hong Kong, South Africa)
- Number of U.S. grantmaker members: 52, including 8 of the 10 largest international grantmakers

So far, we have identified US$45.5 million in international grant funding facilitated by EDs completed by NGOsource in FY 2014. We estimate the total amount of funding facilitated by NGOsource so far to be at least double that number.

As we move into FY 2015, we anticipate a steady growth in the number of grantmakers using NGOsource to conduct EDs. As such, the amount of grant funding facilitated by NGOsource — and the time and savings to nonprofits and grantmakers that use the service — will continue to grow rapidly. And NGOsource will continue to shine as a one-of-a-kind service for the international grantmaking community. For more information, please go to www.ngosource.org.

INTUIT
HELPING THE SOCIAL SECTOR MANAGE ITS FINANCES

Intuit Inc. is a leading provider of business and financial management solutions for small businesses, consumers, and accounting professionals. Intuit provides its popular accounting software, QuickBooks, to nonprofits, charities, and public libraries in the U.S. and Canada. Since partnering with TechSoup Global in 2002, Intuit has donated 121,300 products to the sector.

In February 2014, TechSoup launched an expanded Intuit product donation program to provide targeted product donations to three organizations that are supported by the U.S. Small Business Administration, as well as their affiliate chapters. The Intuit product donation programs provides QuickBooks, accessories, and training courses intended to help aspiring entrepreneurs and small business owners run their operations more effectively. The following organizational networks received Intuit direct product donations:

- America’s Small Business Development Center, which supports the Small Business Development Center Network in delivering nationwide educational assistance to strengthen small and medium-sized business management.
- Association of Women’s Business Centers, a national network of nearly 100 educational centers throughout the United States and its territories that are designed to assist women start and grow small businesses.
- The SCORE Association, a nonprofit association dedicated to helping small businesses get off the ground, grow, and achieve their goals through education and mentorship.

Success Story

The Square Peg Foundation teaches students with special needs (mainly children on the autism spectrum) how to ride and care for horses that were formerly champions. They like to refer to the horses as “square pegs in round holes.” The students can relate to the horses because many of the students feel like square pegs themselves. By learning how to ride and care for these horses, students develop the self-worth and pride that comes with mastery.

In order to keep the organization’s finances in order, executive director Darius Durlap turned to TechSoup. He received a donation of Intuit’s QuickBooks, which his organization would not normally have been able to afford, Darius explained: “In my previous experience at a nonprofit, paperwork and grant funding reporting requirements were major roadblocks that delayed us significantly. It was awful. Having access to QuickBooks, a system so straightforward and easy to use, has been great.” QuickBooks has allowed the Square Peg Foundation to track restricted funds and create donor analysis reports quickly and easily. With their finances in order, Darius and the team at the Square Peg Foundation can focus on what they do best, empowering students through mastery.

TECHSOUP GLOBAL NETWORK
THE NETWORK DOUBLES THE NUMBER OF COUNTRIES SERVED

The TechSoup Global Network doubled the number of countries served, surpassing the 100-country mark, to reach 112 countries by the end of FY 2014!

This includes all EU countries (Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.)

As the leading source of NGO data, we have over 600,000 organizations registered in our database. We proactively seek to grow our dataset year over year; in 2014 alone, we added 63,000 new organizational records. This global reach has enabled 13.8 million technology product donations, leading to a cumulative savings of US$4.51 billion to the civil society sector.

Through the launch of Office 365 for Nonprofits and by partnering with Google for Nonprofits, our global reach will continue to expand. We are also investing in new technology to further integrate and strengthen the TechSoup Global Network and innovative programs such as NGOsource, NetSquared, and Caravan Studios.

CARAVAN STUDIOS
STRONG SUPPORT FOR APPS FOR SOCIAL GOOD

Caravan Studios, an award-winning division within TechSoup Global, received strong foundational support to launch three new apps in FY 2014. Major support came from:

- Partnership for Freedom
- Microsoft Corporate Citizenship’s Solutions for Good program

- Blue Shield of California Foundation
- Full Circle Fund

Range, SafeLight, and 4Bells were developed using Caravan Studios’ proven and replicable five-step community design process: Generate, Design, Select, Build, and Use.

