



March 11, 2021

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

**Subject: 2020 Massachusetts Annual Report – Domestic Benefit Corporation Forms and Filing for Dimagi, Inc.**

To Secretary of the Commonwealth, Corporations Division:

I am writing to submit Dimagi, Inc.'s 2020 MA Annual Report on behalf of the Domestic Benefit Corporation pursuant to M.G.L. ch.156E.

- Transaction category: Domestic Benefit Corporation
- Transaction type: Annual Report
- Contact name: Carter Powers
- Contact phone: 617.649.2214 x58
- Contact email: [corporate-ops@dimagi.com](mailto:corporate-ops@dimagi.com)
- Filing Fee: \$125 check attached

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

Sincerely,

A handwritten signature in black ink, appearing to read "Carter Powers".

Carter Powers  
Chief Operations Officer, Dimagi, Inc.

The Commonwealth of Massachusetts

William Francis Galvin

Secretary of the Commonwealth

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

FORM MUST BE TYPED

Annual Report for Domestic and Foreign Corporations

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

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

NAME

ADDRESS

President: Jonathan Jackson; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Treasurer: Carter Power; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Secretary: Vikram Kumar; 585 Massachusetts Ave, Suite 3, Cambridge, MA 02139-4075 USA

Chief Executive Officer:

Chief Financial Officer:

Directors: Jonathan Jackson, Vikram Kumar, Scott Mahar (Benefit Director)

- (7) Briefly describe the business of the corporation:

Custom Software Design for International Development Project

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

Table with 3 columns: CLASS OF STOCK, TOTAL AUTHORIZED BY ARTICLES OF ORGANIZATION OR AMENDMENTS Number of Shares, TOTAL ISSUED AND OUTSTANDING Number of Shares. Rows include COMMON (3,500,000 / 1,715,206) and PREFERRED.

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

(11) Report is filed for fiscal year ending: 12 / 31 / 2020 (month) (day) (year)

Signed by: [Signature]

[ ] Chairman of the board of directors [x] President [ ] Other officer [ ] Court-appointed fiduciary on this 11 day of March, 2021



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Telephone: (617) 727-9640

**Subject: Dimagi, Inc. 2020 Massachusetts Benefit Report**

To Whom It May Concern:

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

I have reviewed Dimagi, Inc.'s latest B Impact Report, have discussed it with the Board of Directors, and find it to be satisfactory and in accordance with the requirements of M.G.L. ch. 156E Section 15. Please find my conclusions in the attached "Dimagi, Inc. 2020 Benefit Report".

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

Sincerely,

A handwritten signature in blue ink that reads "Scott Mahar". The signature is fluid and cursive.

Scott Mahar  
15805 Cumberland Drive  
Poway CA 92064

585 Massachusetts Ave, Suite 3,  
Cambridge, MA 02139



## Dimagi, Inc. 2020 Benefit Report

### **Introduction**

#### **Dimagi Overview**

Founded in 2002, Dimagi is an award-winning, socially-conscious technology company that builds open-source mobile applications to increase and improve service delivery to underserved communities around the world. Dimagi designs mobile technologies to perform case management (allowing tracking of subjects over time), decision support, data collection and monitoring, and has performed technical strategy, systems design, software development, and research for over 3,000 projects with over 780,000 active users in more than 80 countries. Our information and communications technology (ICT) platform, CommCare, enables organizations without software development expertise to configure mobile applications specific to their programmatic needs, while still benefiting from the support structures of a fully hosted Software as a Service (SaaS) tool, enabling more sustainable ICT interventions over the long-term.

Over the course of 2020 Dimagi rapidly developed digital solutions for COVID-19 response and support organizations to deploy them. Our efforts began early in March when Dimagi's Global Services team adapted the WHO first few cases protocol into a CommCare template application to support Ministries of Health and implementing organizations with COVID-19 contact tracing efforts. Upon development, the application was immediately made freely available in a newly developed COVID-19 application library where it could be easily downloaded. The application proved to be of value to organizations and Dimagi was able to collaborate with implementing partners including the Government of Togo and that of Zambia to equip contact tracers with the CommCare based contact tracing application.

