Tech Networks of Boston
We're better together.

ANNUAL BENEFIT REPORT 2021

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ABOUT US

ABOUT THE COMPANY

Tech Networks of Boston (TNB) is a 27-year-old professional services company focused on serving the technology needs of Greater Boston area nonprofit organizations and mission-driven corporations. While our business grows and changes, we aim to continue serving our local community and maintaining at least 95% local and independent clients.

In January of 2015, TNB filed as a Benefit Corporation with the Commonwealth of Massachusetts. In 2019, we applied for recertification as a Certified B Corp™. We are also certified in the Commonwealth of Massachusetts as a Woman Business Enterprise. We have been a Certified Great Place to Work since 2020.

The following report demonstrates how Tech Networks of Boston aims to operate with the benefit of people and the planet in mind.

OUR MISSION

Our mission is to empower positive change in the world by providing mission-driven organizations with the tools, technologies, and services that extend their reach and increase their impact. TNB's success is built on creating a compassionate culture, years of experience in the nonprofit industry, and building long-term trusted relationships with clients to help them cope with changing fiscal environments. Becoming a Benefit Corporation ensured that we would include our company values in our corporate charter.

WE STRIVE TO:

- Enable organizations to serve human needs by using innovative technology.
- Foster a technology community of practice so that our clients build mature information services aligned with their mission and goals.
- Engage with people at all levels of client organizations so that they learn, manage information, and communicate easily in a safe and supportive computing environment.
- Provide one million hours of mission-focused training and services by 2025.

CORE VALUES

Our company's core values are the product of an all-company exercise, created by our employees to reflect how we operate on behalf of our clients and as a team. Since their development in 2017, these core values have acted as a living and evolving part of our culture, brand, and business strategies, influencing decisions and guiding our actions as a company. The diverse backgrounds and perspectives of our staff help us maintain our alignment with these values and put them to practice in our day-to-day operations.

Adaptive — We are dedicated to ongoing growth and adjustments to suit different conditions, developments, and challenges as they occur.

Patient — We rely on our co-workers to remain focused and poised when faced with delays or problems.

Positive — We are devoted to remaining optimistic, constructive, and supportive in every situation.

Reliable — We are fully committed and dedicated to one another, our customers, and our community. We act as a trusted advisor while making sure we are responsive to those who need our help.

Respectful — We work to be a responsible partner to those who place their trust in us, conducting business in a way that is inclusive and transparent.

RESILIENCE AND REGENERATION

Tech Networks of Boston has seen a lot of change. At our beginning, we were a small operation providing low-cost computer set ups for students in the Boston area. Since then, we have grown to a team of 26 IT professionals providing critical services to mission-driven organizations, including helpdesk support, IT consultancy, cybersecurity, and project services. During our periods of change, we have always looked toward the future. We strive to stay up to date with the latest technology needs and trends while working to meet the changing needs of our clients.

We have helped our clients and staff face uncertainty throughout the COVID-19 pandemic, providing the resources and support necessary to help them thrive. We provided support and expertise to our clients' end-users as they pivoted to remote work, troubleshooting problems, and setting up new tools and security measures where required. After temporary remote-only operations, we provided Tech Networks staff members with safety equipment and training before returning for on-site work. Our leadership maintained strong lines of communication with clients and staff members, ensuring everyone could confidently rise to meet challenges as they came. During this period, Tech Networks of Boston has maintained an excellent level of service and continues growing as our client needs evolve.

SUSTAINING GROWTH

During a time when technology is more important than ever, Tech Networks of Boston is focused on growing to meet the needs of our community. In 2021, our team grew significantly, bringing new voices, expertise, and experiences to our operations. The leadership team at Tech Networks listened to the needs of current staff and clients to open up or create positions withing the company that would allow everyone to succeed.

Under the guidance of our new Director of Managed Services, we have expanded our cybersecurity offerings, evaluated our third-party partners, and improved our service desk experience. We have worked with our clients closely to understand the ways their needs have changed and worked with them to meet those needs at every stage.

WORKFORCE DIVERSITY AND INCLUSION

We are committed to creating workplaces that are accessible and inclusive for all staff. We seek to hire the best talent, including people with a wide range of physical, cognitive, and mental abilities.

We recognize and respect all differences — including culture, national origin, race, religion, gender identity, and sexual orientation — and believe that by properly utilizing our distinct characteristics, we are better able to serve our clients, achieve our business goals, and be a great place to work.

