

Secretary of the Commonwealth of Massachusetts
William Francis Galvin



**FAX VOUCHER COVERSHEET
PAYMENT CONFIRMATION**

Fax To: 617-624-3891

Fax Voucher Number:	5067233246
Contact name:	RWIJU PAL
Contact phone:	(617) 649-2214
Contact email:	CORPORATE-OPS@DIMAGI.COM
Confirmation date/time:	3/10/2025 3:38:09 AM
Confirmation number:	304284024
Invoice number:	1030004F005948738153139
Payment ID number:	10632258
Transaction ID number:	594873
Transaction category:	Domestic Benefit Corporation
Transaction type:	Annual Report
Filing fee:	\$175.00
Expedited service fee:	\$15.00
Total fee:	\$190.00

Your payment has been successfully processed. Print this page and use it as a cover sheet for your fax filing. Fax your filing along with this cover sheet to **617-624-3891**. Each filing requires a separate cover sheet. If your submission is rejected for any reason, we will contact you immediately.

E-check transactions require final approval from your bank. Such approval may take 7 to 10 business days. If the payment is returned, you will be billed for the transaction at that time.

If you have any questions about your request,
contact our office:

- phone: 617-727-9640
- email: corpinfo@sec.state.ma.us



March 5th, 2025

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

Subject: Dimagi, Inc. 2024 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. 2024 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.

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott Mahar".

Scott Mahar

15805 Cumberland Drive
Poway CA 92064

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:
- (2) Jurisdiction of incorporation:
- (3) Street address of the corporation's registered office in the commonwealth (number, street, city or town, state, zip code):
- (4) Name of the registered agent at the registered office:
- (5) Street address of the corporation's principal office (number, street, city or town, state, zip code):
- (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:
Treasurer:
Secretary:
Chief Executive Officer:
Chief Financial Officer:
Directors:

(7) Briefly describe the business of the corporation:

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

CLASS OF STOCK	TOTAL AUTHORIZED BY ARTICLES OF ORGANIZATION OR AMENDMENTS Number of Shares	TOTAL ISSUED AND OUTSTANDING Number of Shares
COMMON		
PREFERRED		

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

(11) Report is filed for fiscal year ending: _____ / _____ / _____
(month) (day) (year)

Signed by: _____

☐ Chairman of the board of directors ☐ President ☐ Other officer ☐ Court-appointed fiduciary
on this _____ day of _____, _____.



Dimagi, Inc. 2024 Benefit Report

1. Dimagi Overview

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

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

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

2. Our Products:

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



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

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

As highlighted above we have experience with working with many mobile technologies and have specialized in creating our own products such as:

CommCare

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

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

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

SureAdhere

Furthermore, as effective as February 1, 2022, SureAdhere Mobile Technology Inc (the "**Sureadhere**") sold substantially all of its assets to Dimagi. This allowed us to introduce SureAdhere as Dimagi's digital adherence platform. SureAdhere is a secure mobile and web-based system which includes both a patient-facing mobile application that patients use to record and



upload daily asynchronous videos on medication ingestion and/or treatment adherence, and a provider-facing, cloud-hosted, HIPAA and GDPR-compliant web application where public health staff can view asynchronous videos, document dosing histories and medication adherence and other observations. You can learn more about SureAdhere at this website:

<https://www.sureadhere.com/>

As Dimagi's products have continued to gain traction globally, we have leveraged our presence across the globe to provide faster design and innovation cycles as well as better-value support. Our global teams have significant in-country and region-specific knowledge, having worked with numerous partners and end users. Our developer team frequently travels to work directly with our implementation partners and end users, enabling Dimagi to provide unparalleled expertise at designing, building, and deploying highly tailored applications for local needs.

CommCare Connect

Dimagi's new CommCare Connect initiative offers the first digital tool that enables Frontline Workers to autonomously learn, deliver, and be paid for verified services.

Learn: Users select and receive training through a digital training platform.

Deliver: Users deliver additional services via their active jobs, leveraging CommCare.

Verify: Service delivery is verified – leveraging biometrics, GPS, and data algorithms.

Pay: Users can see what compensation they are owed, and be paid digitally or manually.

The platform will provide growth opportunities for Frontline Workers and more efficient expansion of frontline services. CommCare offers the perfect (and only) vehicle to reach hundreds of thousands of Frontline Workers. CommCare Connect will leverage these 150k+ and growing user base.

