

# 2019 ANNUAL REPORT



AVASANT  
FOUNDATION



## Avasant Foundation



The Avasant Foundation mission is to enable emerging regions to realize their potential. In partnership with leading foundations and institutional donor agencies, we provide deserving youth access to skills training and education with the goal of job creation in the digital economy.



AVASANT  
FOUNDATION

## Avasant LLC



**Avasant LLC** is a leading management consulting and IT advisory firm focused on translating the power of technology into realizable business strategies. Led by an experienced team of advisors which prides itself on delivering high value engagements through industry focused innovation and flexible client-centric solutions.

---

AVASANT



## From the Chairman

As a company, Avasant's goals have always been focused on market growth, sustainable business solutions, and enriching the world we live in. At the core of that strategy is Avasant Foundation. Through our support of emerging economies and the individuals that make up those regions, we are able to quantify the values we as an organization possess. Avasant is dedicated to driving definable social change and empowerment through our not-for-profit venture, Avasant Foundation.

In 2019, Avasant Foundation continued to empower youth by creating employment opportunities through skill development training programs. The courses support local education efforts in the fields of science, technology, engineering, arts, math (STEAM) and entrepreneurship. In its eighth year since incorporation, it is my pleasure to share the achievements of Avasant Foundation.

Sincerely,

**Kevin S. Parikh**



## From the Executive Director

2019 has been a landmark year for growth and the evolution of Avasant Foundation's initiatives. We are proud to currently be embarking on a new training program in Guyana, and have added five graduating classes to our successes in Jamaica and in Trinidad and Tobago via the Avasant Digital Youth Employment Initiative.

We are ever grateful for the support of Avasant's expert consultants and our initiative partners across the globe who have joined us in paving the way for youth empowerment in developing countries for decades through Impact Sourcing initiatives.

In our Annual Report, I am pleased to share Avasant Foundation's impact and footprint. We remain as committed as ever to advancing the UN's Sustainable Development Goals (SDG's) and empowering youth through inclusion and opportunity in the new digital economy.

Sincerely,

**Chitra Rajeshwari**



# Foundation Overview

## Innovation & Excellence

**Our mission** is to improve lives and communities by empowering youth in emerging economies through education, employment and entrepreneurship.

## Opportunity Creation

Our programs seek to ensure that all youth are **afforded opportunities** to become **contributing members** of the global community and **succeed in the new digital economy**.

## Global Sustainability & Development Focus

Through corporate and non-profit entities, Avasant team is continuously working to **create opportunities for improving lives and communities** by empowering youth in emerging economies through education, employment and entrepreneurship



30%

### Focus on Global Development

30% of our projects focus on Global Development

100%

100% of Employees support the Avasant foundation

## Our Approach

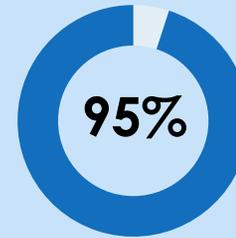
Avasant Foundation leverages the expertise and relationship of Avasant, a leading global business management and digital strategy firm, to create opportunities for youth to succeed in the workforce of today and tomorrow.

# Foundation Achievements

Avasant Foundation leverages best practices and knowledge base from its parent organization Avasant, to empower economically disadvantaged communities and utilizes Avasant consultants' expertise in the development of training using technology and innovative skills.



**25+**  
Leading ICT employers actively support AF Impact Sourcing initiatives



Trainees believe that AF trainings met or Surpassed their expectations



**7+**  
Countries Served including Jamaica, Haiti, Kenya, Trinidad & Tobago, Uganda, Ghana, South Africa, India



Support for Global Goal for Sustainable Development 5, female empowerment in Latin America & Caribbean, Africa and Asia



# Youth Empowerment in the New Digital Economy

## Youth Empowerment in the New Digital Economy



### Education

In-person and online training in the demand-driven technology industry and soft skills to prepare disadvantaged youth for employment with ICT, BPO and other companies



### Employment

Job creation initiatives such as Impact Sourcing and enabling employment for training graduates



### Entrepreneurship

iGNITE entrepreneurial digital skills training for youth on using their creativity to start and run sustainable businesses

Additional supporting services: Mentorship and more general STEM Education



# Our Commitment to the UN Global Goals for Sustainable Development

Of the 17 Global Goals for Sustainable Development in the UN's 2030 Agenda, Avasant Foundation works primarily on three: Quality Education, Gender Equality and Decent Work & Economic Growth, all of which are squarely aligned with our vision and mission.

