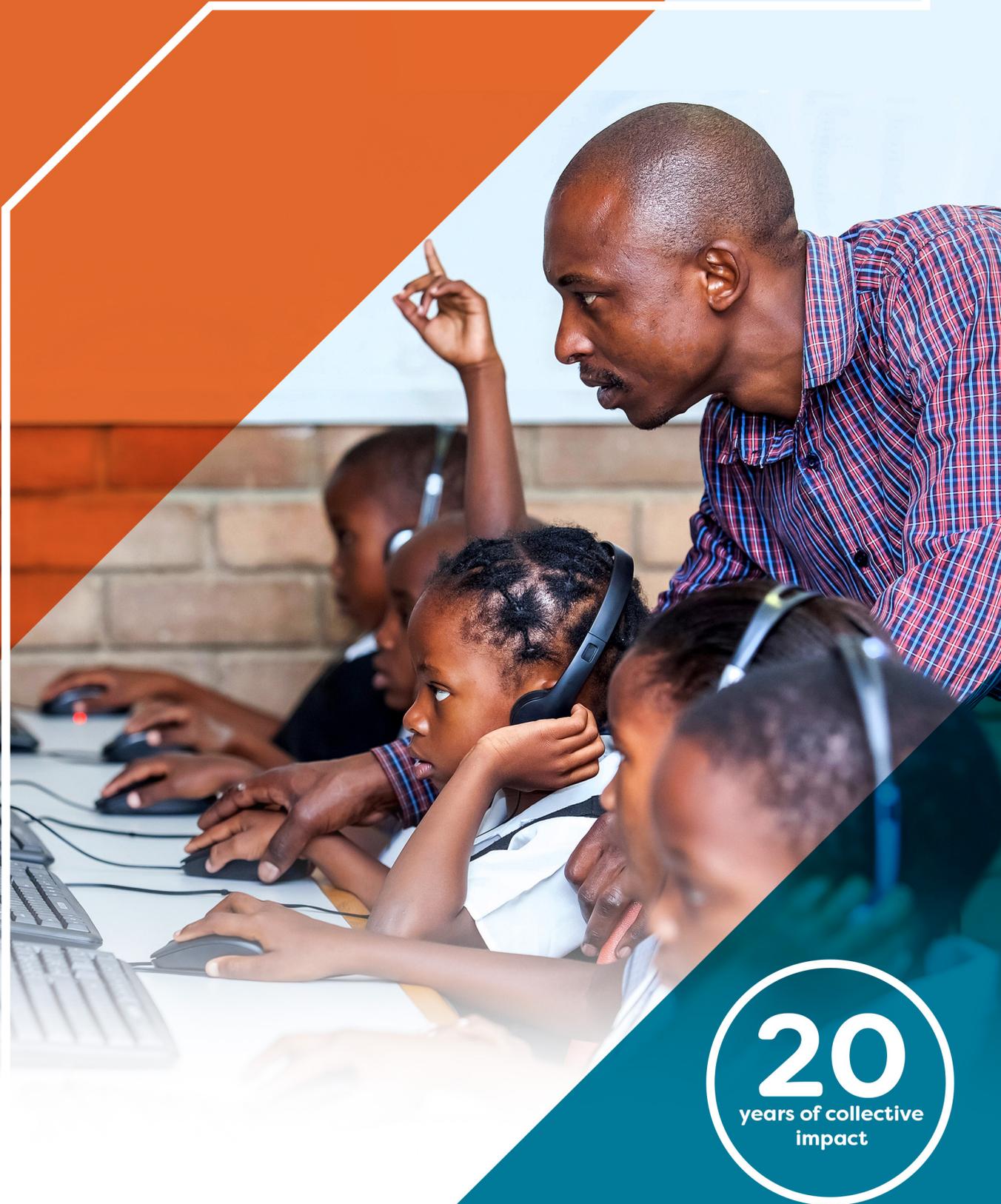


# NETHOPE

20<sup>TH</sup> ANNIVERSARY REPORT



**20**  
years of collective  
impact

# CONTENTS

- 4. 59 Members
- 6. 84 partners
- 8. 27 Summits
- 10. 20 years of collective impact: a timeline
- 16. Why NetHope? From the NetHope community
- 18. How it began  
Reflections from Ed Happ
- 20. NetHope's evolving mission
- 21. Looking back  
Executive Directors' proudest NetHope moments
- 22. Looking forward  
Reflections from Lance Pierce

[WWW.NETHOPE.ORG](http://WWW.NETHOPE.ORG)

Published November 2021

## LOGOS THROUGH THE YEARS



### FARHAN IRSHAD

Chair of the Board, NetHope

It's my pleasure to write to you on this, NetHope's 20th anniversary. On the following pages, we look back at some of the milestone moments in our history and celebrate our growth as a community – in number, diversity and skill.