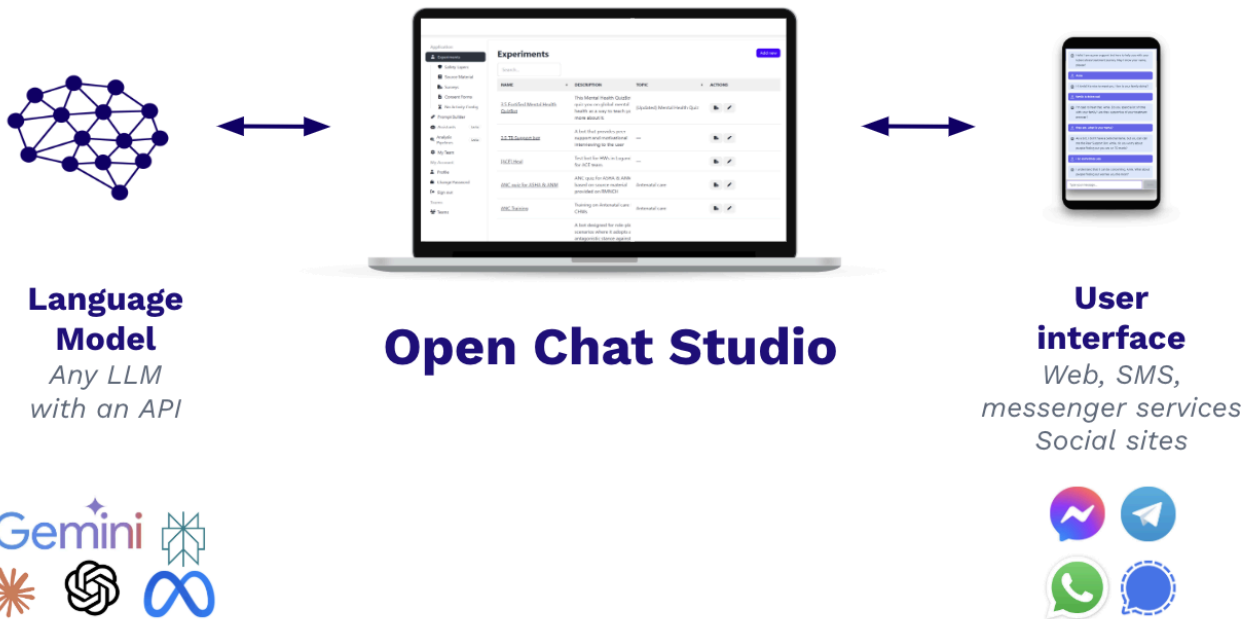
Open Chat Studio

Dimagi is developing Open Chat Studio (OCS) as an easy-to-use, open source platform for rapidly prototyping and testing chatbots created using Large Language Models (LLMs). [Open Chat Studio](#) makes it easy to develop and test LLM-based chatbots, and to instill a variety of guardrails to improve the safety and accuracy of these bots. Open Chat Studio can work with any LLM with an API such as the GPT-4 API.

We are sharing our platform and learnings with peers and partners. [Dimagi hosted a webinar](#) in February with 240+ signups, and currently has 45+ active orgs on the Open Chat Studio platform.

Our next steps are to collaboratively build an evidence base on the impact of LLMs for global development.

Dimagi experience and technology makes us especially well poised to leverage LLM to support frontline work



WellMe App

WellMe is a mobile app designed to improve Frontline Worker resilience and wellbeing through short courses, practice activities, and progress tracking. Developed with input from a resilience expert, WellMe builds evidence-based behaviors to help users manage stress and improve their wellbeing.

WellMe aligns with Dimagi's 5-year strategy to improve job quality and service outcomes. The app recognizes that strong digital tools alone are not enough—Frontline Workers' wellbeing must be prioritized to improve service delivery. By strengthening resilience, Frontline Workers can better manage stress, avoid burnout, and provide higher-quality care to communities.

By providing Frontline Workers with knowledge and tools for resilience-building behaviors, our goal is for Frontline Workers to successfully manage stress on an ongoing basis, which can guard against burnout and improve overall wellbeing. This, in turn, can enhance the quality of care provided to communities, promote better health outcomes, and contribute to the overall wellbeing of both Frontline Workers and the populations they serve.