Avasant and its foundation are aligned in supporting the United Nations Global Goals for Sustainable Development, especially goals 1-No Poverty, 4-Quality Education, 5-Gender Equality, 8-Decent Work and Economic growth and 10-Reduced Inequalities.



## UN Global Goals for Sustainable Development



# Global Memberships



## UN Global Compact

*Avasant has participated since 2011 with the UN Global Compact and is committed to upholding the ten principles with respect to Human Rights, Labor, Environment and Anti-Corruption. Avasant is strongly committed to environmental sustainability, and is an equal opportunity employer that does not tolerate any kind of discrimination among its employees. By extension, they also treat our partners and vendors with dignity and deploy fair practices in the selection and procurement process.*

As part of our participation in the UNGC, we have pledged our commitment to the Women's Empowerment Principles (WEPs) – an initiative that is at the cornerstone of our company mission. Through the recognition of gender equality, we contribute to critical predictors of stability, economic growth and security, and entrepreneurialism, that positively impact our business in a myriad of ways.



As part of our commitment, Kevin S. Parikh, CEO of Avasant and Chairman of Avasant Foundation, has signed the CEO Statement of Support, committing to the development of the “initiate, implement, report” framework, as a guide and benchmarking tool for Avasant's SDG success.

*Avasant has assisted multiple governments in creating frameworks for the development of IT and BPO industries by creating the enabling frameworks of standards, policy and human capital. These engagements have earned Avasant global appreciation for its philanthropic efforts, such as recognition in the Vault Consulting Survey 2016.*

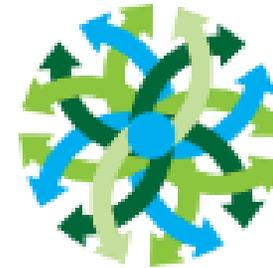


# Global Memberships

## Global Impact Sourcing Coalition

*AF is an Associate Member of the Global Impact Sourcing Coalition (GISC) which brings together leading corporations to promote Impact Sourcing as a hiring strategy to tackle youth unemployment.*

*Impact sourcing, also known as socially responsible outsourcing, refers to an arm of the business process outsourcing (BPO) industry that employs people at the base of the pyramid as workers. The GISC is facilitated by BSR as the secretariat and funded by the Rockefeller Foundation. Avasant Foundation alongside GISC has worked to create the Impact Source Standard.*



**GLOBAL  
IMPACT  
SOURCING  
COALITION**



*This standard defines guidelines and requirements regarding Impact Sourcing for both the provider and client organization and ensures a quality of work not previously accomplished through Impact Sourcing. With the expansion of responsible hiring practices and a newly developed standard, Impact Sourcing has the potential to lead the outsourcing process in terms of efficiency and effectivity.*

# Global Memberships

## International Association of Outsourcing Professionals

*Avasant Foundation's Executive Director, Chitra Rajeshwari, was honored in 2019 as Member of the Year by the International Association of Outsourcing Professionals (IAOP). The Foundation's span of accomplishments under her directorship have included chairing IAOP's Women's Empowerment, Leadership and Diversity chapter, active membership of the CSR and Impact Sourcing team and serving to judge for 2019's Global Impact Sourcing Award. IAOP's Member of the Year honors association members who have made exceptional contributions to the association and its members.*



Debi Hamill, CEO of IAOP, remarked on Rajeshwari's unstoppable commitment to shaping the Women Empowerment Leadership and Diversity chapter into the most dynamic IAOP has seen. "Not only does she chair the Women's Empowerment chapter, and chair it well, but she is incredibly involved, and it is her destiny to promote impact sourcing as she works tirelessly in that respect," Hamill noted.

