WORLD ECONOMIC FORUM

EDISON ALLIANCE

Impact Report

JANUARY 2024
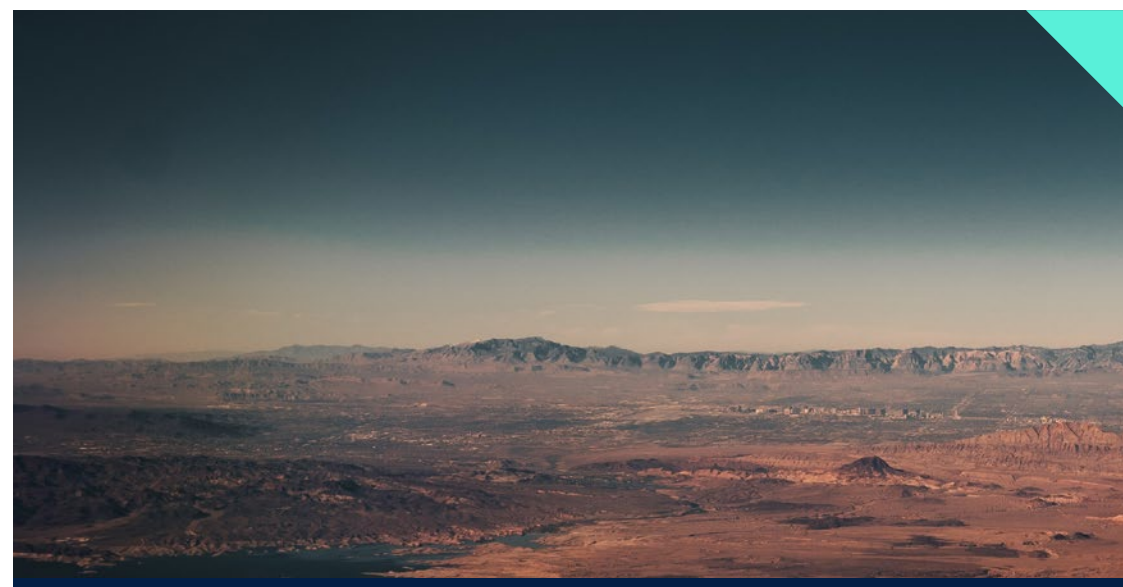
Contents

EDISON ALLIANCE

www.edisonalliance.org

This report has interactive elements: Look out for this symbol throughout the report

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Foreword

Hans Vestberg
Chairman and Chief Executive Officer, Verizon

Chairman, EDISON Alliance

Sebastian Buckup
Member of the Executive Committee, World Economic Forum

In a world where basic life services such as education, banking or healthcare have rapidly moved online, being able to access and thrive in the digital realm has become an absolute necessity. While significant strides have been made in recent years (we connected 800 million new internet users around the world during the COVID-19 pandemic), 2.6 billion people remain offline. This digital divide cannot be allowed to persist. Everybody, no matter where they were born or where they live, should have access to the 21st century's infrastructure.

To meet this challenge, we formed the EDISON Alliance in January 2021, bringing together leaders from the private sector, governments and civil society to finally bridge the digital divide. Recognizing that no one can tackle these challenges alone, the EDISON Alliance cultivates collaboration to turn vision into action through partnerships that drive local impacts towards global scale.

The alliance set an ambitious goal to improve the lives of 1 billion people through affordable and accessible digital services by 2025. For its part, Verizon has committed to providing digital skills training to 10 million young people and to bring resources to 1 million small businesses working for success in the digital economy. Combined with the efforts

> **Everybody, no matter where they were born or where they live, should have access to the 21st century's infrastructure.**

of our partners, we have made great progress in two years and have identified affordability, accessibility and usability as barriers we must address to connect everybody.

With this second edition of the EDISON Alliance Impact Report, we are proud to present examples of initiatives and partnerships catalysed through the alliance that are improving the lives and livelihoods of underserved individuals and communities around the world.

We must avoid complacency. As we approach the midpoint of the world's Sustainable Development Agenda, the world is behind on many counts and risks sliding backwards on others. In that regard, we hope the success stories presented in this report will encourage leaders to step up their individual and collective commitments towards achieving universal digital inclusion as a critical enabler of the Sustainable Development Goals.

On behalf of the EDISON Alliance Board, which includes Apollo Hospitals, Mastercard, Vista Equity Partners, the Government of Rwanda, the United Nations Development Programme (UNDP) and Verizon, we invite you to join us on this critical mission to ensure every person is able to reach their full potential through digital.

Executive summary

EDISON Alliance accelerates efforts to advance digital inclusion through a unique global and multistakeholder platform.

Following the outbreak of the COVID-19 pandemic, the EDISON Alliance was launched to offer a rapid, holistic and ecosystem-led response to the digitalization of basic life services.

The alliance ignited a transformative movement, uniting a diverse community around a common and ambitious goal: the 1 Billion Lives Challenge. The goal of the challenge is to enhance the lives of 1 billion people by 2025 through affordable and accessible digital solutions in three areas: education, financial services, and healthcare.