I first benefitted from the work of NetHope back in 2003, when I was working with Save the Children in Iraq. Eighteen years later, I am proud to be the Board Chair of this world-transforming organization. There have been many bumps in the road – the most recent being the myriad implications of the Covid-19 pandemic both on our organizations and on those we seek to serve. But time and time again, NetHope has proven itself adaptable and resilient.

As our community faces the new challenges before us, I am convinced that will remain the case. We will continue to work together, showing that collective action and technology benefit the world. Thank you to you, our Members and partners, for joining with us on this journey.

Twenty years. That's a long time. Many of us have moved on to next chapters in careers; some have retired, like me... sort of. And many new professionals and supporters have joined our experiment in collaboration. We all know that adage that the whole is greater than the sum of its parts. We have proven that anew each day. There is much to be proud of. And there is much left to do.

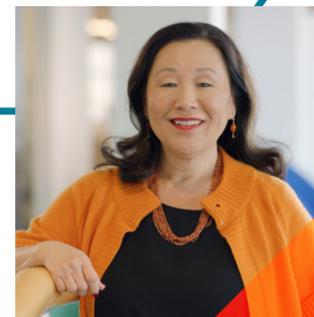
We started by addressing basic connectivity issues in the many challenging places in the world in which we work. And together we made many improvements in communications. Over time, connectivity itself changed. We have seen the evolution of mobile phones and Wi-Fi and an alphabet soup of standards. But as William Gibson said, "The future is already here – it's just not evenly distributed." There is still a 2G, sometimes connected world, but it is getting smaller.

The challenge now is getting digital improvements into the hands of those we serve. "Everything Digital" is the challenge and promise of localization. And at NetHope, we learned that this is done better, faster, cheaper when it's done together. The collaboration that has led to our successes must continue to be modelled by us here and in our other networks and in the communities we serve. We are better together, as Melissa Wagner told us at the Summit in 2012. Let's continue to prove it.



### ED HAPP

Co-Founder of NetHope



### TAE YOO

Senior Vice President of Corporate Affairs, Cisco

Just over 20 years ago, I was in Afghanistan with Cisco Networking Academy and made a visit to Save the Children. There I had the chance to meet with members from the US and UK as well as with other NGOs from around the globe. Surprisingly, they all had the same request. They needed a better way to connect.

Through that experience came the opportunity to partner with Ed Happ and Save the Children. As part of the partnership, Cisco seconded employees to help jumpstart NetHope. We also brought our equipment and expertise to the table, knowing that technology would be a critical enabler in fulfilling our mutual vision and helping more people. Since then, NetHope and its network of partners have supported the relief recovery and rebuilding efforts of multiple crises to help fill the void when other institutions are stretched too thin to meet all the needs that arise. Coordinating with one another and the public sector has accelerated relief and recovery efforts, expediting the delivery of food, supplies, medical care, and other support to those who need it most. Cisco is very proud of our partnership and the impact we've had together and excited about the work ahead.