In 2021, Tech Networks of Boston had significant diversity across its workforce, with 48 percent of staff identifying as an ethnic minority, 18 percent of staff identifying as part of the LGBTQ+ community, and 14 percent of staff identifying as female.

Tech Networks of Boston has created a culture that values diverse opinions and experiences. When asked by a third-party organization, 100 percent of TNB staff reported they feel employees are treated fairly, regardless of their race, sexual orientation, or gender.

18%
PART OF THE LGBTQ+ COMMUNITY

48%
IDENTIFY AS AN ETHNIC MINORITY

100%
FEEL STAFF ARE TREATED FAIRLY, REGARDLESS OF AGE

INTERNAL SUSTAINABILITY

In 2021, the Tech Networks of Boston team increased the amount of time spent in our physical office compared to 2020. Our sustainability programs allowed us to keep our environmental impact low while working in-person. In particular, we focused on the following impact areas:

- Composting, recycling, and upcycling services, which allow us to significantly reduce the amount of trash produced

- Our composting program was temporarily paused, picking up again in mid-2021. During the six months of service, our office diverted over 1,000 pounds of food scraps from landfills

- We started a major IT equipment recycle program, filling eight bins of electronics materials to be recycled

- Our South Boston office uses green energy, avoiding the production of 83,168 pounds of carbon pollution

- Further investment in our Bevi water dispensing machine allowed us to save even more plastic and single use products, with a total of 2,240 water bottles saved over its lifetime

Our sustainability programs are ongoing and evolving. We are looking for more ways we can invest in a greener future and are constantly working to further decrease our carbon footprint.
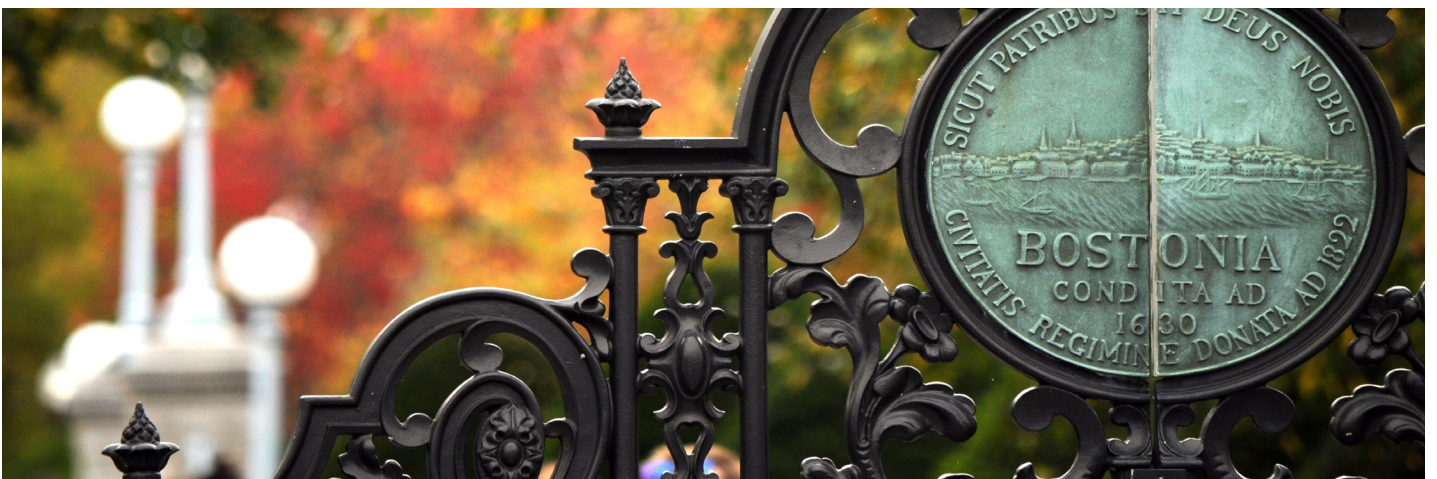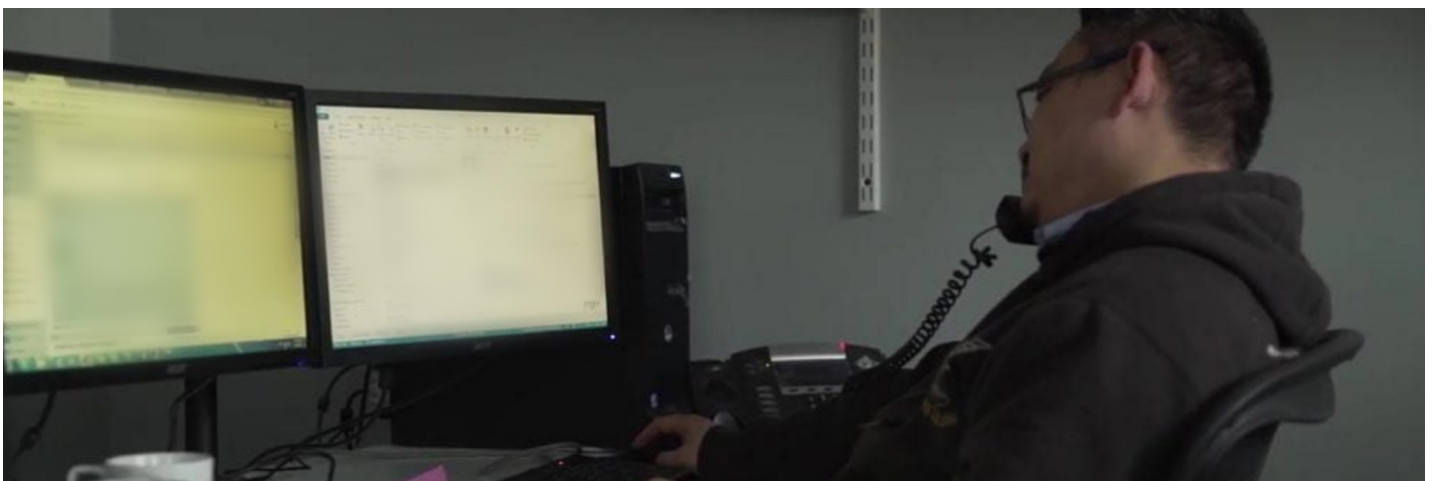
PROFESSIONAL DEVELOPMENT