Many organizations were inspired to join the 1 Billion Lives Challenge with a commitment they would not have otherwise made and/or to

demonstrate that universal digital inclusion is achievable through collaboration.

As of January 2023, EDISON Alliance partners had positively impacted the lives of 454 million people around the world. **Exactly one year later, 784 million people have been reached through 320 initiatives across 127 countries.**

With this many initiatives under way, EDISON partners are demonstrating a strong commitment to tangible action. Over the past 18 months, the alliance has focused its efforts on pioneering pathways, frameworks, tools and processes and offering a unique platform for partners to form new and innovative cross-sectoral partnerships and accelerate digital inclusion efforts. This report presents examples of such partnerships enabled by the alliance and their impact on marginalized populations and communities.

Finally, whether it is through the Lighthouse Countries Network or the Digital Inclusion Navigator, this report outlines how EDISON Alliance enablers play a key role in amplifying partner efforts and facilitating best practice sharing and peer learning, leveraging the World Economic Forum's digital platforms and convening power.
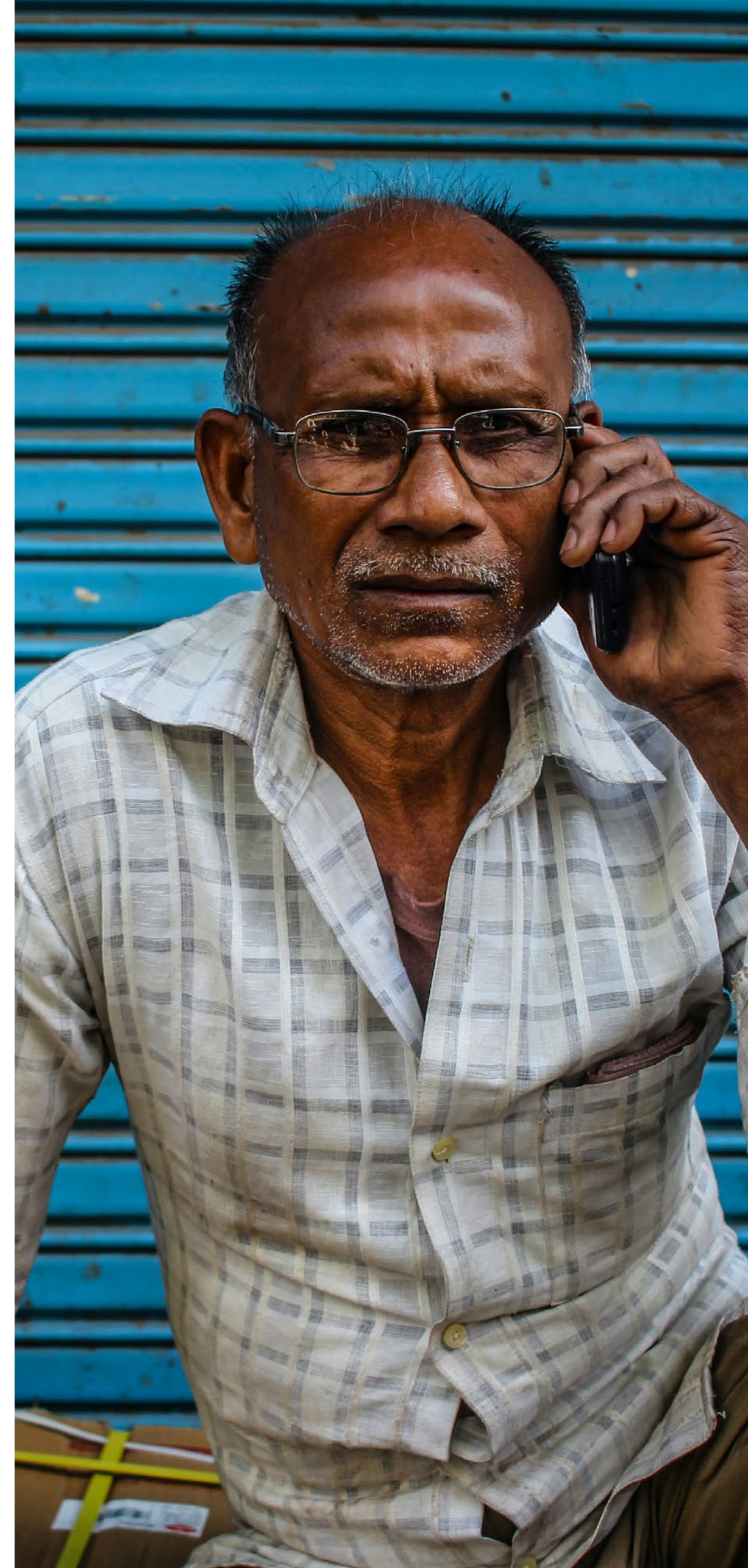
454 million
people around the world had their lives positively impacted by EDISON Alliance partners as of January 2023

784 million
people have been reached through 320 initiatives across 127 countries, exactly one year later

1 billion
people are targeted to have their lives enhanced by 2025 through affordable and accessible digital solutions, as per the goal of the challenge

1

Partner testimonials

Read about how EDISON partners are leveraging the alliance for greater digital inclusion impact.