# 59 MEMBERS

ChildFund

children international

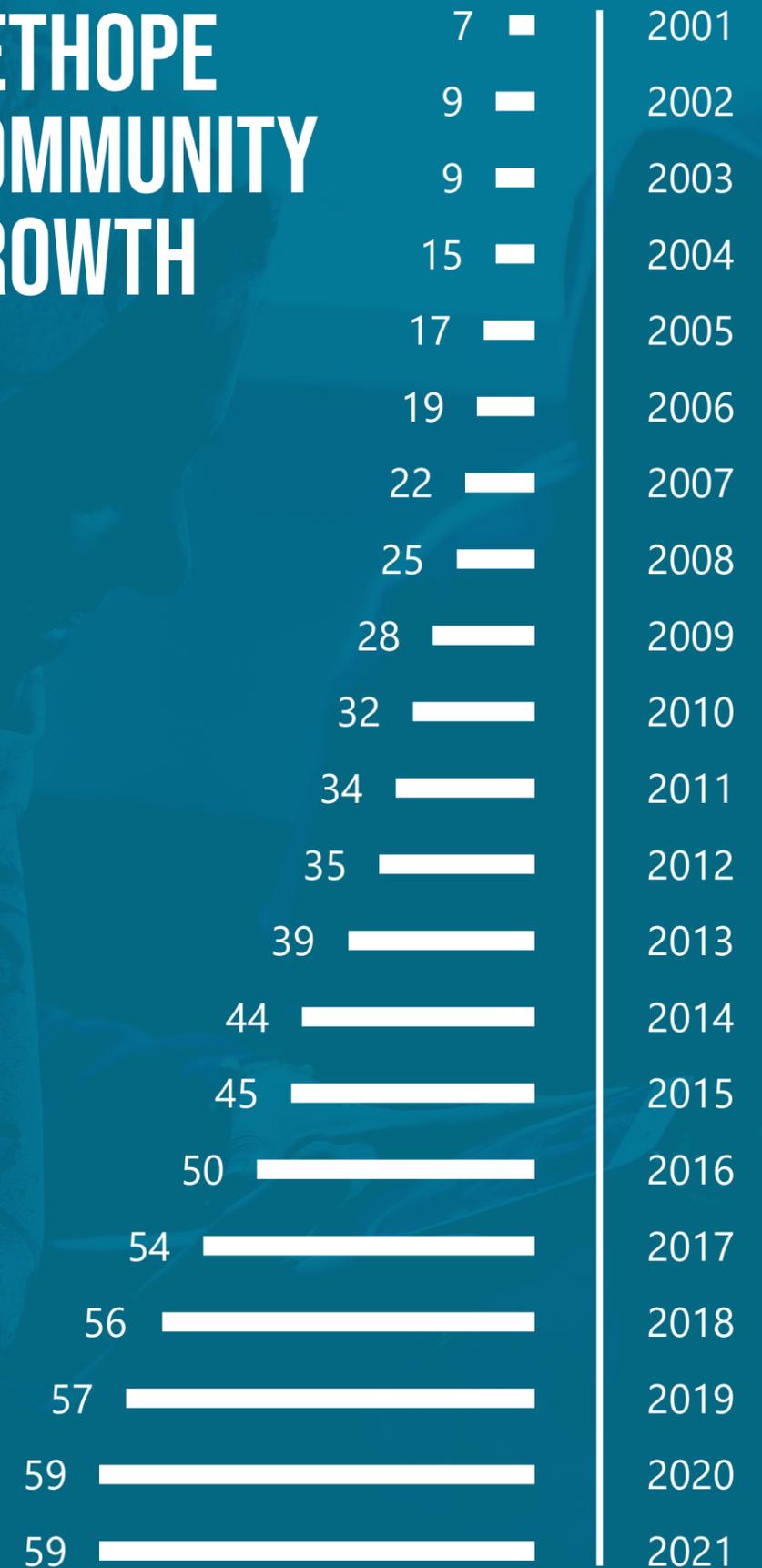
christian aid

act:onaid



\*Associate Member

## NETHOPE COMMUNITY GROWTH





# PARTNER 480

# 27 SUMMITS

**2001:**  
First Summit hosted by Cisco in San Jose, California, with seven organizations represented



**2002:**  
Second Summit: hosted by CARE in Atlanta, GA, USA

**2003:**  
Spring Summit: hosted by Catholic Relief Services in Baltimore, MD, USA

**2004:**  
Spring Summit: hosted by Cisco in San Jose, CA, USA

Fall Summit: hosted by Microsoft in Redmond, WA, USA

**2005:**  
Spring Summit: hosted by Save the Children in Westport, CT, USA

Fall 2005 Summit: hosted by the Nature Conservancy in Arlington, VA, USA

**2006:**  
Spring Summit: hosted by International Rescue Committee in New York, USA

Fall Summit: hosted by Wildlife Conservation Society in New York, USA

**2007:**  
Spring Summit: hosted by Microsoft in Redmond, WA, USA

Fall Summit: hosted by Christian Children's Fund, Plan International, IFRC, The Nature Conservancy and Winrock, and sponsored by Dell and Fundacion Ciudad del Saber in Panama City, Panama