# Accolades

2019 - Avasant Foundation Executive Director, Chitra Rajeshwari recognized by IAOP as "Member of the Year"

2018 - Kevin S. Parikh honored by American India Foundation (AIF) for his contributions to educational and job creation programs for deserving youth across emerging economies.

2017 - Chitra Rajeshwari is the Lead Chair for the IAOP Women Empowerment Leadership and Diversity Chapter

2016 - Avasant Foundation receives the CGI recognition for a second year in a row for the Avasant Digital Youth Employment initiative in Haiti.

2015 - Avasant Foundation gets a grant from the Rockefeller Foundation for their DJA (Digital Jobs Africa) Initiative and works for promotion of Impact Sourcing.

2018 - Avasant Foundation Executive Director, Chitra Rajeshwari awarded Gold in the *Transformational Sourcing Relations* Leadership category at this year's Stevie Awards for Women in Business.

2018 - Avasant Foundation is the first recipient of IAOP and the Rockefeller Foundation's Global Impact Sourcing Award as an influencer.

2016 - Kevin S. Parikh is a founding VIP member of Womensphere, a not-for-profit for women advancement.

2015 - Avasant Foundation is recognized by Clinton Global Initiative (CGI) for the high impact and growth of its Avasant Digital Youth Employment initiatives in Jamaica



# Accolades

## Clinton Global Initiative (CGI)

Kevin Parikh, AF's Chairman, and Chitra Rajeshwari, AF's Executive Director, were recognized two years in a row by the Clinton Global Initiative in 2015 and 2016, for enabling employment for over 94% of the deserving youth in Jamaica and Haiti who graduated from AF's Digital Youth Employment Initiative.



Avasant also supports various organizations which have been working around the globe for economic stability and betterment of lives of people. Among the organizations to receive charitable contributions from Avasant and AF are Clinton Global Initiative, Rockefeller Philanthropies, Association Haitienne pour le Developpement des Technologies de L'Information et de la Communication (AHTIC), Sharefest Community, American India Foundation, TIE Foundation, Project HANDUP and Business Process Industry Association Jamaica (BPIAJ).

# Highlights - Latin America and the Caribbean

In 2019, AF scaled its **Avasant Digital Youth Employment Initiative**, skills training in the Caribbean, graduating 300 deserving youth from disadvantaged backgrounds in **Jamaica**. Over **90%** of trainees secured employment with leading IT/BPO Service Providers within weeks of finishing their training.

In **Trinidad & Tobago**, Avasant Foundation in partnership with CTS College of Business and Computer Science and the Massy Group has completed the Global Skills for Digital Services program funded by the IDB to bridge the prevailing skill-gap in the ITeS sector in T&T with a trained workforce. 49 youth have received training in high-demand skills for a period of 18 months with AF's ADYEI.

This specialized training has helped candidates understand the shifting business services landscape and attain industry standard certification levels. Additionally, the program could also have spillover benefits of maturing certain services and the larger business ecosystem within T&T.



Avasant Foundation is currently undertaking a project in conjunction with the International Development Bank for \$700,000 USD to deliver Digital Skills Training for Youth in Guyana. This project is based on Avasant's extensive global experience, track record of success, and stellar client testimonials.

In Jamaica, Avasant Foundation is also undergoing a rigorous curriculum development exercise in conjunction with JAMPRO and HEART NTA for Skills Development for the Global Services Sector.

# Student Testimonial



*Chantelle alongside Kevin S. Parikh,  
Chairman of Avasant Foundation*

“My name is Chantelle and I was part of a training program offered by Avasant Foundation. The training changed my life because it prepared me for the working world, showing me how to conduct myself, what to expect at workplace, and among other things, treat people with respect.