Use the navigation bar below to move between information

2

A global alliance committed to closing the digital divide

Addressing key barriers to universal digital inclusion through community, partnerships and best practices.
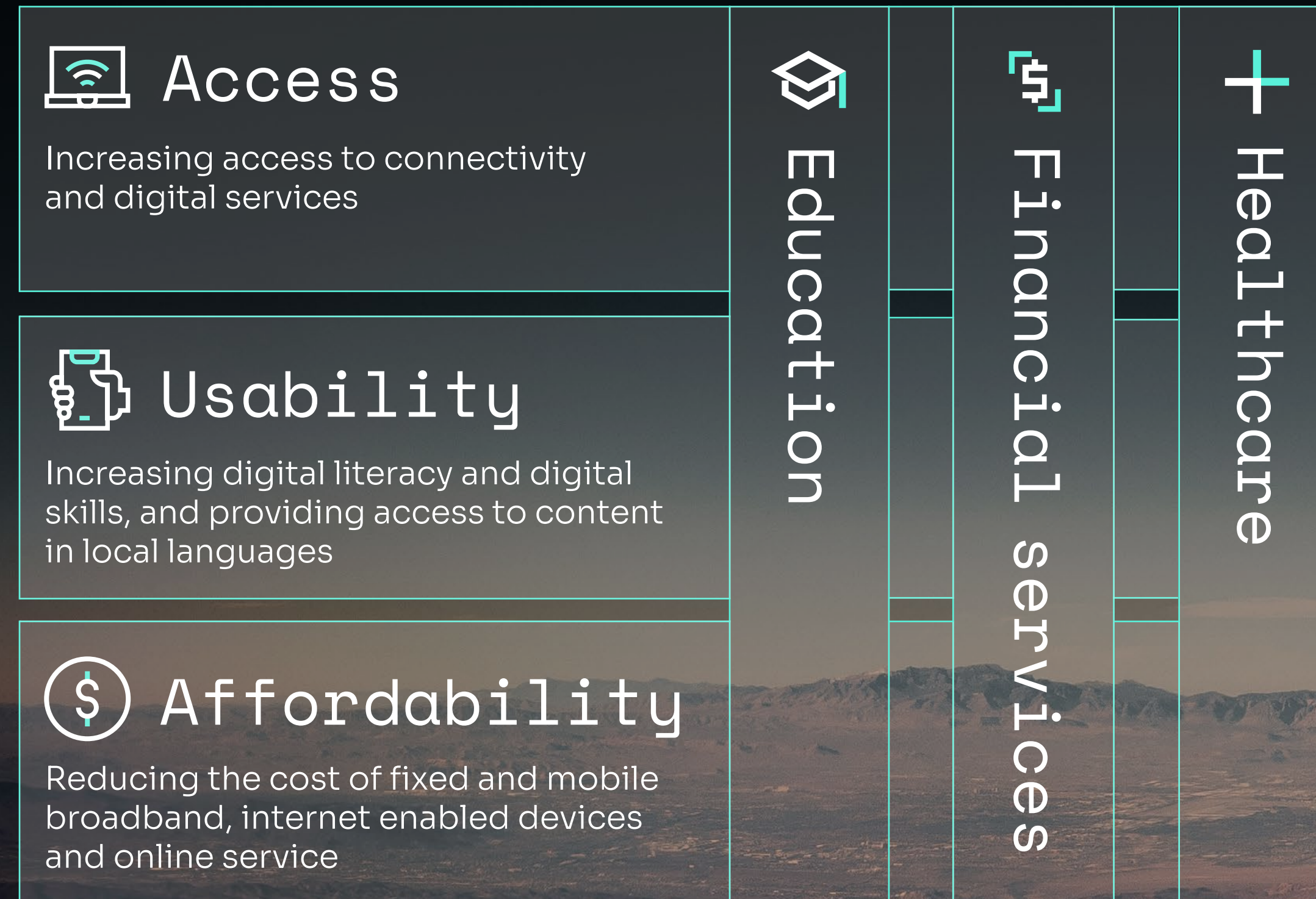
Significant progress has been made to achieve universal connectivity, however, approximately a third of the global population do not have access to the internet, limiting opportunities for economic development. Launched in January 2021, the EDISON Alliance is a global multi-sectoral movement aiming to ensure that every person can affordably access basic life services through digital tools.

To that end, the EDISON Alliance addresses three main barriers to universal digital inclusion: **access, usability and affordability.**

In addition to addressing these barriers, the alliance identified three essential services that digitized at the onset of the pandemic **(education, finance and healthcare)** and is exploring how to bring these services to underserved people through digital solutions.

FIGURE 1

The EDISON Alliance's framework for impact

Access
Increasing access to connectivity and digital services

Usability
Increasing digital literacy and digital skills, and providing access to content in local languages

Affordability
Reducing the cost of fixed and mobile broadband, internet enabled devices and online service

Education

Financial services

Healthcare

Although

~95%

of people in the world live in areas with internet coverage...[1]

the stark reality remains:

2.6 billion

people are still unconnected.[2]

Additionally, while

63%

of the world's population is connected...