Tech Networks of Boston is committed to providing training and professional development opportunities to our staff and community members. Through partnerships with local educational institutions, we hire individuals starting their IT careers as Deskside Support Technicians (DST's) to work with our client organizations while receiving compensation, benefits, and training from Tech Networks. This provides an opportunity for a bright career path in IT for young adults who have faced socio-economic, scholastic, or other challenges.

Tech Networks of Boston offers all employees opportunities for professional development and training. Every employee is offered $1,000 toward professional development each year, and incentives for attaining field-related certifications. In 2021, six TNB employees earned industry certifications with the help of these funds.

Two new Deskside Support Technicians joined Tech Networks of Boston in 2021, learning essential skills while working directly with our client organizations. Both individuals have spent time working with our more experienced staff members, asking for support and learning the skills they need to complete hands-on work.

Across the company, 623 hours were spent on various professional development opportunities in 2021. This includes coursework, certification exams, and conference attendance to gain new skills and keep up to date on IT industry changes. Tech Networks of Boston is proud to foster a commitment to learning and growth within our company.

YEAR IN REVIEW

125

NONPROFIT PROFESSIONALS WHO ATTENDED A ROUNDTABLE IN 2021

DOLLARS SPENT ON PROFESSIONAL DEVELOPMENT IN 2021

3,585

4,563

HOURS SPENT VOLUNTEERING IN THE COMMUNITY

EVENTS ADVERTISED FOR FREE ON OUR CHARITY EVENTS SITE

100

DST SHOWCASE:
VICKY VONGBENJAPON

Vicky Vongbenjapon is currently a member of our Deskside Support Technician (DST) program. She came to Tech Networks of Boston at the recommendation of a former classmate. Vicky currently supports Community Catalyst, helping them with hardware and software issues, imaging new computers, and providing direct support to users via helpdesk or personal requests.

Before coming to Tech Networks, Vicky completed a program in IT Support through Per Scholas. She has 15 years of experience in the hospitality and restaurant management industries and began looking at IT when the COVID-19 pandemic started. She wanted to expand her skills and help people and saw the IT industry as a place where she could do both.

Vicky continues to grow her IT skills. She has found that working on individual problems helps her feel centered despite the challenges. She has found a community of support at Tech Networks and says that several team members have provided great resources when she needs help problem solving.