**2008:**  
Spring Summit: hosted by Cisco in San Jose, CA, USA

Fall Summit: hosted by IFRC in Geneva, Switzerland

**2009:**  
Spring Summit: hosted by Microsoft in Redmond, WA, USA

**2010:**  
Africa Summit: hosted by Kenya ICT Board in Nairobi, Kenya

Global Summit: hosted by Santa Clara University in Santa Clara, CA, USA



**2011:**  
Global Summit: hosted by Concern Worldwide and Intel in Kildare, Ireland



**2012:**  
Global Summit: hosted by Microsoft in Redmond, WA, USA

**2013:**  
Global Summit: hosted by Accenture in Chicago, IL, USA



**2014:**  
Global Summit: hosted by Cisco in San Jose, CA, USA

**2015:**  
Global Summit: hosted by UN City in Copenhagen, Denmark

**2016:**  
Global Summit: hosted by Georgia Tech in Atlanta, Georgia, USA

**2018:** Global Summit: in Dublin, Ireland



**2017:** Global Summit: in Vancouver, Canada



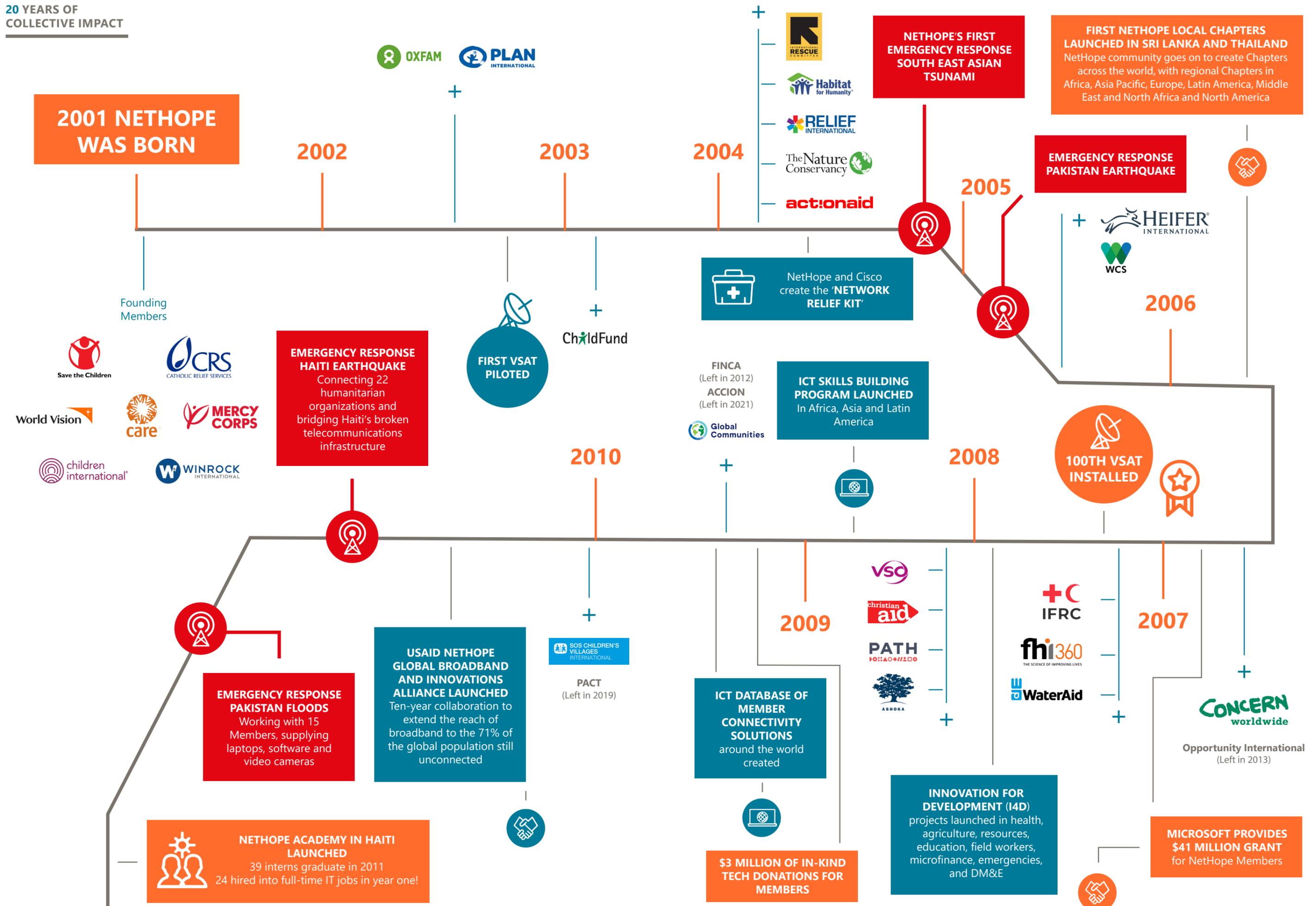
**2019:**  
Global Summit: in San Juan, Puerto Rico