Our team developed and added several more template applications to the COVID-19 application library including those to assist partners with port of entry screening, facility readiness and stock tracking, lab sample tracking, home based care and health care provider training and monitoring. Over 90 frontline programs in over 30 countries have used CommCare for COVID-19 response and we've found that many organizations have copied elements of our template apps into their CommCare project spaces to pick and choose the pieces of them most relevant to their programs.

Dimagi was able to rapidly provide value in the hardest hit country in the COVID-19 pandemic: the United States. Dimagi was a first mover to deploy digital support for manual contact tracing, building off the flexibility of our software and expertise of our team. We deployed onsite with the CDC on March 7th in Santa Clara County, the location of the first covid-attributed death in the US. Since then, CommCare is now used as the public health contact tracing backbone in many of the States and Cities like State of New Jersey, New York, City of Philadelphia to name a few

2020 provided the opportunity to collaborate with new partners working to incorporate digital as a key component of their COVID-19 response effort. Along with our work in Togo and Zambia, we are proud to have collaborated with the Ministry of Health and Directorate for Science, Technology, and Innovation in Sierra Leone to build a suite of CommCare tools including quarantine compliance, supply management, and health facility readiness; with the Instituto Nacional de Salud in Peru to deploy a tool for Home Based Care monitoring in Lima, Peru; with the NCDC and CDC IPC team to develop tools for monitoring health care workers the pandemic and many more.

Dimagi also has years of experience participating in and leading research for healthcare delivery in underserved populations. Dimagi researchers are the principal investigators on several NIH research grants in the United States, investigating how to improve HIV medication adherence, manage depression, and coordinate care. Dimagi also has a strong history of successful project execution acting as a technical lead partnered with in-country implementation leads across sectors including health and agriculture. This model has been successfully implemented for both pilot-phase projects and enterprise-wide deployments with partners, including the Bill & Melinda Gates Foundation, World Health Organization, World Bank, USAID, CDC, World Vision, UNICEF, PATH, the Rockefeller Foundation, and Acumen Fund.

As a small but growing business with a blend of expertise in ICT, Dimagi is able to rapidly iterate and adapt mobile technologies and reporting to the local environment, enabling appropriate, scalable solutions for organizations working to improve the lives of communities through better data collection and dissemination.

#### **Operational Structure**

Our 198 worldwide team of engineers, physicians, public health professionals, data analysts, project managers, and field staff are based around the world, many in the countries they serve. The majority of our software product development takes place at our headquarters in Boston, while other team members are based throughout the world



supporting local design, management, iteration, implementation and support. Dimagi operates offices in Boston, Washington, D.C., New Delhi, and Cape Town. We also have full time staff based across the Americas and West Africa. As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

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

The compensation paid to Dimagi's Board of Directors in 2020 was as follows:

- Jonathan Jackson received \$235,417 as compensation for his employment as Chief Executive Officer.
- Vikram Kumar received \$50,346 in compensation for his employment as Chief Medical Officer.
- Scott Mahar received no compensation for his appointment as Benefit Director.

### **Shareholding**

As of December 31, 2020:

- President and Chief Executive Officer Jonathan Jackson owns 51.7% of outstanding shares.
- Secretary and Chief Medical Officer Vikram Kumar owns 31.8% of outstanding shares.
- Chief Accelerator Cory Zue owns 6.5% of the outstanding shares.
- Chief Strategy Officer Neal Lesh owns 4.4% of the outstanding shares.
- Chief Operations Officer Carter Powers owns 4.4% of the outstanding shares.
- No other equity owners own 5% or more of the outstanding shares of the benefit corporation.