... least-developed countries still only count

27%

of their populations as internet users.[3]

The enablers to deliver on this mission are:

Community

The EDISON Alliance consists of three dynamic and diverse communities of stakeholders from across sectors, geographies and genders: the board, champions community and executive network.

Board: Provides strategic direction and guidance on setting the alliance's objectives and scope to accelerate collective progress.

Champions: High-level leaders committed to driving impact by advocating alliance goals and pledging commitments.

Executive network: Sector-level experts with extensive experience and decision-making ability to advance specific digital inclusion initiatives and objectives.

Partnerships

The Initiative Marketplace is a digital tool on the EDISON website for partners to provide calls to action on the type of support needed to scale their initiatives.

EDISON Topic Area Sprints are agile community-sourced and community-led task forces addressing specific challenges linked to digital inclusion.

EDISON Spotlights are co-created tailored public-private stakeholder convenings that connect global stakeholders to unlock knowledge and foster collaboration.

Best practices

The Lighthouse Countries Network was created to offer a platform for countries to leverage the collective capabilities of the EDISON Alliance to drive local impact and serve as a peer network for ministers of ICT to exchange on replicable digital inclusion solutions.

The Digital Inclusion Navigator is a one-stop-shop and repository of digital inclusion resources that was launched to make digital inclusion best practices and case studies easily accessible to policy-makers and business leaders.

3

Progress overview

EDISON Alliance's cross-sector mobilization has contributed to demonstrating that universal digital inclusion is achievable.

Since its launch in January 2021, the EDISON Alliance has mobilized partners from across sectors and industries around a shared goal. The 1 Billion Lives Challenge has served as a powerful mechanism to raise the ambition and impact of digital inclusion efforts.

In the past three years, a total of 784 million lives have been improved through ambitious initiatives led by EDISON Alliance partners across the globe. This substantial achievement not only indicates the effectiveness of coordinated action in tackling complex challenges, but also the potential achievement of the 1 billion goal well ahead of 2025.
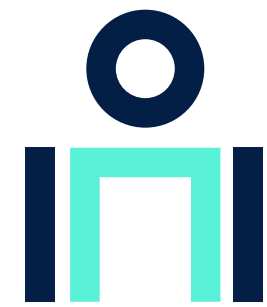
FIGURE 2

1 Billion Lives Challenge progress overview

784,347,410 lives improved between January 2021 and November 2023
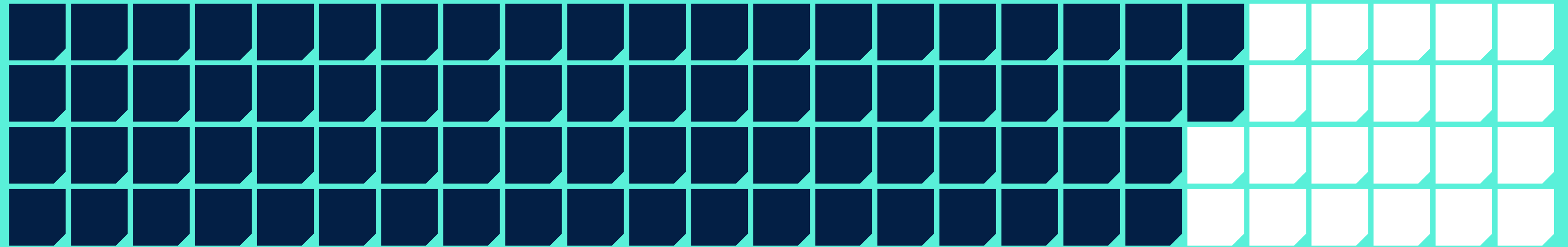
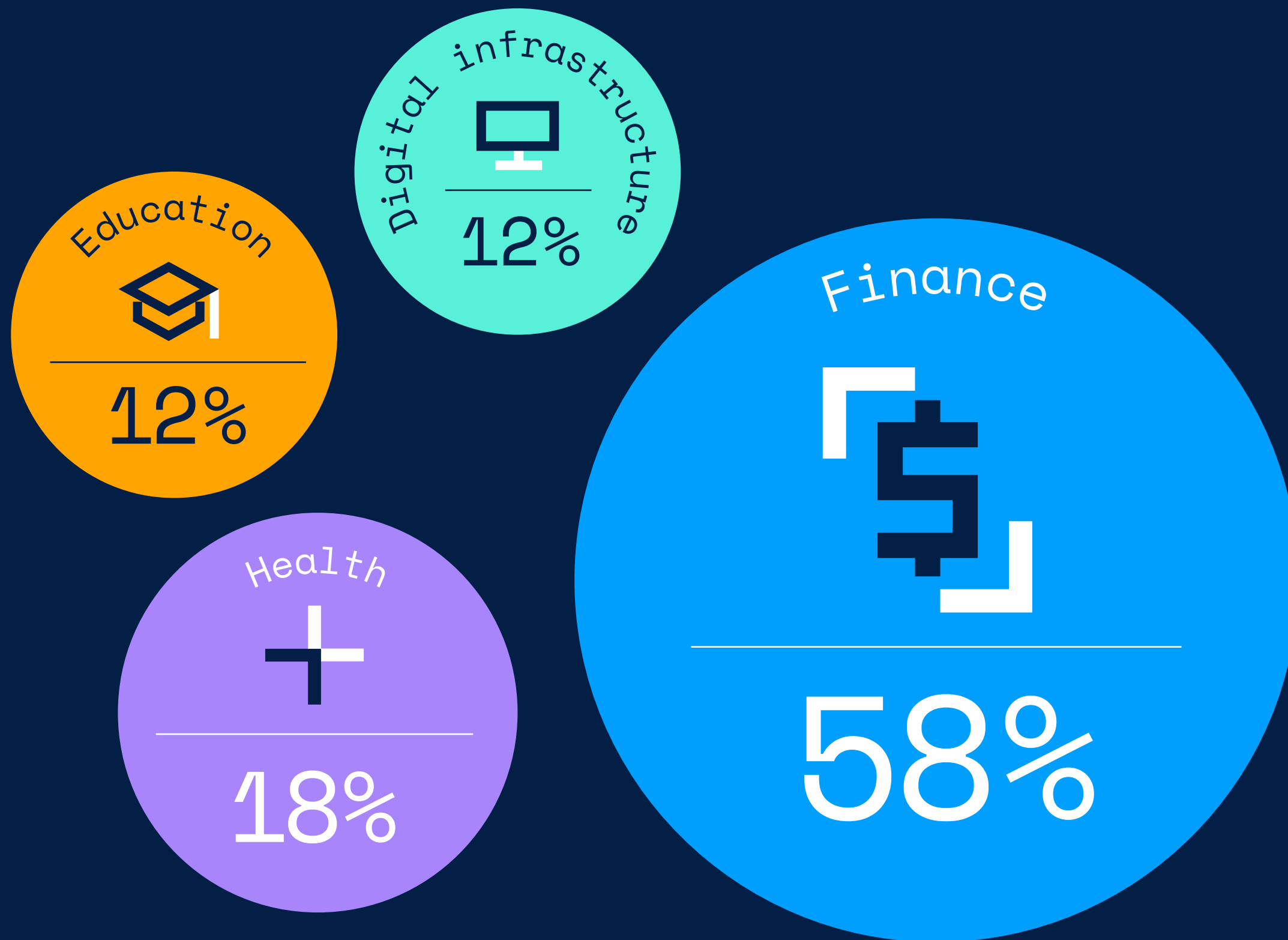78% of 2025 target