3. Operational Structure

Our 240+ worldwide team of engineers, physicians, public health professionals, data analysts, project managers, and field staff are based around the world, many in the countries they serve. The majority of our software product development takes place at our headquarters in Boston,



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

Compensation to Board of Directors

The compensation paid to Dimagi's Board of Directors in 2024 was as follows:

- Jonathan Jackson received \$311,482.11 as compensation for his employment as Chief Executive Officer.
- Vikram Kumar received \$28,122.00 for 12.5% FTE in compensation for his employment as Chief Medical Officer.
- Scott Mahar received no compensation for his appointment as Benefit Director.

Shareholding

As of December 31, 2024:

- President and Chief Executive Officer, Jonathan Jackson, owns 40.8% of outstanding shares.
- Secretary and Chief Medical Officer, Vikram Kumar, owns 25.1% of outstanding share
- Steele Foundation for Hope owns 19.86 %
- Chief Accelerator, Cory Zue, owns 5.3% 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.

4. Public Benefit

Founded in 2002, Dimagi is a B-corp certified, socially-conscious technology company that builds open-source digital technology to increase and improve service delivery to underserved communities around the world.

Headquartered in Cambridge, Massachusetts and with teams in India, South Africa, Senegal, and around the world, Dimagi partners with governments, NGOs, and foundations to amplify their frontline impact through scalable digital solutions and expert services. Dimagi designs mobile, web,



and messaging technologies to perform case management, decision support, data collection and monitoring to further advance global development. As a small business with this blend of expertise, Dimagi is able to rapidly iterate and adapt its technologies to the local environment, enabling appropriate, scalable solutions to be created at a low-cost.

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

Dimagi has a strong history of successful project execution, acting as a technical lead partnered with in-country implementation leads across numerous sectors, with a strong emphasis on healthcare. Our 200+ worldwide team of engineers, physicians, public health professionals, data analysts, project managers, and field staff are based around the world, many in the communities they serve. This model has been successfully implemented for both pilot-phase projects and enterprise wide deployments. Dimagi is able to rapidly iterate and adapt mobile technologies and reporting to the local environment, enabling appropriate, scalable solutions for organizations working to improve the lives of underserved communities through better data collection and dissemination.

Sticking closely with its business model, Dimagi provides tools that are designed for low-literate, low-income community health workers (CHWs) in Africa, Asia, and Latin America. Our tools are 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. 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%.

5. Third Party Standard:

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

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

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

Overall B Impact Score

Based on the B Impact assessment, Dimagi, Inc. earned an overall score of 126.1. The median score for ordinary businesses who complete the assessment is currently 50.9.



- 126.1 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

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

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

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

The details of the scoring are available below.

Governance 18.3

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

Mission & Engagement	1.9
Ethics & Transparency	6.3

+ Mission Locked 10

What is this? A company with an Impact Business Model is intentionally designed to create a specific positive outcome for one of its stakeholders - such as workers, community, environment, or customers.

Workers 35.0

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

Financial Security	11.0
Health, Wellness, & Safety	9.6
Career Development	6.2
Engagement & Satisfaction	8.1

Community 16.1

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

Diversity, Equity, & Inclusion	7.2
Economic Impact	4.5
Civic Engagement & Giving	2.2
Supply Chain Management	0.0

Environment 8.9

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

Environmental Management	3.9
Air & Climate	1.6
Water	0.0
Land & Life	3.2

Customers 47.8

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.

Customer Stewardship	2.2
+ Health & Wellness Improvement	22.6
+ Serving in Need Populations	22.9

What is this? A company with an Impact Business Model is intentionally designed to create a specific positive outcome for one of its stakeholders - such as workers, community, environment, or customers.

Dimagi as a Carbon-Neutral Company

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

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

6. Notable Updates from 2024



Advancing Digital Solutions for Impact

Over the past year, Dimagi has worked alongside partners to expand digital solutions, transforming access to essential services and improving health outcomes globally. Key achievements include:

Expanding Digital Health Platforms

- CommCare enabled 173,638 users across various social impact programs, with 7,338 new project spaces created.
- SureAdhere processed its 800,000th video, supporting patients on complex treatment regimens while optimizing public health resources.