The Avasant Digital Youth Employment Initiative training has not only helped me with a job but also I am now continuing my education and helping to take care of my family. I am very grateful for what was done for me. Thank you.”

“After the training we all were given an opportunity to interview within the BPO industry, which basically brought us half way to us for securing a job. With what I learnt at the training, I made it the rest of the way, passed the interviews and was hired at IBEX Global. I have been working for almost three years and I am now a supervisor at IBEX Global.”



*Chantelle, Avasant Foundation alum,  
now a supervisor at IBEX Global*

# Highlights

In the last five years, Avasant and its Foundation have helped catalyze the creation of over **6,000 new jobs** in collaboration with governments, non-profits and the region's growing ICT service industry. A new 2017 effort involved advising the Rwandan government on how to optimize its investments in ICT for job creation and development.

Avasant worked with the Government of Uganda to develop and strengthen ICT led innovation among the youth to enhance productivity competitiveness and promote efficient delivery of public services. Avasant and its Foundation helped the government of Uganda promote entrepreneurship by creating and piloting a "TechnoSpark" training. Through this World Bank funded effort, Avasant partnered with the RAN Innovation Lab and NITA-UICT industry association to offer the training in Kampala, primarily for women. Avasant Foundation is now looking to expand its iGNITE entrepreneurship training and incubation model in Africa and globally.



# Enabling Growth of Palestine's ICT Sector

Avasant was engaged by HM Department for International Development ("DfID"), UK, in July 2018 to consult on its Palestine Market Development Program ("PMDP") for the Occupied Palestinian Territories ("oPt"). The project was extended in 2019 to enable growth of Palestine's ICT sector to stimulate employment growth and hence development of the region. The UK Government's PMDP is designed to build institutional and human capacity, and business linkages with the UK market to drive economic development in the troubled region with the IT sector being one of its key pillars.

This initiative is key to the overall development of the oPt, both by itself, and within the overall context of the political firmament of the region. Whilst overall economic development has been recognized as key to driving peace in troubled regions across the world, the IT sector plays a pivotal role in Palestine's development. The sector has a young demographic, its workforce largely below 35 years old and absorbs close to 3,000 graduates from Palestine's universities each year.

With growing digital penetration in the Palestinian society, this sector plays a significant role in shaping the future aspirational psyche of the Palestinian youth, helping move them away from the historical political challenges that has plagued the region. Further, women constitute just a fifth of the overall workforce despite a 96% literacy rate. This sector's growth, in size and breadth, is key to empowering Palestinian women through economic independence. There is early evidence of this with the ICT sector driving a growth in women's registration to STEM and business management courses in local universities and women entrepreneurship.



Avasant crafted a broad value proposition for the ICT sector in Palestine, highlighting the availability of surplus talent & skills to support remote delivery of digital services and developed marketing collateral. The team also advised on the content of a promotional film being developed within the broader PMDP. Avasant helped create a broad ecosystem of potential target buyer community in the UK comprising large corporates, not-for-profit sector, small and medium enterprises and start-ups. Avasant shared this proposition with close to 70 UK organizations in the ecosystem to elicit interest in the Palestinian ICT sector. Opportunities emanating from this interaction are now being pursued by the DfID to provide continuity to the progress made on the engagement. Avasant's engagement was termed as "a first, but very significant milestone in the long journey to creating sustainable economic development in the region."



# Enabling Digital Growth in Moldova's ICT Sector

In 2018, Avasant worked with USAID in partnership with the Government of Moldova to create an ICT strategy, master plan, and implementation roadmap for stimulating accelerated growth in technology. A thoughtful combination of analysis and assessment of global growth trends, market research, disruptive technologies and non-linear growth potential in specific products and services defined an investment promotion roadmap for the IT industry covering capacity development, infrastructure and business environment. A detailed digital marketing strategy was also designed for destination-specific approaches to engage potential investors in markets across Africa and Asia. Outcomes included improvements to the Moldovan government's national IT strategy and increased access to funding from developmental organizations to support future interventions in the ITeS and Digital Services Sector.