Supported by
320
initiatives

in
127
countries

across
15
industries

FIGURE 3

Breakdown of lives impacted by focus area

Digital infrastructure
12%

Education
12%

Health
18%

Finance
58%

Note: Circles are representative of their respective percentages

→ **Key takeaways**

1. Education is a key driver of development, yet 16% of children and youth globally do not attend school, revealing a trend of education progress stagnation.[4] EDISON Alliance partners have significantly increased their efforts in tackling this issue in the last year. In total, EDISON Alliance partners have impacted the lives of 94 million people through digital and online education, a notable four-fold increase of lives impacted in only one year.

2. Digital financial services play a pivotal role in integrating the unbanked and underbanked into the financial system. More than half of the total lives impacted by EDISON Alliance partners, 463 million, have benefitted from expanded access to digital financial and banking services. This represents a 65% increase, or 183 million additional lives impacted since last year.

3. Adoption of digital and remote healthcare services has accelerated since the COVID-19 pandemic. EDISON Alliance partners have provided 141 million people in total with access to healthtech solutions and remote care, a 57% increase from last year.

BOX 1

Insight

The significant surge in lives impacted through digital education can be attributed to a combination of new partner initiatives brought to the alliance and the continued expansion of initiatives over time, reaching more advanced stages of development and impact. While this development is notable, and a large portion of the initiatives submitted to the alliance target digital education, the vast majority of lives reached remain through digital financial services.