**2020:**  
First-ever Virtual Global Summit



**NETHOPE 2021:**  
20th Anniversary Global Summit



2011

+



Grameen Foundation  
(Left in 2018)

Conservation International  
(Left in 2016)

2012



**NETHOPE ACADEMY LAUNCHED IN AFRICA**

In total, the NetHope Academy graduated over 1,662 students from Haiti, Kenya, Rwanda, South Africa, India, Egypt, Liberia and Ghana



**EMERGENCY RESPONSE CYCLONE HAIYAN, PHILIPPINES**

Connecting 22 responding Member organizations

2014



**ANTI-TRAFFICKING APP DEVELOPED** to combat the human trafficking crisis in Albania

**ICT4D ORGANIZATIONAL GUIDE CREATED**



**DADAABNET DEVELOPED AND DEPLOYED**

Aid agencies get high-speed, low-cost and reliable internet access

2013



**SOLAR POWERED WIRELESS BROADBAND DELIVERED IN RURAL KENYA**

Connecting hospitals and schools when 72% of Kenyans lack access

First edition of the **DIGITAL PAYMENTS TOOLKIT PUBLISHED**

Report on role of **ICT IN THE LIBERIAN EBOLA RESPONSE** released

**DIGITAL SKILLS FRAMEWORK, DIGITAL NONPROFIT ABILITY (DNA) ASSESSMENT AND DREAM, DESIGN, DELIVER LAUNCHED**

**CENTER FOR THE DIGITAL NONPROFIT (CDN)** founded and NetHope's digital transformation work for nonprofit sector accelerated

**EMERGENCY RESPONSE HURRICANES MARIA AND IRMA IN THE CARIBBEAN AND PUERTO RICO**

Training in Malawi on **TV WHITESPACE**

**DATA FOR DISASTER PREPAREDNESS PROJECT LAUNCHED**



2017

**BACK-OFFICE IT GUIDE RELEASED**



2016

**EMERGENCY RESPONSE NEPAL EARTHQUAKES**

Critical connectivity provided through inflatable satellite antennas

NGOs supported to move to **DIGITAL PAYMENTS IN CAMBODIA**

**SDG ICT PLAYBOOK CREATED**



**NETHOPE JOINS THE NO LOST GENERATION COALITION**

**THE DEVICE CHALLENGE** puts phones, tablets and PCs into the hands of tens of thousands of people, with NetHope helping 133,116 people across the world

**PROJECT RECONNECT LAUNCHED**

25,000 managed Google Chromebooks provided to support refugees in Germany

**SYRIAN REFUGEE CONNECTIVITY ALLIANCE LAUNCHED**

Installed internet and charging stations in 98 sites in Greece, Macedonia, Slovenia and Serbia

**VSAT INSTALLATION TRAINING** in Nairobi, Kenya

**EMERGENCY RESPONSE WEST AFRICA EBOLA CRISIS**

22 million people reached with vital communications support

**CRISIS INFORMATICS** in Nepal and Vanuatu created

2018

NGO REFERENCE MODEL LAUNCHED



DIGITAL NONPROFIT SKILLS (DNS) ASSESSMENT LAUNCHED BY CDN



EMERGENCY RESPONSE VOLCÁN DE FUEGO ERUPTION, GUATEMALA



2019

FUPAD (Left in 2021)



Operation Smile (Left in 2020)

EMERGENCY RESPONSE VENEZUELAN MIGRANT CRISIS, COLOMBIA  
Setting up connectivity at 70 sites, benefitting between 300,000 and 400,000 migrants



CONNECTING REFUGEES AND NGOS IN BIDI BIDI, UGANDA, THROUGH DEMAND AGGREGATION  
Saving 13 responding NGOs an estimated \$650,000



FIRST DISASTER RESPONSE TRAINING, PANAMA  
25 volunteers trained to deploy and provide connectivity



EMERGENCY RESPONSE INDONESIA EARTHQUAKE

DISASTER RESPONSE TRAINING  
Philippines, Uganda, USA  
Volunteers in three regions trained to deploy and provide connectivity



EMERGENCY RESPONSE HURRICANE DORIAN, BAHAMAS  
Delivering critical connectivity to emergency facilities and clinics