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

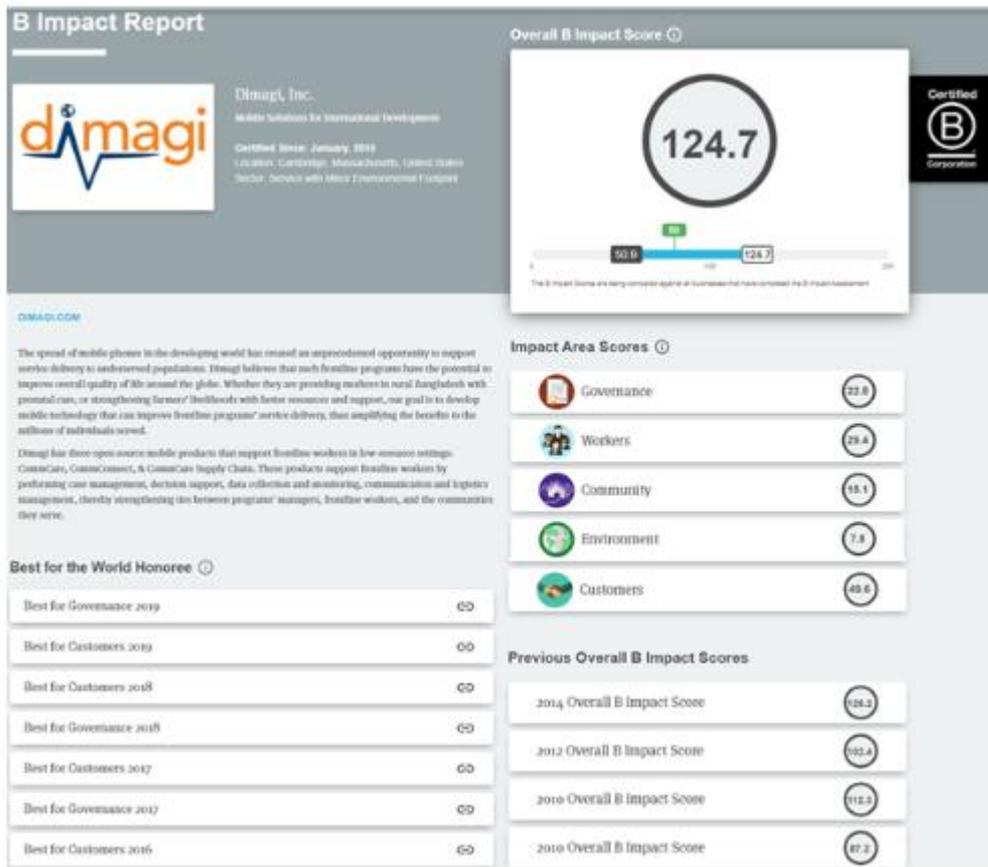
### **Public Benefit**

**Third Party Standard:** The process and rationale for selecting the third-party standard used to prepare Dimagi's benefit report include that it be comprehensive, independent, credible, and transparent. B Lab, as a leader of the Benefit Corporation movement, has continued to meet all of these criteria as it has in years past. Dimagi has performed remarkably well against the third-party standard historically, scoring 124.7 of a possible 200 points in our last Assessment with B Lab in 2019, 56% higher than the required 80 points to qualify for B Corp Certification under B Lab's assessment. Dimagi has submitted its 2020 Assessment to B Lab, which is still under review but is expected to result in a similar or higher impact score. Dimagi was also honored by B Lab as 2019's "Best for the World: Governance" and "Best for the World: Customers", scoring in the top 10% in the areas of governance and customers of all B Corps across the globe. As described by B Lab:

- *These honorees embody what it means to use business as a force for good. By building their vision and values into their company bylaws, they ensure that their mission will live on with transparency and accountability.* (Best for the World: Governance).
- *These businesses set the standard for serving their customers. By providing critical services like education, healthcare, and finance management, they add value to customers' lives while supporting the greater good.* (Best for the World: Customers).



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



**General Public Benefit:** Since its inception in 2002, Dimagi has focused on “impact, team, and profit (in that order).” Dimagi continues to pursue the purpose outlined in its articles of organization, the “development of technology to improve human health and wellbeing,” and is committed to reinvesting a majority of its profits back into achieving its social mission, thereby scaling its work to increase the public benefit on a global scale. In 2020, Dimagi has pursued and successfully provided a public benefit for various underserved populations around the world. Through its work to improve maternal health outcomes worldwide, Dimagi has sought to decrease infant mortality, a key aspect of the United Nations Millennium Development Goals.

Dimagi is one of the world’s largest providers of mobile technology in support of frontline health workers. Dimagi’s cloud server currently supports 3,000 active projects deployed across 80 countries, including the largest scaling digital health projects worldwide. Dimagi is also the lead technical partner in developing frontline health worker and logistics mobile applications for many large-scale, prominent development projects. Dimagi has one of the most mature software development teams in the digital development industry, as well as a professional services team with extensive experience in designing and deploying leading solutions for LMICS, many at national scale.