By problem solved

FIGURE 4

Breakdown of lives impacted by problem solved

Affordability

$

25%

Usability

13%

Access

62%
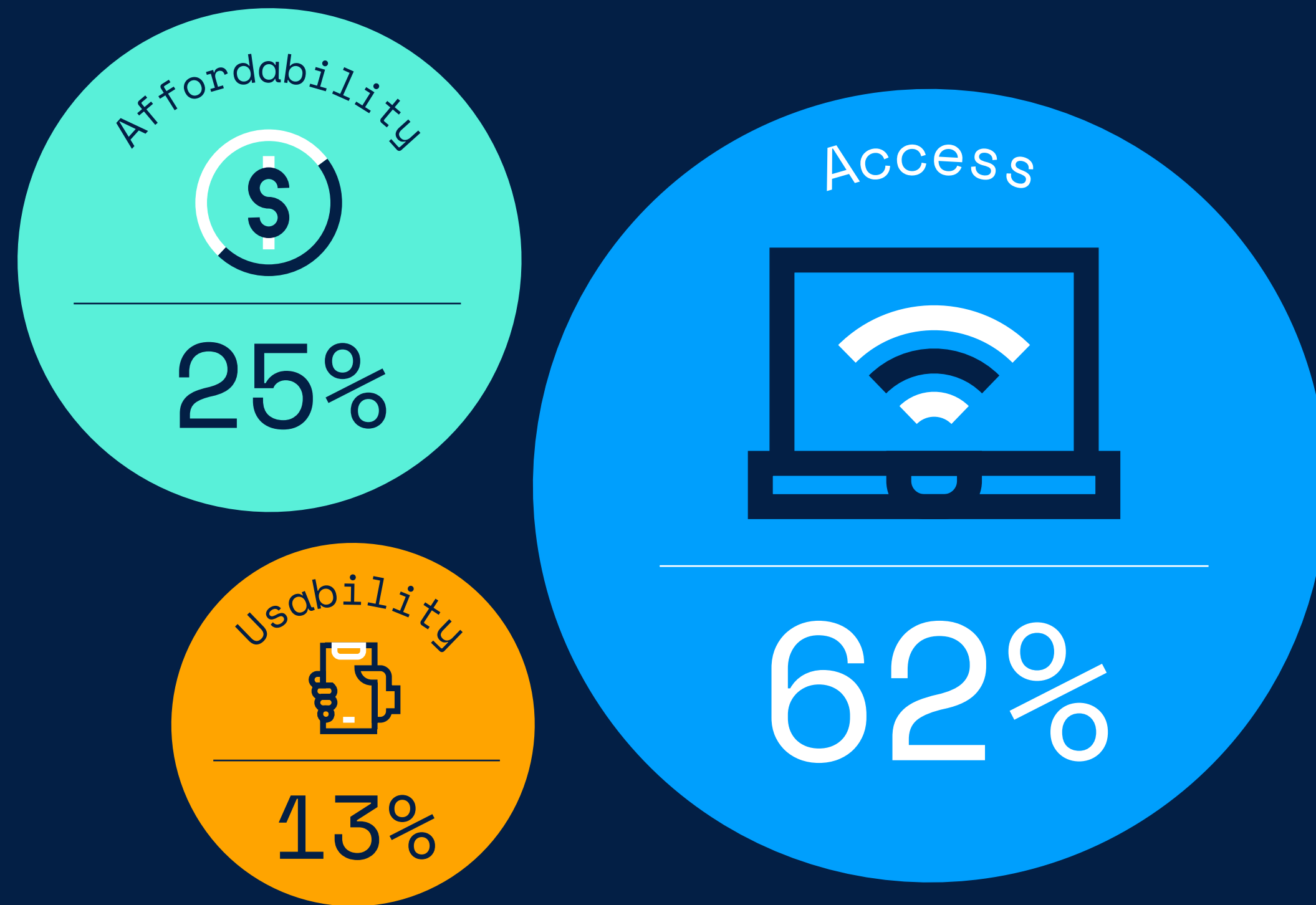
Note: Circles are representative of their respective percentages

→ **Key takeaways**

1 Most people impacted by EDISON partners, 486 million, benefitted from increased access to connectivity and digital services, an 80% increase, representing 216 million additional people that have been reached in one year.

2 102 million lives were impacted through digital literacy and skills training, representing a 96% increase in lives reached and a significant increase in initiatives reported to the alliance in the last year, a plausible correlation with the increased efforts in education (see page Figure 3 key takeaways).

3 196 million benefitted from increased affordability of devices and/or digital services, including broadband, aligning with the alliance's prioritization of affordability as a key enabler to connecting individuals to the digital world. The number of people reached increased by 68 million, a 53% increase in lives impacted compared to last year.

3.3 By geography

FIGURE 5

By region*

- ■ **South Asia** 78%
- ■ **Africa** 14%
- ■ **Americas** 5%
- ■ **Others** 3%
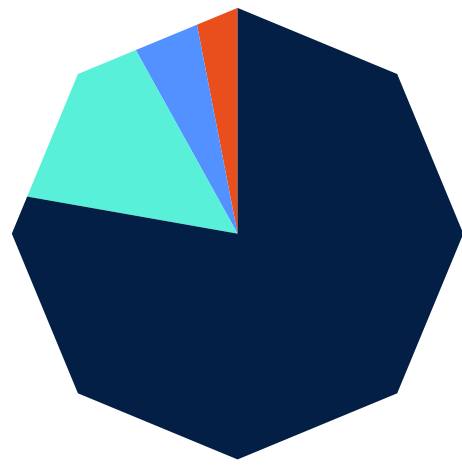
*Based on data submitted by partners able to report back at the country level.

The following section is interactive. Please select the tabs to move between information.

→ Key takeaways

1 The South Asian region and the African continent remain the leading regions in terms of lives impacted through EDISON Alliance initiatives. While South Asia maintains similar impact levels to last year, efforts have increased on the African continent, with 14% of lives impacted in total, compared to 10% in the previous year, representing 64 million additional people reached in one year.

