



2008-2018 Lessons learnt on sustainability

Sigmah in a nutshell



Key characteristics

- Started by a request from 3 NGOs in 2008
- Participatory approach for the steering
- Managed by a nonprofit research institute : Groupe URD
- Open source software developed by subcontractors

5 key periods

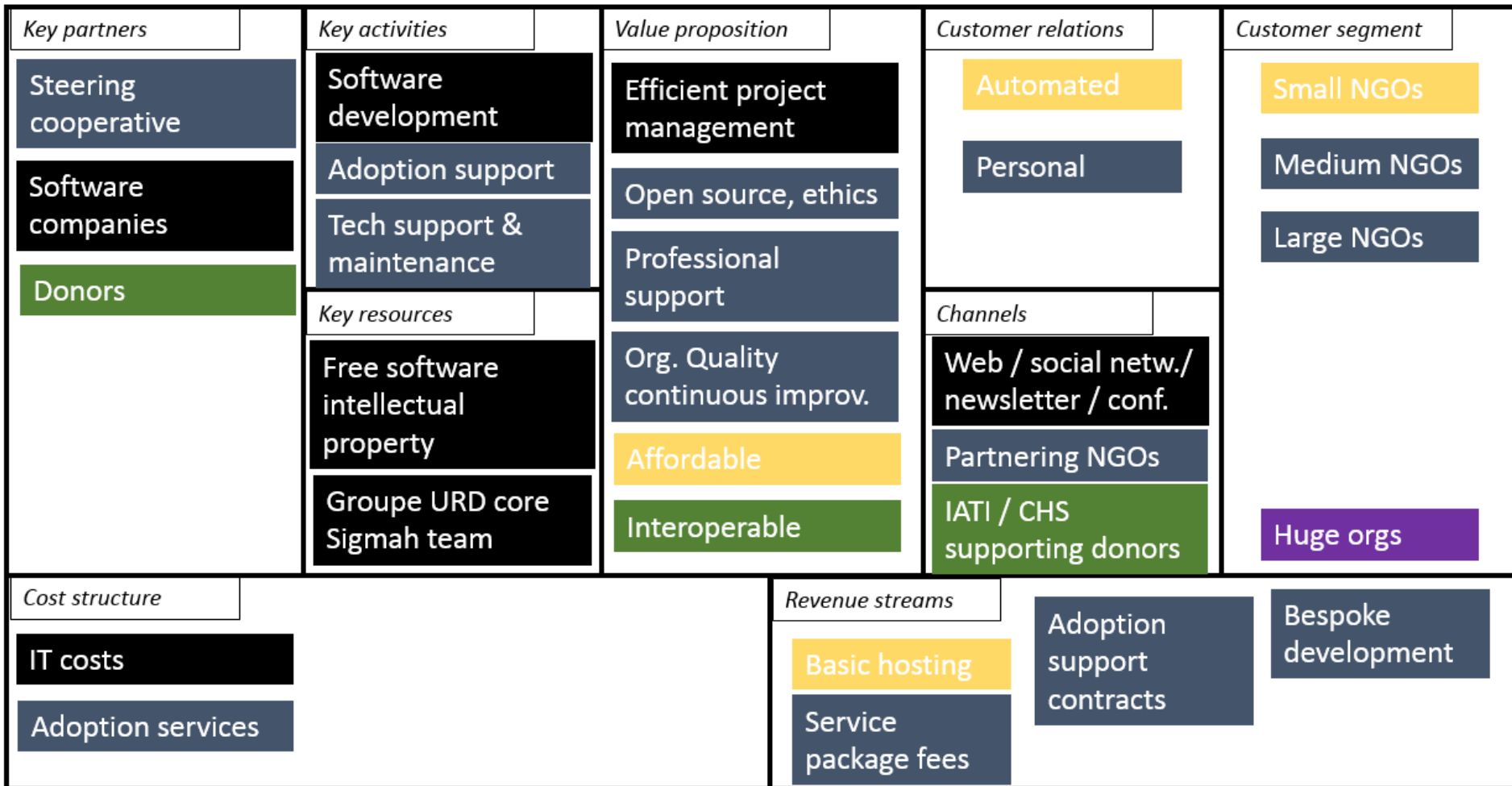
- 2008-2009: Initial assessment
- 2010-2011: Pilot phase
- 2012-2013: Intermediate phase without substantial public funding
- 2014-2017: Extended adoption phase
- 2018: Takeover

TolaData

Sigmah business models

- Investment
 - Public funding
 - Open source services sold
- Daily expenditures: 2 models tried
 - Free contributions from members from 2011 to 2016
 - Freemium model with two sets of service packages sold from 2017

Latest business canvas



Service packages

| Service | Free | Basic | Full |
|---|----------------|-----------------------|------------------------|
| Hosting | Not included | Included | Included |
| Software : | Basic version: | Basic version: | Full version: |
| ▶ Project cycle management | ▶ Included | ▶ Included | ▶ Included |
| ▶ Documents management | ▶ Included | ▶ Included | ▶ Included |
| ▶ Export | ▶ Included | ▶ Included | ▶ Included |
| ▶ Import | ▶ Included | ▶ Included | ▶ Included |
| ▶ Agenda, reminders | ▶ Included | ▶ Included | ▶ Included |
| ▶ Offline mode | ▶ Included | ▶ Included | ▶ Included |
| ▶ Contact management | ▶ Not included | ▶ Not included | ▶ Included |
| Technical support | Not included | Included (7h) | Included (21h) |
| Delay of response for technical support | Not included | 5 working days | 1 working day |
| Fixing of bugs | Not included | No commitment | Commitment to fix bugs |
| Annual follow-up | Not included | Not included | 1 day/year included |
| Annual cost (including tax) | 0€ | 600€ +60€/user | From 6 000€ |
| <i>Quarterly cost</i> | <i>0€</i> | <i>180€ +18€/user</i> | <i>From 2 000€</i> |

Lessons learnt

- Ideals and results
- The job of conducting an innovation
- Risks and anticipation
- Experimenting and learning

Any question ?