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

Dimagi’s flagship technology platform, CommCare, is an award-winning, open-source mobile case management platform that supports frontline health workers in tracking their clients through a continuum of service delivery. CommCare is used by over 788,000 frontline workers (FLWs) globally, primarily in health and agriculture and has generated a strong evidence base showing that the mobile tool improves workers’ ability to track and follow-up with their clients, as well as organizations’ ability to manage their workers. Dimagi leverages the technology from both of

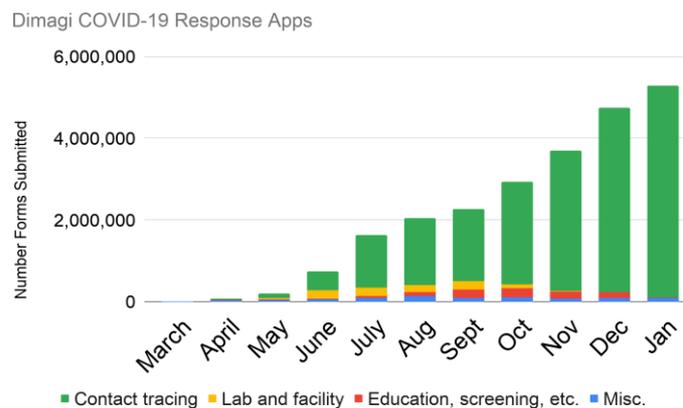


these platforms to support small businesses, vendors, and customers alike, providing inventory management, customer relationship support, and efficient follow-up. Dimagi’s team of exceptional ict4d experts and engineers apply their experience in service delivery and data system design to engage with creative entrepreneurs in identifying new opportunities and supporting the growth of their businesses. We take a product platform approach to our ICT projects, ensuring longevity with support models that are sustainable and allow for users to own these tools independently in the long-term.

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

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

### Dimagi’s Pandemic Response in 2020



As the COVID-19 pandemic swept the world, Dimagi quickly pivoted into supporting response and mitigation efforts in the United States and LMICs. Our prior experience with Ebola helped us rapidly design and deploy a set of digital apps for contact tracing, facility readiness assessment, port of entry screening, and health worker education. These apps were built on CommCare, our open source, no-code platform that is the most widely used and scaled platform for equipping frontline workers in LMICs. Generous and flexible funding<sup>1</sup> allowed Dimagi to develop these apps, collaborate and coordinate with other digital development organizations, and stand up a dedicated COVID-19 response team that has provided hands-on support to many countries and large organizations to adapt and deploy CommCare applications for COVID-19 response. The graph above shows the growing uptake of CommCare for COVID-19 response by over 40,000 users in over 30 countries since March 2020. A report by Johns Hopkins University determined that CommCare is one of the two most useful platforms for COVID-19 response. Within the United States, CommCare is the designated

<sup>1</sup> Dimagi is grateful for COVID Response funding from the CDC Foundation, Google.org, the Inter-American Development Bank (IDB), IDRC, Johnson & Johnson’s Center for Health Worker Innovation, Open Road Alliance, Patrick J. McGovern Foundation, Rockefeller Foundation, and Sentinel (via the Audacious Prize).



government COVID-19 contact tracing system for Navajo Nation, Philadelphia, New York, New Jersey, Alaska, and Colorado.

Our experience reinforced an important lesson that digital solutions are much more effective if in place before an emergency starts. Worldwide, governments struggled at every level to deploy digital technology to support their pandemic response activities. Dimagi's technology is still being deployed to replace systems that were quickly cobbled together earlier this year with our more mature and proven technology.

**Evidence of Impact:** Over 60 studies have demonstrated CommCare's positive impact on strengthening frontline healthcare systems, frontline worker capabilities (FLWS), and client results. Several rigorous studies have been published showing CommCare's impact on child health, including the largest mobile health RCT to date and a study that shows CommCare's impact on reducing child mortality. The full CommCare Evidence Base supporting Dimagi's impact, including full citations and papers, can be downloaded here: <http://sites.dimagi.com/commcare-evidence-base>.