Vicky is looking forward to using her professional development funds after gaining more experience in her role and is hoping to finish her Microsoft 365 certification. When she came to Tech Networks, she had already earned a CompTIA A+ certification. By working so directly with client users and spending time in the Tech Networks of Boston office, she is gaining valuable skills everyday which will help her grow in her IT career.

COMMUNITY COMMITMENTS

TNB ROUNDTABLES

Tech Networks of Boston offers regularly scheduled Roundtable events, a free resource for the nonprofit community. These events provide a sounding board for professionals to seek solutions to their challenges and receive education on pertinent topics.

Tech Networks has organized over 150 free Roundtable events and grown its mailing list to include thousands of nonprofit professionals.

Our 2021 Roundtable sessions remained virtual-only, allowing nonprofit professionals from across the country to attend, learn, and share together.

BOSTON CHARITY EVENTS

In 2002, Tech Networks launched BostonCharityEvents.org, a website that allows nonprofit organizations to advertise their events.

The site features a calendar, and nonprofit organizations are welcome to submit events by using the website's online form.

Additionally, TNB sends a Boston Charity Events e-newsletter each month highlighting upcoming events. We shared over 100 events in 2021, giving local nonprofit organizations a larger audience for their virtual and in-person events.

COMMUNITY COMMITMENTS

100% TALENT COMPACT

Tech Networks of Boston is a signatory of the Boston Women's Workforce Council's 100% Talent Compact. By participating in the Compact, Tech Networks of Boston acknowledges the importance of pay equity across gender lines.

In 2021, we participated in the Wage Gap Measurement process by submitting our pay data. This process gave us the opportunity to review our own pay structures and assess them for any gender or racial bias.

MASSACHUSETTS NONPROFIT NETWORK

In 2021, Tech Networks of Boston was a Silver Sponsor of the Massachusetts Nonprofit Network's (MNN) yearly conference and proudly renewed our affiliate membership. The MNN is the voice of the nonprofit sector and the only statewide organization in the Commonwealth dedicated to uniting and strengthening the entire nonprofit sector through advocacy, public awareness, and capacity-building.

PROVIDERS' COUNCIL

Tech Networks of Boston is an Affiliate Member of the Provider's Council, an association of community-based human services agencies in Massachusetts with more than 220 members. Tech Networks of Boston provides customized resource articles and free webinar training on cybersecurity for its members.

CHARITABLE GIVING

Tech Networks is a member of Pledge 1%, a global movement that is making giving a part of the DNA of companies of all sizes, helping them to donate One percent of product, time, proceeds, or equity, to charities of their choosing.

In 2021, Tech Networks of Boston donated over $6,000 to our nonprofit clients and community partners. Our commitment to nonprofits includes supporting client galas, providing funds for Black-led organizations formally becoming 501(c)(3) organizations, and our staff commitment to volunteering within the community. In the past year, our staff spent 4,563 hours volunteering for various nonprofits in the Greater Boston area.

COMPANY CERTIFICATIONS

B CORP STATUS & COMMITMENT

The nonprofit organization B Lab has experience certifying hundreds of companies; their social and environmental performance standards are comprehensive and aspirational. B Lab operates a third-party standard known as the B Impact Assessment, which scores companies on a 200-point scale. To become certified, a company must score at least 80 points; the median score reported is 55. The assessment covers four general categories — environment, workers, community, and corporate governance — and quantifies how we fulfill our Benefit Corporation purpose of promoting general public benefit.

We have been a B Corp™ for seven years. Since 2017, we have been selected as a Best for the World honoree, placing in the top 10 percent of all Certified B Corporations™ in multiple categories. In 2021 Tech Networks of Boston was named a Best for the World honoree in the areas of Governance and Workers.

Tech Networks of Boston has become more involved in a group of New England B Corps, B Local Boston. We attend events, meet other B Corp leaders and employees, and participate in collective action projects and planning. In 2021, our Sales and Marketing Coordinator, Veronica Moreno-Nestojko, joined the B Local Boston Board as Marketing Chair. We actively look for B Corp leaders to participate in our Nonprofit Roundtable sessions, brining their expertise to the nonprofit community.

COMPANY CERTIFICATIONS

GREAT PLACE TO WORK CERTIFICATION

Tech Networks of Boston was first certified by Great Place to Work in October of 2020. This certification measures the employee experience at TNB by analyzing validated employee feedback gathered by Great Place to Work. The feedback gathered during the certification process confirms that TNB team members have consistently positive experiences at work, including satisfaction in their roles and trust in the leadership team. We recertified in 2021, gaining further insights into what our employees value about our company culture, mission, and values.

