



How we developed our most ambitious Transforming Lives 2030 goals

“The first core foundational value for our Transforming Lives initiative is that technology can make a difference. After that, it comes to the question of how we can best scale,” says Jeremy Ford, vice president of giving and social innovation.

At the center of the Transforming Lives moonshot goal are the approximately 47 million people who are directly or indirectly touched by Dell’s strategic corporate giving and social innovation programs.

Moonshot goals:

With our technology and scale, we will advance health, education and economic opportunity initiatives to deliver enduring results for 1 billion people by 2030.

Confluence of societal benefits, technology adoption and business outcomes

The Transforming Lives initiative incorporates research that demonstrates a correlation between improved digital access, increased technology adoption and the achievement of sustainable development goals.

“Wider digital access is not necessarily the reason why poverty declines, but with better access we see improvements in areas like education, health and economic opportunity,” Ford explains.

Of 169 sustainable development goals defined by analysts at Deloitte working with the Global Enabling Sustainability Initiative (GeSI),³ more than 100 of the goals to help accelerate human progress are directly influenced by digital technologies.

The emphasis of Transforming Lives over the coming years will expand on what has been accomplished so far. For one thing, the team recognizes that a company’s social impact is far more than the donations or support it may offer to nonprofit organizations. “The more we can integrate our social impact initiatives and innovations into our business, both will become stronger,” says Ford. “When programs generate revenue and also achieve tangible social impacts, they help us scale Transforming Lives.”



“The benefits are exponential when we integrate our social impact measures and innovations within our business model.”

JEREMY FORD

Vice President of Giving and Social Innovation.

Translating the product innovation model to social impact

As we pursue our 2030 moonshot goal, the approach of Transforming Lives is transforming as well. Whereas corporate philanthropy and social impact programs tend to be event- or project-driven, Transforming Lives is structurally aligned with Dell Technologies’ practices for creating solutions.

“One of the most powerful vehicles for innovation at Dell Technologies is our product development engine, which creates services, products, experiences and high-quality engagement for millions of people around the globe. Now we apply that same product development methodology to our social innovation and Transforming Lives programs. This approach helps us scale programs across entire nations or multiple countries.”

“In addition to our technology portfolio, what’s unique about Dell Technologies is our people, so we want to look more closely at all our volunteering and team member engagements and include them in our 1 billion lives goal. Our challenge is in documenting and measuring how these individual actions can be transformative and how they can deepen their impact,” says Ford.

Although philanthropic metrics often assess volunteer hours, money donated, or other easily measured activities, the Transforming Lives initiative will also be focused on ways to validate its outcomes and incorporate the many activities of individual employees.

3. GeSI and Deloitte, “Digital with Purpose: Delivering a SMARTer 2030.” <https://gesi.org/platforms/digital-with-a-purpose-delivering-a-smarter2030>



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Healthcare and educational services for millions more

Transforming Lives will continue to support healthcare initiatives such as Digital LifeCare, which provides preventive healthcare to more than 60 million people in India. LifeCare enrolls close to 1.5 million individuals every month and is on track to assist 350 million by 2030.

We’re also excited about the opportunities created through Solar Learning Labs. With our partners, Dell Technologies has built 21 solar-powered classrooms equipped with solar panels and learning devices across seven countries in Africa and Latin America. The goal is to have 100 Solar Labs in operation by 2030.

These labs provide more than 17,000 students in underserved communities an opportunity to learn. Once the solar-powered facilities exist, they’re available as space for the local community to use in other ways.

“We’re aiming to align our social impact investments, so they have a greater impact in benefiting communities more broadly,” says Ford. “For instance, the Solar Learning Labs could also be a conduit for delivering telehealth or banking and financial services.”

Empowerment for more equitable societies

In addition to complementary uses for Solar Learning Labs or other programs, the Transforming Lives team aims to provide ways for individuals to empower themselves.

“Imagine we deliver basic financial inclusion services to individuals who used to lack them,” Ford explains. “We can expand that program by offering financial literacy education and by assisting individuals in taking a step toward entrepreneurship. That would also help us approach our goals for more minority or women-owned businesses.”

As Transforming Lives boosts its global scale, the capabilities of Dell’s customers and partners will play an increasingly important role. One such partner is Kiva, a financial nonprofit that provides microloans to people in developing countries. It aims to deliver basic financial services to more than 100 million currently underserved people, who would access them through verifiable, digital identities. Dell Technologies is collaborating with Kiva to create an infrastructure for this purpose using SecureWorks security solutions.

While conditions such as the global pandemic put pressure on companies and organizations to accomplish more with technology, we are mindful of the digital divide. In this era, populations who already lack access to services or broadband connectivity could be more adversely impacted. We will continue to look for ways to solve these complex problems.

“Technological transformation is quickly accelerating in healthcare, education and other fields,” says Ford. “We need to be mindful of the disparities in access to technologies and services, or we could inadvertently make things worse for marginalized groups.”

Taking the next steps together

We have shared the back-story on why and how we developed Progress Made Real because we feel collaboration is key to supporting our customers, communities, industry peers and stakeholders in their own social impact journeys. By offering a view into the thinking and planning of our plan, we're inviting conversation on how social impact planning can help plot the right steps forward for our societies and the environment. So many of our customers and partners create innovative solutions, have exceptional talent, and already make the world a better place by addressing the problems we face. We would encourage you to contact your sales representatives about how together we can make a positive social impact.



Contact the Progress Made Real Team at SocialImpact@Dell.com



Learn more about Dell Technologies' social impact activities and outcomes.



See updates on our progress toward moonshots and other goals.



Download the Progress Made Real Plan.