Dream, Design, Deliver (D3) becomes the IDEA JOURNEY

# NETHOPE TIMELINE 2001 - 2021

2020

FRONTLINE HUMANITARIAN LOGISTICS DATA STANDARD CREATED



EMERGENCY RESPONSE COVID-19



COVID CONNECTIVITY, LATIN AMERICA  
NetHope and Facebook work to protect frontline aid workers and refugee populations, providing access to PPE and life-saving information through connectivity



2030 STRATEGIC ALIGNMENT



The Asia Foundation  
orbis

2021

COVID VACCINE COLLABORATION  
NetHope unites Members to help with equitable, life-saving vaccine distribution



GBI ALLIANCE COMPLETED



EMERGENCY RESPONSE HURRICANES ETA AND IOTA, NICARAGUA



2020, DISASTER ASSESSMENT MODEL RELEASED



ICC international computing centre



“Today, nonprofits can almost sit neck to neck with the for-profit organizations... and that has only been possible because of the **SUPER NETWORK** and the bringing together of organizations by NetHope to speak in one big voice.”

KONDWANI MTALIMANJA 

“For technology companies, we need guidance and we need help to be able to help in the right ways and avoid doing harm in the ways that we don’t want to. And that’s where I’ve seen NetHope being an invaluable partner – being a connector and a bridge across our two sectors to translate what’s needed, what’s not, and help us all have the impact that we want to have together.”

ERIN BAUDO FELTER 

“**NETHOPE IS LIFE CHANGING.** You know, the mission, what they’re doing for the most vulnerable people? I would say NetHope is life changing.”

JUDE ANTENOR  
NetHope Academy Haiti graduate

“NetHope has this **UNIQUE ABILITY TO BRING TOGETHER GOVERNMENT STAKEHOLDERS, NGOS, TECH COMPANIES...** and has really helped shape the way tech companies and nonprofits and governments interact.”

CAIT CAMPOS 

# WHY WE'RE GREATER THAN THE INDIVIDUAL PARTS.

“**AS A WHOLE, WE’RE GREATER THAN THE INDIVIDUAL PARTS.** That’s what NetHope is for me.”

JON WINDER 

“The change all of us working in the nonprofit sector want to see happens faster through NetHope. We have seen it time and time again – we have greater impact at greater scale when we collaborate and use the same digital systems.”

JEAN-LOUIS ECOCHARD  


“**TO BE CONNECTED IS TO NOT BE ALONE.** It gives me hope. Now I can communicate with my family... They can know how I am doing and I can check to make sure they are OK, too.”

YILMAR  
A Venezuelan refugee in Colombia

“NetHope has presented an opportunity where people have been able to **COLLABORATE TOGETHER FOR THE GREATER GOOD** of our beneficiaries.”

ELIZABETH NJORGE



“NetHope is that **BRIDGE OF HOPE** for the Member organizations, in times of humanitarian crisis when all bridges are hopelessly down.”

SHAKIL GURUNG



Save the Children

“**WITHOUT NETHOPE IT WOULDN’T BE POSSIBLE TO DO MY JOB.**”

JOEL PINKHEARD  OXFAM

“NetHope has really been key in bringing **TECHNOLOGY ADVANCEMENTS ACROSS THE GLOBE...** to the underserved communities and the under-resourced areas that really need it the most.”

SUE-LYNN HINSON 

# HOW IT BEGAN



Reflections  
from Ed Happ,  
Co-Founder of  
NetHope

**W**hen I joined Save the Children in May 2000, one of the first things that I did was to call a number of colleagues at large international nonprofit organizations and ask them questions about what they were working on, what their challenges were, what was difficult? I discovered that we shared a common problem: how to reach the remote places where we work with ICT.

It was a relief to realize that as ICT leaders in our organizations, we were not alone. We shared the same problem – connecting our programs in the developing world – and we could work together to find a solution. We believed that technology could have an impact. It could make a difference. It mattered. And we often didn't have enough means, budget, people and commitment of our organizations to go and make that happen.

The two hypotheses that NetHope was founded on were: one, we have to be able to solve this problem better, cheaper, faster, if we do it together, rather than if we try to do it individually; and two, we will be a much better partner to the corporate organizations that we're trying to solicit help from if we come as a group, rather than coming as individuals.

“ **WE SHARED A COMMON PROBLEM: HOW TO REACH THE REMOTE PLACES WHERE WE WORK WITH ICT** ”

Both of those hypotheses have proven true again and again.

So NetHope arose out of scarcity. There was a scarcity of means and an expansiveness of need. And there was a vision. Technology can make a difference.