89% of respondents called TNB a great place to work, compared to 59% at a typical company.

Responses also indicated that TNB staff find the following to be true:

- **People at TNB are treated fairly, regardless of their race, sexual orientation, or gender (100%)**

- **TNB celebrates people who try new and better ways of doing things, regardless of the outcome (100%)**

- **Management trusts people to go a good job without watching over their shoulders (100%)**

FUTURE GOALS

In the coming year and beyond, we will continue to focus on providing a safe and enjoyable workplace for our employees. We will use our most recent Great Place to Work certification as a benchmark for improvement in all areas of the company, especially as they relate to employee experience and governance.

We will continue to encourage professional development for our employees as well as continuous training. By offering funds for professional development, frequently checking in on professional goals, and holding training internally, we provide our team with the opportunity to grow in their IT careers.

We are also committed to maintaining a culture of fairness and openness as our organization grows. We will continue to evaluate our policies and procedures, especially as they relate to employee wellness. We will continue enforcing social distancing and other measures while the pandemic continues in order to protect our employees and clients.

We are excited to assess where we stand and where we want to go in the future. Tech Networks of Boston will focus on continuous improvement and serving as a model in our community through our dedication to our clients, our employees, and our environmental impact.
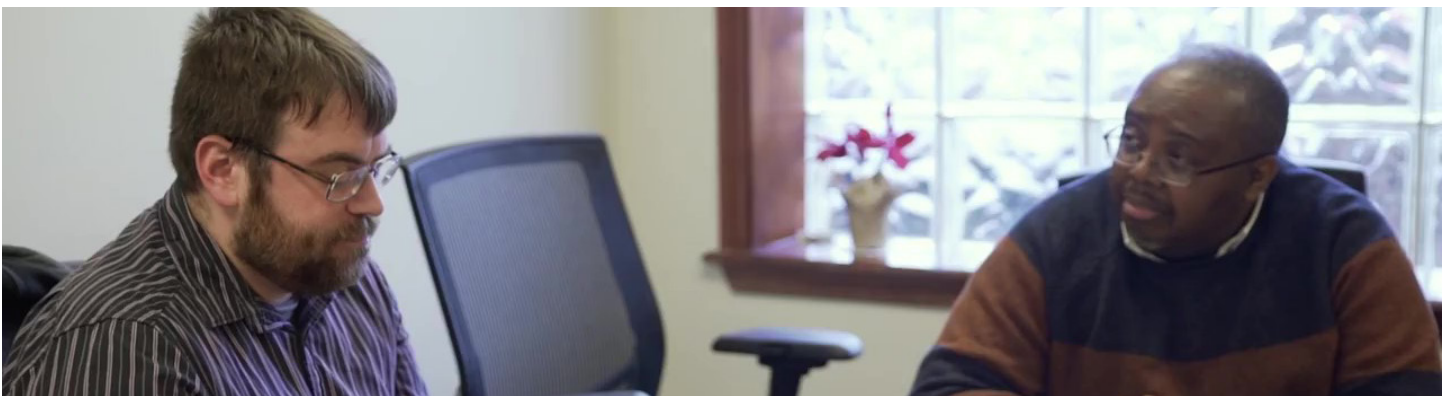
STATEMENT FROM THE BENEFIT DIRECTOR

Michael Green
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Boston, MA 02114

Statement of the Benefit Director:

It is the opinion of the Benefit Director that during 2021,

1. Tech Networks of Boston acted in accordance with its general public benefit and any specific public benefit purpose in all material respects;
2. The directors and officers complied with subsection (a) of section 70 and subsection (a) of section 72;
3. Tech Networks of Boston's status as a benefit corporation is having the following effects on its business, including client or consumer opinion, return on investment, impact on shareholders and impact on employees.
    a. Our status as a benefit corporation attracts prospective employees that are interested in working for a company that supports the community and environment.
    b. The organizations that seek our services appreciate our community commitments, especially our Roundtable events, and often view Tech Networks as an organization that is aligned with their respective missions.
    c. Tech Networks of Boston has not to date made any attempt to quantify the ROI derived from becoming a benefit corporation. Our decision to become a benefit corporation was based upon alignment with the core values and culture of the organization.

Michael Green, Benefit Director
February 28, 2022