Learn more at caravanstudios.org.
To date, the TechSoup Global Network has saved the global sector more than US$4.51 billion when compared to the retail value of donations distributed.

In FY 2014, the TechSoup Global Network had total revenue of US$38.7 million, reinvested in supporting local communities through TechSoup and our partner NGOs around the world.
“The session ... addresses those very needs which we are facing due to multiple locations and non-availability of highly IT efficient staff. Office 365 is just so wonderful and user friendly. Sushan really was such a good presenter; he broke many myths as well as made it all so comprehensible.”
Dr. Kiran Modi
Managing Trustee
Udayan Care

“Great information. [The webinar] helped me envision a grant writing plan with every word spoken. I am a little more confident now.”
Eunice Jean-Marie
Red Hearts of Hope

“Being part of this [NetSquared] community has brought me professional opportunities, enhanced my skill set, and best yet, brought me good friends.”
Trish Perkins
NetSquared

"As a result of securing routers through the Cisco donation program, our care managers were able to access state medical network software, and we’re more than doubled the number of children we serve.”
Vickie Rodda
CFD
Caring Partners of Morris & Sussex, Inc.

“There is literally no way I could function as an organization having a limited staff without QuickBooks.”
Charles Hendrix
Abundant Harvest Community Garden Outreach

"To be able to afford these high-end video editing products has been amazing for us! When donors can see [in a video created with Adobe donations] how their money is impacting the community in real ways more than just outcomes and numbers, they are inspired to invite others into the process.”
Paul Granger
Director of Interns & Work Groups
CHAT Richmond

“It’s so important because there are many situations where we cannot house someone because the shelter is full. This is a way to give somebody a safe night. Somebody who is truly in danger can have a safe night and be able to move on from there, either into our shelter or another shelter.”
Jeanne Spurr
Director
Alternatives to Violence

“Thanks to TechSoup and the generosity of Symantec, we have not had an incident since we installed Norton Internet Security on all our computers! With the help of TechSoup and its donor partners like Symantec, we are moving in the right direction. Quite simply, we could not do our work without you!”
Geri Miller
Executive Director
Northwoods Wildlife Center

SINCE INCEPTION

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<thead>
<tr>
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<th>Amount</th>
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<tr>
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<td>US$4.51B</td>
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<tr>
<td>Organizations registered in global database</td>
<td>609,189</td>
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<td>Donation requests processed</td>
<td>13.8M</td>
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<tr>
<td>Organizations served</td>
<td>250,007</td>
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<tr>
<td>Countries served</td>
<td>112</td>
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<td>Partners</td>
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FISCAL YEAR 2014

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<th>Amount</th>
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<td>Donation requests processed</td>
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<td>Organizations served</td>
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<tr>
<td>New organizations served</td>
<td>37,306</td>
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<tr>
<td>Visits to TechSoup Global Network websites</td>
<td>5,896,130</td>
</tr>
<tr>
<td>600K+ subscribers to 34 newsletters in 14 languages and 26 countries</td>
<td></td>
</tr>
</tbody>
</table>

The [Microsoft] software we use gives us global reach and the power to provide a voice to young people on every continent.
Youth Journalism International
SUCCESS STORIES

CLOUD-BASED ITENSURES THAT NEW ZEALAND ORGANIZATION CAN KEEP WORKING IN EARTHQUAKE AFTERMATH

In mid-2013, Wellington was shaken by two earthquakes within weeks of each other. For many, this meant that access to buildings was restricted until they had been approved for reoccupation. For Generosity Funding Information Service (GFIS), its choice to move its operations to the cloud meant it could keep working and stay in contact even when staff weren’t in the same place.

“After the earthquakes, all staff were able to work from home, communicate with each other in the same way we would in the office. We even Skyped each other for morning tea!”