We had to delay the first Summit for a month, because of 9/11. So there was this tension and



Field visit, Panama, 2010 Summit



Dinner at Dipak and Radha Basu's, 2004 Summit

“ **WE BELIEVED THAT TECHNOLOGY COULD HAVE AN IMPACT. IT COULD MAKE A DIFFERENCE. IT MATTERED** ”



The NetHope community, 2005 Summit

“ **WE HAVE TO BE ABLE TO SOLVE THIS PROBLEM BETTER, CHEAPER, FASTER, IF WE DO IT TOGETHER** ”

fear as we all got on planes and came together for that Summit, held on Cisco's campus in San Jose. There were only seven organizations initially and we had the first plenary dinner in Dipak and Radha Basu's kitchen.



2003 Summit, hosted by Catholic Relief Services in Baltimore

We talked about what it is we want to do together. Cisco, I think, prided itself on being an incubator for us coming together. They saw early the value of aggregating the interests and the needs of the nonprofit sector, particularly the technology leaders, and then partnering with corporations. Cisco was the earliest, followed soon after by Microsoft. Then we got started.

Collaboration was part of our DNA from the beginning. The collaboration of the NetHope community is largely built on the foundation of relationships and the strengthening of those relationships over time and the building of trust. I never thought NetHope would have the scope and reach it does today, but if I look back 20 years, where we are today makes sense as an extension of our origins, shared needs, and goals.

# NETHOPE'S EVOLVING MISSION

NetHope's mission statement has evolved over the years to respond to a changing world. Our commitment to collaboration and harnessing the power of technology for the good of people and planet has never wavered.

**2001**

Apply the power of networking technologies and the internet to enhance humanitarian operations in urban and impact areas of the world.

**2004**

Bring lasting changes to the world's neediest children and communities through the application of IT and sharing of knowledge.

**2005**

NetHope is dedicated to the best use of technology resources available by our Member agencies in order to improve their ability to deliver community benefit. We do so by working across agencies as a highly collaborative team – sharing information technology (IT) knowledge, solving common problems, creating industry relationships to support the public benefit work of all Members, and educating Members and the wider community of NGOs.

**2006**

To be a catalyst for collaboration in the international NGO community and enable best use of technology for connectivity in developing parts of the world.

**2008**

To be a catalyst in the international NGO community and enable best use of technology for connectivity in the developing parts of the world while enabling communities to accelerate the path to sustainability.

**2010**

NetHope's mission has a clear focus: to be a catalyst for collaboration among international humanitarian organizations. By working together to solve problems and share knowledge, we help ensure that our Members have access to the best information and communication technology (ICT) and practices when serving people in the developing world.

**2011**

As a catalyst for collaboration, NetHope helps NGOs more effectively address the world's most pressing challenges through smarter use of technology.

**2013**

NetHope's mission is to act as a catalyst for collaboration, bringing together the knowledge and power of 39 leading international humanitarian organizations so that the best information communication technology and practices can be used to serve people in the developing world.

**2017**

NetHope empowers committed organizations to change the world through the power of technology.

**2018**

NetHope enables committed organizations to change the world through the power of technology. Bringing together global leaders in the nonprofit and technology sectors, we embrace big challenges through innovation and collaboration in a unique model that has proven to have powerful results for more than a decade.

**2019**

NetHope empowers committed organizations to change the world through the power of technology. This consortium of nearly 60 leading global nonprofits unites with technology companies and funding partners to design, fund, implement, adapt, and scale innovative approaches to solve development, humanitarian, and conservation challenges.

**2020**

NetHope enables its Members, and the nonprofit sector, to be more effective and efficient – and accelerate their impacts – through the use of technology.

## LOOKING BACK: NetHope leaders' proudest moments



Dipak Basu receiving NetHope's Tech Laureate Award from Ned Barnholt, CEO of Agilent

### DIPAK BASU, NETHOPE EXECUTIVE DIRECTOR, 2001-2005:

"My proudest moment is easy to recall... It was towards the end of my second stint at NetHope as Executive Director, when we were awarded the Tech Laureate Award by the San Jose Museum of Technology, which is really a collective recognition by Silicon Valley of the best work done by a nonprofit. I think in the area of disaster relief is where we won the Tech Laureate Award. And I was there to receive it, and I valued that moment."