Strengthening Government Partnerships

- Partnered with nine African governments to drive national-scale digital service delivery transformations.
- Hosted the inaugural CommCare Government Summit, bringing together 64 leaders from 11 countries to discuss scaling digital health solutions.

Innovating with AI & Digital Payments

- 50 partners joined Open Chat Studio, Dimagi's open-source LLM-based AI platform for digital development.
- CommCare Connect enabled 101,734 health services, including Vitamin A and deworming for children under five and caregiver counseling, allowing Frontline Workers (FLWs) to opt in to additional work and receive payments.

Driving Impact in Healthcare Access

- Colorado's MAT (Medication-Assisted Therapy) program reduced patient wait times from days to under five minutes, facilitating 17,000+ admissions in one year.

Dimagi's Inaugural CommCare Government Summit

In October 2024, Dimagi hosted the first-ever CommCare Government Summit in Addis Ababa, Ethiopia, bringing together 64 health leaders from 11 countries to discuss scaling digital health solutions in Africa. Co-sponsored by The Global Fund, the summit focused on interoperability, governance, infrastructure, and workforce capacity in digital health.

Key Highlights:

- **Diverse Participation:** Attendees included Ministry of Health officials from eight African countries and representatives from funders and iNGOs such as USAID, the Gates Foundation, WHO, and Catholic



Relief Services. Over half the attendees were from Francophone countries, with live translation provided.

- Keynote Address: Ethiopia's State Minister of Health, Dr. Ayele Teshome, highlighted the country's success in expanding its eCHIS system, which serves over 25 million people.
- Engaging Sessions: Over three days, the summit featured:
 - Presentations & panels showcasing how countries use digital tools in healthcare.
 - Live demos of CommCare applications, including biometrics and campaign integration.
 - Interactive booths offering hands-on experiences.
 - An emerging tech tour exploring AI-driven innovations in healthcare.
- Cross-Country Collaboration: Delegates exchanged insights on data sovereignty, server synchronization, and best practices in digital health.

Looking Ahead:

The summit reinforced the importance of sustainable partnerships and technology in improving healthcare access. Feedback showed strong interest in biometrics, analytics, dashboards, and microplanning in CommCare. Dimagi looks forward to continuing collaboration with government partners to drive sustainable digital health solutions.

CommCare Connect Reaches a Milestone of 100,000 Service Deliveries

Dimagi has spent 20 years supporting Frontline Workers (FLWs) in LMICs through its CommCare platform. In 2022, the organization launched CommCare Connect, backed by a \$25 million investment from the Steele Foundation for Hope. The platform is built on four pillars: Learn, Deliver, Verify, and Pay.

2023 Retrospective

Dimagi implemented CommCare Connect through local organizations to provide essential health services, primarily via the Child Health Campaign (CHC). Key initiatives included:

- Vitamin A & Deworming (VAS+D) supplementation, MUAC screening, and vaccine checks across multiple countries.
- Expansion into Nigeria with the distribution of ORS and Zinc to children under five.
- Pilot campaigns in Kenya, Tanzania, and Zambia, reaching 5,000 children each, followed by larger-scale implementations in India and Nigeria, each covering 40,000 children.

Key Achievements

- Reached over 100,000 children across seven countries.
- Findings from Kenya and Zambia were presented to their respective governments.



- LiveWell (Zambia) integrated CHC into the government's child health weeks.
- A new ORS+Zinc program launched in Nigeria in March 2024, reaching 5,000 children.
- FLWs demonstrated effective delivery of VAS+D, supplementing local government efforts.

Challenges & Areas for Improvement

- Local governments welcomed support due to supply shortages, overburdened staff, and lack of verification mechanisms.
- Verification measures in larger pilots (India & Nigeria) showed room for improvement in ensuring service quality.
- Future focus: Strengthening verification processes and exploring digital learning.

Scaling & Future Plans

- Expanding interventions in Nigeria, with a target of one million verified service deliveries in 2024.
- Long-term goal: Scale to 10 million verified visits annually.
- Enhancing CommCare Connect's digital tools through a partnership with GiveWell and pilot programs with Solina Group in Nigeria.
- Addressing longstanding challenges in tracking beneficiaries and verifying service coverage in hard-to-reach areas.

CommCare Connect aims to maximize FLW potential, ensure quality service delivery, and empower local ecosystems through digital verification and payments.