2 The combined number of the top three countries with the most lives improved (India, Bangladesh and Vietnam) represents more than a third of the total number of lives improved across initiatives.

3 Vietnam now ranks among the top three countries with the most lives impacted, compared to 20th place last year.

4 The top 10 countries represent 84% of all lives impacted. Of which, nine are developing nations, where only roughly a third of the population on average have online access compared to 80% on average in developed nations.[5]

4 Stories behind the numbers

Learn about some of the partnerships enabled by EDISON that have yielded on-the-ground impact.

Through the 1 Billion Lives Challenge, EDISON partners strive to positively impact people across the globe by addressing the main barriers to digital inclusion focusing on unserved and underserved populations. Although the challenge is supported by 320 initiatives that have made a positive difference in the lives of hundreds of millions, success is not solely defined by numbers. The true testament to the alliance's achievements is seen in the scalable solutions and synergistic partnerships that have been formed or scaled as a result of this alliance.

In 2023, based on learnings from previous years, the alliance shifted its focus to facilitating the creation of new partnerships and scaling replicable practices. You will find below such examples across the challenges of access, usability and affordability and across the focus areas of education, financial services and healthcare.

4.1 Access

⊙ Objective

To increase access to connectivity and/or digital services for underserved populations, irrespective of their background or geographic location.

Progress

486,295,394*
lives improved

*pie chart represents a total of 1 billion lives

Digital health tools are advancing health equity by expanding access, enabling personalized treatment and eliminating geographic barriers while unlocking new opportunities to reach patients through telemedicine, remote monitoring and paving the way for bridging care gaps.

EDISON Alliance's commitment to accelerate adoption of digital initiatives is contributing to the SDG goals by prioritizing a collaborative ecosystem powered by multistakeholder partnerships and public-private partnerships (PPPs) as we reach midway towards achieving these goals to "leave no one behind".

These initiatives have successfully demonstrated outcomes of "patient-centric" healthcare delivery models that are accessible and have reduced out-of-pocket spending.

The Digital Dispensaries initiative in the state of Madhya Pradesh in India, led by the Apollo Hospitals Group and a US telecom infrastructure provider is yielding real-time evidence in providing quality and affordable healthcare, along with generating stronger patient engagement and addressing gender health disparities. This is a scalable model that optimizes patient convenience, improves health outcomes and moves from patient-centric to patient-led pro-health model.

As an empowering catalyst in extending the reach of digital healthcare services to the most vulnerable individuals worldwide, the EDISON Alliance continues to unlock impactful partnerships that have the potential to scale and expand faster across the world. I expect the alliance to contribute to greater investments in healthcare technology, more accessible healthcare and more partnerships to bridge the gaps aligned with SDGs, that will create the next generation of digital health solutions.

Shobana Kamineni
Executive Vice-Chairperson,
Apollo Hospitals

Participating in the digital economy is critical to giving people more of an equal opportunity. People must see and feel that they have a place. But despite positive progress across several areas, we remain in a world of digital haves and digital have nots.

The biggest hurdle to bridging the divide is access, and more fundamentally is digital identity. Even today there are 850 million people that don't have a digital identity.

From there, it is imperative that the public and private sectors work together to deliver technology and tools that enable greater digital inclusion. The technology has to be relevant. It has to be inclusive. It also has to work wherever and however people need it.

Alongside this, trust is essential. This requires consistent governance, robust cybersecurity, and strong consumer protections. It comes by making a promise and delivering on it again and again.

The EDISON Alliance provides a platform to bring together the public and private sectors to tackle these foundational elements – access, technology and trust – through collective action.
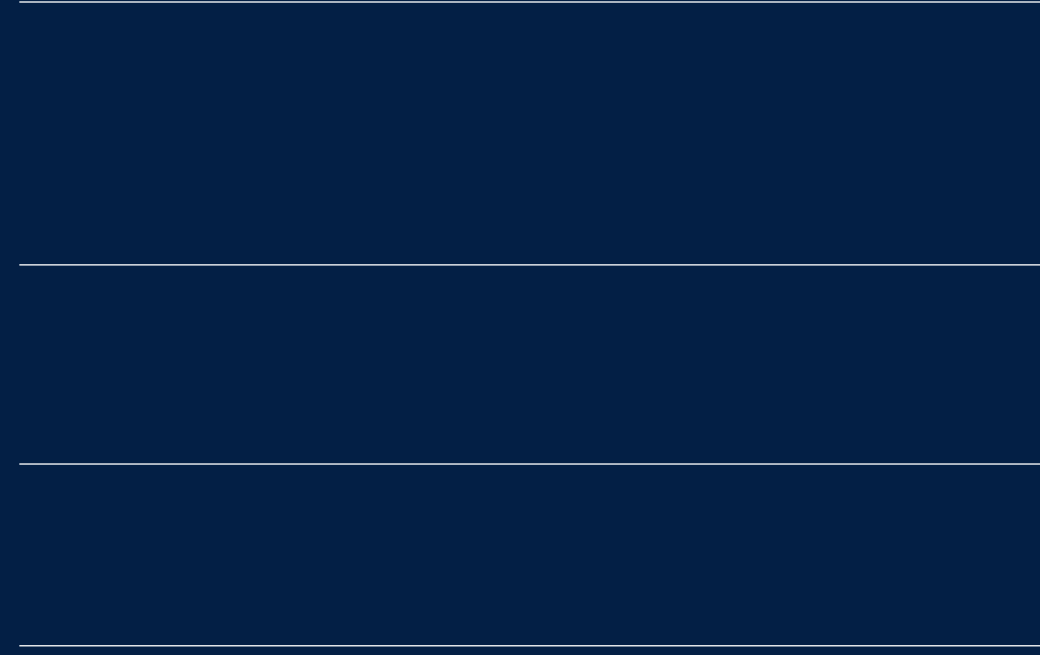
Together, we can build a better model for inclusive digital transformation. If we do, we will empower more people and ensure equitable and sustainable economic growth across the globe.