Former NetHope EDs Dipak Basu, Molly Tschang and Bill Brindley in May 2016

### MOLLY TSCHANG, NETHOPE EXECUTIVE DIRECTOR, 2005-2006:

"I can't even tell you how many countless amazing memories and accomplishments... If I had to pick one, I think it would be that the folks who were around the table at NetHope, whether they were on the Board or as Members, felt that their coming together really mattered... And I think the feeling that we could really reach out and form a partnership around the world and work on the world's toughest challenges together. That feeling of solidarity, and that this really mattered, with technology leading the way, this was something that's very near and dear to my heart."

### BILL BRINDLEY, NETHOPE CEO, 2006-2013:

"Setting NetHope up for sustainable success in three ways: expanding the membership, establishing funding relationships and launching strategic programs."

### LAUREN WOODMAN, NETHOPE CEO, 2013-2020:

"I think my proudest achievement from the time that I was at NetHope was really focused on the amount of value that we returned back to the membership... We returned \$83 million worth of real value in software, products and services back to our Members. But more importantly, we also really increased the collaboration amongst Members. We grew 19 Members, our Chapters blew up, we had Chapters everywhere, our Summit grew."

"The other thing, of course, that stands out to me is the creation of the Center for the Digital Nonprofit. That was really a milestone of the work that we did to bring together the work that happens in the back office with the front office and how we deliver services to constituents all over the world."



Lauren Woodman, with SOS Children's Villages in Ethiopia

### LIZ BRONDER, NETHOPE INTERIM CEO, 2020:

"What I would say is my proudest NetHope achievement was really building the team, bringing in great new people, bringing in new skills, and also starting the internship program, because I think our interns really infused a lot of positive energy into the organization."

# NETHOPE FOR THE FUTURE



From demand aggregation for software to digital upskilling and data security, from digitally enabled emergency response to using the power of technology to improve lives across the world, the NetHope community has transformed the landscape for impact in the humanitarian relief, development and conservation sectors. But what is next for our world-changing community?

## IT STARTED AS A DREAM.

This NetHope at 20 report has traced the history of NetHope, from its very early days to today – when it stands as a successful nonprofit made up of about 60 of the world’s leading NGOs, and partnering with more than 80 ground-breaking technology companies. If you are reading this report, you are part of the NetHope story. And you have helped to make it the sector-transforming organization it is today.



## ON NETHOPE’S 20<sup>TH</sup> ANNIVERSARY, A COMPELLING SUCCESS STORY EMERGES.

Together, NetHope Members and partners have achieved the goals laid out in NetHope’s founding meeting back in 2001. This community has transformed the use of technology in the global nonprofit sector and has helped millions of people in the process – coming together in collective action for the good of communities across the planet.



## RESPONDING TO THE CHANGING NEED.

As the timeline on pages 8-13 demonstrates, the work of NetHope has evolved over the years to meet the changing needs and challenges our nonprofit Members have faced and continue to face. Challenges like digital protection, information certainty and digital skills. We celebrate the fact that products are not the limiting factor they were when NetHope was born, in large part because of the NetHope community. But new challenges have arisen.

## THE NETHOPE COMMUNITY IS NEEDED AS MUCH TODAY AS IT WAS 20 YEARS AGO.

The NetHope community will continue to be the catalyst supporting people and planet and doing things that would not otherwise be possible if we were acting alone.

This organization was born to help NGOs more effectively address the world’s most pressing challenges through collaboration, collective action and the smarter use of technology. As communities across the globe continue to recover from the destructive Covid-19 pandemic, the collaboration and collective action of the NetHope community is needed more than ever – helping technology find its greatest purpose, changing the world in pursuit of flourishing communities supporting people and nature.

NetHope is all about digital for human wellbeing, human potential, and a healthy planet. I for one can’t wait to see how we come together to fulfil this vision over the next 20 years.

Yours in hope,

**Lance Pierce**  
NetHope CEO

## WHAT’S NEXT?

In 2022 and beyond, we will continue to join together under this banner to tackle some of the world’s toughest challenges, using partnerships and the power of technology to support our Members in their life-saving, community-empowering, climate-chaos-battling, ecosystem-conserving and greater-good missions.

Our work in the future is going to build on our past results. And it’s going to go beyond them to include the new issues that are being confronted today: digital transformation, empowering nonprofits in ethical technology, bringing the benefits of cohesive data and digital literacy to field programs, empowering tech leaders and communities across the globe, and tackling climate change and its effects on the world’s most vulnerable.



# NetHope, Inc.

10615 Judicial Drive Suite #402

Fairfax, VA 22030, USA

EIN Number 20-1782011



**NETHOPE**  
20<sup>TH</sup> ANNIVERSARY REPORT  
Produced by Stone Barrell