Brenda Smith, General Manager, GFIS

Read the full success story at https://www.techsoup.net.nz/about/case-study/funding-information-service

DONATED PCSWITH INTERNET ACCESS BRING EMPLOYMENT AND HOUSING FOR THE HOMELESS

No job, no family, no friends, and no place to stay — this is the situation of many EU citizens who find themselves stranded in Austria. VinzPort in Vienna, an emergency shelter for EU citizens, offers a place to sleep for 55 men. But it provides much more than the basic support of a bed and a warm meal. Three donated PCs with Internet access bring employment and housing opportunities — and hope — within the residents’ reach.

Read the full success story (in German) here: http://aktuelles.stifter-helfen.at/digitale-inklusion-internet-terminale-fuer-obdachlose-eu-buerger/

IT DONATION GIVES HOPE TO CHILDREN WITH HIV IN AFRICA

Since 2006, Hope Endeavors’ mission has been quite simple: to bring hope to those suffering from extreme poverty. Hope Endeavors has changed the lives of over 20,000 underserved individuals by connecting U.S.-based individuals with meaningful volunteer projects abroad.

From Hope Endeavors’ headquarters in the U.S., it operates a registered NGO in Malawi with three on-the-ground staff members. By using the same donated QuickBooks accounting software, the two offices have been able to sync their financial reporting despite being thousands of miles apart.

“Donors want to donate to a specific cause. QuickBooks has helped us manage our financial records so we can report on the use of donated funds individually and accurately.”

Darcy McLean, Executive Director, Hope Endeavors


DIGITAL INCLUSION: INTERNET ACCESS FOR THE HOMELESS

No job, no family, no friends, and no place to stay — this is the situation of many EU citizens who find themselves stranded in Austria. VinzPort in Vienna, an emergency shelter for EU citizens, offers a place to sleep for 55 men. But it provides much more than the basic support of a bed and a warm meal. Three donated PCs with Internet access bring employment and housing opportunities — and hope — within the residents’ reach.

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SOCIAL MEDIA ASSISTS GOOD CAUSE

Etasha Society was founded in 2006 with the purpose of imparting vocational training and employability skills training to the underprivileged youth of India and assisting with placement and career guidance.

For a long time, the organization was struggling to interact efficiently with its existing and prospective audiences, which included youth seeking its vocational training service, its contributing members and employees, and its funding partners. A social media workshop organized by Microsoft and TechSoup Global partner NASCOM Foundation proved to be a boon to the organization.

“Until this workshop, I never guessed that one could achieve so much by spending a modest hour on the Facebook/Twitter page.”

Ian McBride, Etasha Society

Read the full success story here: http://www.techsoupglobal.org/casestudy/pro-vobis

DONATED IT CONNECTS INTERNATIONAL CHILD RIGHTS PROJECTS

Childreach International works in partnership with local communities in the developing world to help improve children’s access to healthcare education, child rights, and protection. The London-based charity operates its own projects and supports partners in Tanzania, India, Nepal, the State of Palestine, Pakistan, Peru, Cambodia, China, and Bangladesh. In the past year alone, the organization has impacted the lives of over 70,000 children.

Donated technology made it easier for Childreach International to coordinate and organize the work of its large network of international partners.

Read the full success story here: http://yearinreview.techsoupglobal.org/reach.html

EMPOWERING VOLUNTEERING THROUGH ONLINE COLLABORATION

The mission of Pro Vobis is to promote volunteering in Romania as a viable and irreplaceable resource in solving society’s problems. It was launched in Romania in 1992 as an NGO that offered social services. Today, due to the huge demand for volunteer services, it became the first National Resource Center for Volunteering. Today, with only five employees who work in two different cities, the organization manages to implement transnational projects and change the way people see volunteering in Romania.

“The help of technology we’ve managed to have a national coverage for our work and to collaborate with hundreds of NGOs across the country.”