## Highlights - Digital Transformation of the Social Sector with Plan International

Plan International currently works with over 1.4 M sponsored children and the processes through which Plan International manages Sponsorship have seen incremental changes over many years resulting in duplicate, outdated, and often siloed processes. Avasant will undertake a project to redevelop the 1-2-1 sponsorship model to deliver a quality experience to sponsored children and enhance stakeholder experience.

Plan International will define efficient Child Sponsorship processes to:

- Build robust end to end processes enabling better risk management and building in quality controls
- Streamline the processes and build associated organization structure including roles and responsibilities to ensure value is being delivered at the right stages of the process
- Identify gaps that would need enhancements such as skill, knowledge and training.

The updated processes will inform requirements for a new global sponsorship platform.

Avasant will also be helping Plan International in transforming their current sponsorship platform to a modern and more fit for purpose, integrated platform enabling them to better serve both the sponsors and the sponsored children.



# Highlights

Avasant Foundation supported in 2019 **STEM and entrepreneurship** education for disadvantaged youth in the **United States** as well as other initiatives in partnership with non-profits, including the **TYE Program** which inspires teens to experiment, innovate and provides training on how to build a start-up business; the **United States Hispanic Chamber of Commerce Foundation** which is dedicated to empowering business leaders through life-long education and support; **Girl Rising**, which supports girl empowerment and education, and **Project Hand Up** which helps people experiencing poverty or homelessness raise money for their needs such as housing, food, or medical expenses.

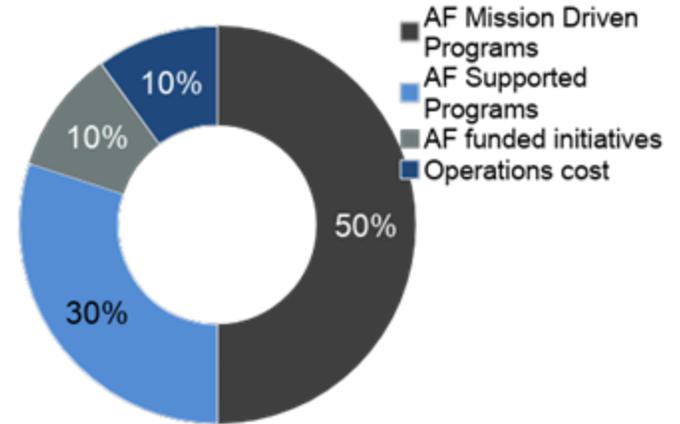


Avasant Foundation deepened its investments in 2018 to help India reach its 2030 Sustainable Development goals.



We have added 40 schools in Delhi to reach out to 10,000 students and impact 160 teachers while we continue our efforts in 20 schools in Odisha and 6 schools in Bangalore reaching over 3,000 students and impacting more than 50 teachers. Through the **Digital Equalizer Program** of the American India Foundation, Avasant Foundation have provided over 16,874 students with access to technology across 36 schools in Odisha and Karnataka and trained over 200 teachers in dynamic approaches to curriculum delivery.

# Financial Contributions



# Golf for Impact

Avasant Foundation hosts an annual charity golf tournament to fund its initiatives since 2014. 2019's event was held on March 18 at Hacienda Golf Club. The entire golf course and club facility was reserved exclusively for this event. Thank you to our 22 sponsors who helped raise \$240,000 for youth employment and skills development programs.

**Total Money raised- \$1,247,167**

All proceeds from Golf for Impact support Avasant Foundation's initiatives to create job opportunities, improve education, and empower youth.

