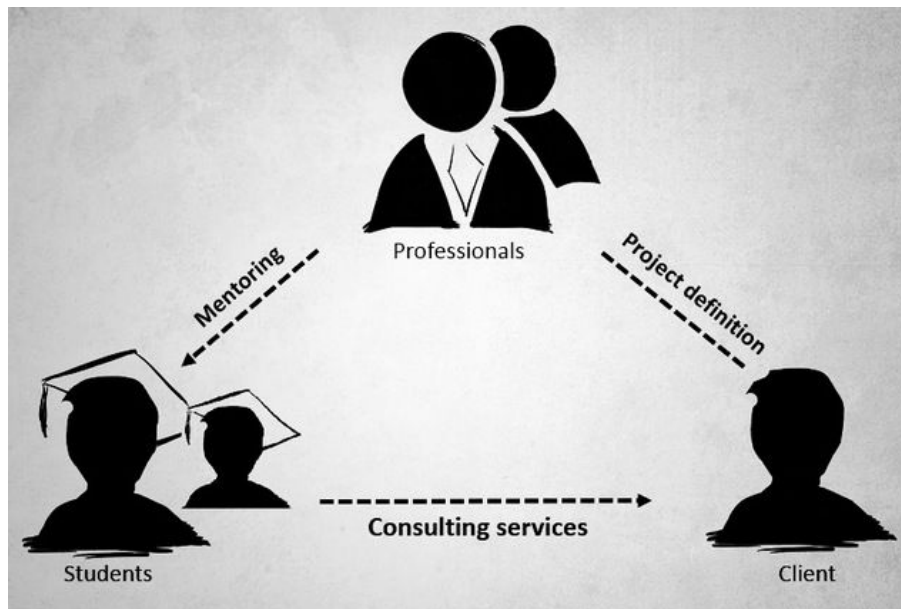


Tech Hub Overview

What is DSO?

Development Solutions Organization (DSO) is a nonprofit organization that provides consulting services to international development clients. We team our students with professional mentors to provide consultation – strategy, technology, communications, operations, or financial.

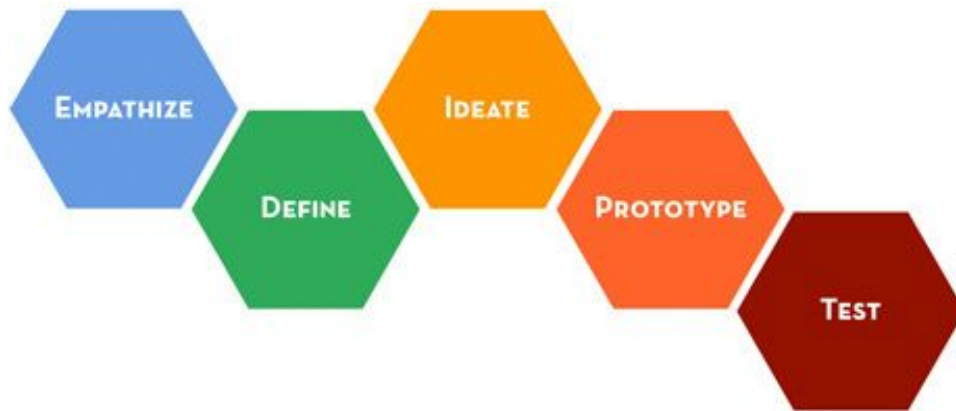


What is the Tech Hub?

We are the technology innovation hub of DSO, operating like a small product development agency within DSO's broader consulting model. Our mission is to help nonprofits and social enterprises turn their big ideas into minimal viable products (MVPs), applying best practices in design thinking and software engineering.

Our Services

DSO connects our clients with Silicon Valley's top technical and design talent. We use the design thinking methodology to build thoughtful, sustainable solutions.



- **Empathize:** We interview your intended users to better understand their needs.
- **Define:** We focus your big idea into a feasible scope based on user insights.
- **Ideate:** We brainstorm creative ways to bring your vision to life.
- **Prototype:** We engineer your vision into a tangible, interactive MVP.
- **Test:** We share the MVP with your users and iterate based on their feedback.

Past Clients & Projects



Samasource works with their clients to take large data projects and break them into small discrete tasks (microwork) that can be accomplished over the internet by workers in developing countries. In addition to providing direct income to underprivileged individuals, this approach also trains them in basic computer skills, equipping them with valuable expertise in our global

economy. When Samasource looked into adding video transcription to their digital service offerings, they approached DSO to build a prototype of how this new feature would work.