Dana Temele, Program Coordinator, Pro Vobis

Read the full success story here: http://www.techsoupglobal.org/casestudy/pro-vobis

INCREASING DEPTH AND QUALITY OF SERVICES TO THOUSANDS OF ASYLUM SEEKERS

Many who come to British NGO Asylum Aid seek protection from rape, torture, and persecution in their homeland. Since 1990, Asylum Aid has served more than 30,000 individuals. Its legal team boasts a success rate of more than 85 per cent of its cases.

“The equivalency determination [through NGOsource] creates the potential for us to work with U.S. funders who can extend their help to the same cause and, in particular, allow us to apply for both core and project costs. This is essential for running an effective organization at scale and is critical if we are to assist the thousands of people who come to us each year for help.”

Russell Hargrave, Communications Officer, Asylum Aid.

Read the full success story here: http://www.ngosource.org/blog/providing-refuge-the-work-of-asylum-aid

QUENCHING THIRST FOR SURVIVAL BY PROVIDING SUSTAINABLE WATER, SANITATION, & HYGIENE SOLUTIONS

Right now, 780 million people worldwide lack access to clean water. Each year, more than 3.4 million people die from water, sanitation, and hygiene-related causes. These deaths can be prevented.

IRC focuses on building up the ability of national actors, especially governments, to deliver and maintain water, sanitation, and hygiene (WASH) services. IRC has an ambitious goal, universal access to safe water and sanitation by 2030, as well as a comprehensive approach, defining itself as a “think and do tank” that uses diverse methods to achieve lasting impact.

In February 2014, NGOsource certified that IRC was equivalent to a U.S. 501(c)(3) public charity through a process called equivalency determination. IRC, an NGO based in the Netherlands, can now receive funding from U.S.-based foundations and donor advised funds in NGOsource’s network through a highly streamlined process.

Read the full success story here: http://www.ngosource.org/blog/irc-building-the-future-of-water
It smells like old people" said Dianne Connery's son when he first walked into the Pottsboro Library. Sixties-style architecture, books that had not been checked out in years, and a dwindling budget greeted Dianne when she took over library operations in 2011. Relocating from the bustling Dallas metroplex, Dianne had to get used to the pace in Pottsboro, Texas, a small town with a population of 2,160. With her son's comment on her mind, Dianne went to work.

By taking out truckloads of books, knocking down walls, and introducing up-to-date technology, the library came back to life. With more open space, free Wi-Fi, and more computers, the library feels more like an Internet café.

As a self-described "webinar junkie," Dianne found TechSoup in 2011. She requested Windows 8 and Adobe product donations. With Microsoft Office, library patrons can now use Excel to create budgets and Word to create resumes. With Adobe InDesign, the library was able to start its own newsletter, entirely run by high school students looking to bolster their college applications. With access to new tools and technology, Dianne has been able to transform a relic of the past into a modern facility pushing its community into the 21st century.

This list features NGOs that collaborated with TechSoup Global on delivering a variety of programs around the world, including — but not limited to — product donations.
our Board of Directors and other individual donors for their significant support of TechSoup Global during FY 2014.
LOCAL DONORS BY COUNTRY

AUSTRALIA
- D-LINK
- HOOTSUITE
- MYBOOKINGMANAGER
- NETLEVERAGE
- REFURBISHED HARDWARE
- SOPHOS
- WEBROOT

CANADA
- SUMAC

CZECH REPUBLIC
- ZONER

FRANCE
- ADE (REFURBISHED HARDWARE)
- CIEL
- HUAWEI (TABLETS)
- RUNORB

GERMANY
- BRAINTOOL
- BLUL
- ELO
- LAPLINK SOFTWARE, INC.
- LEWARE
- MEETYOO
- REFURBISHED HARDWARE — AFB
- REFURBISHED HARDWARE — CSS
- SURVEYMONKEY
- TELEFONICA GERMANY
- USER.IKE

HONG KONG
- VERSION 2 (ESET PRODUCTS)

INDIA
- BUSY INFOTECH
- EAGLE CONFERENCING
- QUICK HEAL TECHNOLOGIES PVT. LTD.