2019

**\$240,000**

120 attendees  
20 sponsors

Venue:  
Hacienda Golf  
Club

2018

**\$220,000**

120 attendees  
22 sponsors

Venue:  
Lakeside Golf  
Club

2017

**\$215,000**

120 attendees  
20 sponsors

Venue:  
Mountaingate  
Country Club

2016

**\$210,000**

120 attendees  
22 sponsors

Venue:  
Trump National  
Golf Club

2015

**\$202,167**

120 attendees  
21 sponsors

Venue:  
Mountain Gate  
Country Club

2014

**\$160,000**

110 attendees  
17 sponsors

Venue:  
Santa Ana  
Country Club



# Our Team



Avasant and Avasant Foundation believe that our inherent strength lies in the intellectual and cultural diversity of our workforce. As an equal opportunity employer and firm believer in women's empowerment, Avasant's workforce contributes towards the firm's goal of guiding its clients through often difficult, uncertain and ambiguous situations through their extensive knowledge, implicit understanding and passion and contributing their time towards charitable objectives through Avasant Foundation. The firm, through its policies, upholds human and employee rights and strongly believes in acknowledging and respecting individuals' dignity, rights and ambitions.

# Our Commitment to Our Students



Avasant and Avasant Foundation are committed to improving lives and communities by empowering youth in emerging economies through education, employment and entrepreneurship. By fostering in-demand skills so that high-potential youth in developing countries can participate fully in the digital economy, Avasant Foundation empowers youth to prioritize education, employment, and entrepreneurship in a sustainable and scalable way to impact not only our students but their entire ecosystem of families, friends and communities.

## Some words from our supporters...



“JAMPRO has strategically partnered with Avasant Foundation through the Digital Youth Employment Initiative since 2015. We recognized the programme’s potential to scale the Information Technology Enabled Services industry and expand the pool of prospects who can service the industry and also to equip at risk young people with new and transferable skills and enhance their employability. We were right! The Initiative has since trained over 600 young people with over 90% of them hired on completion. This is ideally aligned to JAMPRO’s objective to facilitate an increase in the number of jobs in Jamaica, which makes Avasant Foundation an exemplary partner.”

-Diane Edwards, President, Jampro

“Raise your glasses to Chitra, Kevin, and Avasant for standing up for something to make the planet better.”

- Joe Hogan, Senior Vice President and Head of Global Advisory and Analyst Relations at HCL Technologies



“The vision is amazing... in 6 years, how much we’ve achieved with so little. It is a true testament to the Avasant organization. Thank you very much for making the world a much better place.”

- Pawan Verma, Head - Advisor Relations at Tata Consultancy Services





# Some words from our supporters...



“Avasant Foundation is uniquely positioned in its quest to address youth unemployment due to the support and relevance of Avasant, a global technology firm who is the strategic partner for large companies navigating the digital economy.

The commitment to social purpose meant deep alliance to Massy's purpose (a force for good, creating value, transforming life) and the strong leadership and passion of the leader – Chitra Rajeshwari – allowed an ease and alignment to do meaningful work.

Many organizations set out to do great work but another area that was striking was the practicality of the approach and the ability of the individual to execute.

Clear guidelines and professional standards allowed for knowledge transfer to the individuals from different organizations that were involved with the programme. Expectations were agreed upfront and while the planning was detailed, there was also flexibility when required to benefit the students.

Massy intends to explore opportunities with Avasant Foundation to further impact the region and close the digital skills gap.”

-Julie Avey, VP of Human Resources at Massy Group

“Since beginning our partnership with the Avasant Foundation in 2015, we've seen an increase not only in the number of talented young men and women who join our organization but also in the level of professionalism and commitment that they bring to their jobs. We are proud to support the Avasant Foundation in their efforts to equip these young men and women with the requisite skills to build bright futures.

Through its skills training programs the Avasant Foundation has continued to reinforce the upskilling of these individuals and building optimism that has a positive, far reaching impact for their communities.

Conduent looks forward to continuing its partnership with the Avasant Foundation in Jamaica.”

-Lynda Langford, Country Director, Conduent



# Our Successes