DSO contribution:

DSO thoroughly documented both business and technical requirements for the new video transcription service, from competitive analysis to use cases to system architecture. Then, we designed and developed a fully functional prototype that allows remote workers to access videos over the web, transcribe them, review them for accuracy, and upload the finished transcriptions to a server. The international nature of the workers means that they are not usually native speakers and face significant bandwidth constraints, which provided a challenging but rewarding problem space for the DSO team.



Medic Mobile harnesses mobile and web tools to help community health workers, clinics, and families communicate so that more people receive quality healthcare in hard-to-reach communities. One of the new concepts they wanted to pilot was Matchmaker, a smart “app store” that connects organizations to the right mHealth tools for their needs. Medic Mobile reached out to DSO to iterate on the UI design and implementation of Matchmaker.

DSO contribution:

DSO drew inspiration from online shopping services to design a more guided and engaging experience for selecting and comparing mHealth tools. We turned our ideas into interactive wireframes and conducted remote usability testing with users in Kenya, Nepal, and Johns Hopkins University. Finally, DSO provided recommendations for both front and back end architecture of Matchmaker, empowering Medic Mobile’s in-house team to move forward with implementation.



The Sahana Software Foundation helps organizations and communities prepare for and respond to disasters by providing open source information management tools. Eden, their major software product, is used by over 2,000 people in 25 countries, including Nepal, West Africa,

Philippines and Timor-Leste. Eden has helped increase efficiency in disaster response coordination between governments, aid organizations, and survivors themselves. Sahana asked DSO for consultation on how to make their software easier to use out of the box.

DSO contribution:

Using a human-centered approach, we worked with Sahana to better understand how different types of users manage disaster information. DSO evaluated existing functionality, created personas to represent a diverse set of disaster relief stakeholders, and conducted user interviews to verify these personas. By identifying and documenting the common requirements for different types of users, we created the groundwork for future development of a web-based setup tool for Eden, allowing users to deploy and customize the software more easily.

Testimonial:

“The DSO team reached out to the Sahana Software Foundation to offer their voluntary services to help us with some design challenges we've been facing. We worked together collaboratively to scope out a suitable project for them to work on. They have brought a professional rigor to the challenge, fully documenting the project from end to end, getting right into the details of evaluating the outputs. They are utilizing a number of design methodologies which will bring fresh insight to our project. The DSO team have been flexible with adapting to the various technology collaboration platforms used by the Sahana community, independently engaging with a diverse range of our stakeholders and overcoming some difficult challenges.”

– Michael, CEO of Sahana Software Foundation



Ashoka Changemakers is the world's leading network of social innovators that, through collaborative competitions or "challenges," connects high-potential changemakers, their ideas, and resources. Ashoka Changemakers' website is the portal through which social innovators around the world access people and resources to make their projects a reality. Changemakers is redesigning this portal and reached out to DSO to ensure that pages were easy to use, up to web standards, responsive, and consistent to make a fluid experience for the site's diverse users.

DSO contribution:

DSO thoroughly evaluated existing content, conducted several user studies, met with end users to assess functionality, and produced increasingly detailed design deliverables (from wireframes to high fidelity mockups). As demonstrated through user studies and surveys to the Ashoka

team, DSO's deliverables incorporate Ashoka's values and human feel into a usable structure that can be applied to the remaining pages of the site.

Testimonial:

“We worked with DSO on redesign for the home page and a major landing page of our site (200 thousand + users, 1 million + visitors per year). In the redesign, we focused on updating the pages to reflect contemporary design standards while giving a human face to our organization. Our team from DSO carefully learned about our organization's mission, history, and business objectives. They provided timely updates on their design and were responsive to difficult feedback. The end product was aesthetic, functional, and reflected our brand positively. Having worked with other professional design firms, we rate our relationship with DSO the most friendly, productive, and enjoyable in recent years.”

– Hao Zhu, Product Manager at Ashoka Changemakers

Volunteer with Us

Students

We're looking for aspiring software engineers, designers, and product managers at Stanford to be founding members of our tech hub. Joining DSO means:

- Working on real world tech projects that make a tangible social impact
- Internship experience as a consultant for nonprofit clients
- Mentorship by a network of motivated professionals (McKinsey, Box, startups)

Email stanfordinfo@dsoglobal.org for more information.

Professionals

See our open position [here](#).