KENYA
- CFSK (REFURBISHED HARDWARE)

MACAU
- ESET

NETHERLANDS
- MICROSOFT XBOX
- WORKNETS

POLAND
- IVONA / IWEBREADER
- LEFT/HAND
- REFURBISHED COMPUTERS — EVK
- REFURBISHED COMPUTERS — TELETA
- VIDCOM.PL

RUSSIA
- ISPRING

SOUTH AFRICA
- EVERLYTIC

SPAIN
- VODAFONE

TAIWAN
- TRENDS MICRO

UNITED KINGDOM
- WEBCONVERGER
- WINFRASOFT

UNITED STATES
- ACQUENCE LLC
- ATOMIC LEARNING, INC. D/B/A ATOMIC TRAINING
- AZAVEA
- BETTERWORLD TELECOM LLC
- BETTERWORLD WIRELESS
- BLOOMERANG
- BROCAGE COMMUNICATIONS SYSTEMS, INC.
- CASPIO, INC.
- CAUSEBOX
- CLICKTIME.COM, INC.
- CLOSERWARE (VOLUNTEERMATTERS)
- CONNECTIVIZE, INC.
- DELL INC.
- DHARMA MERCHANT SERVICES
- ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC. (ESRI)
- FILEMAKER, INC.
- GUIDE BY CELL, INC.
- HEADSETS.COM
- HORIZON DATASYS CORPORATION
- HR SOLUTIONS PARTNERS, INC.
- IDEALWARE
- MOBILE BEACON
- NETSUITE, INC.
- NORTH AMERICAN BANCARD (PAYANYWHERE)
- PEOPLE-ONTHEGO
- PHILANTECH, INC.
- PITNEY BOWES
- QUICKBOOKS MADE EASY
- REFURBISHING PARTNER:
  - CII COMPUTERS
- REFURBISHING PARTNER:
  - INTERCONNECTION
- REFURBISHING PARTNER:
  - PC REBUILDERS & RECYCLERS (PCRR)
- SEAGATE TECHNOLOGY LLC
- SOFTWARE, INC. (DONORPERFECT)
- TECH IMPACT
- TECHBRIDGE
- TESPRING LLC
- ULTRALINGUA

GRANTMAKER SUPPORT

AGA KHAN FOUNDATION
BLUE SHIELD OF CALIFORNIA FOUNDATION
THE BOEING COMPANY
BROCADE
CARNEGIE CORPORATION OF NEW YORK
CIVIC INITIATIVES FUND, POLAND (FUNDUSZ INICJATYW OBYWATELSKICH)
FORD FOUNDATION
FULL CIRCLE FUND
BILL & MELINDA GATES FOUNDATION
GLOBAL GIVING FOUNDATION
WILLIAM AND FLORA HEWLETT FOUNDATION
W.K. KELLOGG FOUNDATION
LEVI STRAUSS FOUNDATION
LINKEDIN
MICROSOFT CORPORATION
CHARLES STEWART MOTT FOUNDATION
NATIONAL CENTER FOR RESEARCH AND DEVELOPMENT, POLAND (NARODOWEGO CENTRUM BADAN I ROZWOJU)
NATIONAL ENDOWMENT FOR DEMOCRACY
ORACLE AMERICA
DAVID & LUCILE PACKARD FOUNDATION
THE PARTNERSHIP FOR FREEDOM (PFF), A PUBLIC-PRIVATE PARTNERSHIP LED BY HUMANITY UNITED
PAYPAL
ROCKEFELLER BROTHERS FUND
SAP FOUNDATION, A CORPORATE ADVISED FUND OF THE SILICON VALLEY COMMUNITY FOUNDATION
SURDNA FOUNDATION
SYMANTEC FOUNDATION, A CORPORATE ADVISED FUND OF THE SILICON VALLEY COMMUNITY FOUNDATION
VODAFONE AMERICAS FOUNDATION

THESE ORGANIZATIONS provided generous grant funding for projects occurring in fiscal year 2014.