Ling Hai
President, Asia Pacific, Europe, Middle East & Africa, Mastercard

Stories behind the numbers

The following section is interactive. Please select the tabs to move between information.

4.2 Usability

◎ Objective

- - - - - - - - - - - - - - -

To increase digital skills, digital literacy trainings and access to content in local languages.

- - - - - - - - - - - - - - -

Progress

101,965,163*

lives improved

*pie chart represents a total of 1 billion lives

Nations will only achieve their full potential by equipping their citizens with the infrastructure, capital and knowledge to build resilient and innovative communities. Digital technologies increase efficiency and improve outcomes across many aspects of our lives, including business, the economy, healthcare and education. Those who have reliable access to affordable broadband and have been trained to use technology and software will be best positioned to benefit from digitization. That is why it's critical that we focus on empowering underserved, minority communities as we work to digitally engage one billion people by 2025.

Minority communities are often denied the necessary resources to build thriving neighbourhoods and businesses in the United States and around the world. For example, 50% of Black Americans live near 70 Historically Black Colleges and Universities. Yet, 82% of these institutions reside in broadband deserts, limiting the economic, entrepreneurial and social growth of these regions and graduates. Only 2% of private businesses are Black owned, which contributes to a $220 billion annual wage disparity. Unlocking access to additional resources will accelerate growth in these communities and drive economic prosperity for all.

To drive lasting change, we must ensure that these communities and educational institutions have greater access to wealth and knowledge-building tools, particularly digital connectivity. If we get this right, we can ensure that the next generation can achieve their limitless potential.

Robert F. Smith
Founder, Chairman and
Chief Executive Officer,
Vista Equity Partners

Stories behind the numbers

The following section is interactive. Please select the tabs to move between information.

4.3 Affordability and financing

Objective

Reduce the cost of fixed/mobile broadband, internet-enabled devices and online services.

Progress

196,086,852*

lives improved

*pie chart represents a total of 1 billion lives

Ninety-five percent of the world's population has access to connectivity, yet a third of those people remain offline. At the EDISON Alliance, we have identified affordability as our biggest challenge to connecting people within reach of existing networks. People cannot afford the handsets and devices to use the connectivity.

As the economic pressures of the COVID-19 pandemic receded, a cost-of-living crisis emerged in economies worldwide. Growing demand for labour and resources, combined with strained supply chains, caused an inflation spike that central banks are navigating methodically. People in poorer regions have proven the most vulnerable and these are the economies where we see the digital divide at its widest. Nearly 2.4 billion of the people still offline live in low- and middle-income countries. They need help to participate in the digital economy.

The ethos of the EDISON Alliance is to help form, advise and manage public-private partnerships to determine the solutions to address affordability, establish plans to make devices available and ensure everyone is accounted for in the ecosystem. We have to come together to solve for the affordability of trusted digital devices and online services so that everyone can participate successfully in the world that we're creating.

Closing the digital divide is a vital part of achieving each of the 17 United Nations SDGs. Beyond that, it gives every person the opportunity to benefit from digital technologies. We have to work together to create solutions and devices that will allow the last people to be connected.

Rima Qureshi
Chief Strategy Officer, Verizon;
Vice-Chair,EDISON Alliance

Stories behind the numbers

The following section is interactive. Please select the tabs to move between information.

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5 Impact enablers

The alliance is pioneering pathways, frameworks, tools and processes to support partners in advancing digital inclusion.

To enable the shared mission of bridging the digital divide and balancing the scales of who has access to the digital world, three essential building blocks have enabled broad-scale impact in only three years. These enablers have provided mechanisms for a broad and diverse set of stakeholders to convene and form new partnerships and supported them with powerful resources and best-practices to make informed decisions.

Rwanda is privileged to be one of the founding lighthouse countries of the EDISON Alliance. Our participation in the Lighthouse Countries Network has been a great support for our ambitions to become a cashless economy with full financial inclusion and universal access to digital skills and digital technologies.

Through the Lighthouse Countries Network we have been able to crowd-in resources, and expertise from the EDISON Alliance to support our digital ambitions. In November last year, we were pleased to host the first ever Lighthouse Country Spotlight, which saw participation from MTN, Airtel, Mastercard, GSMA and other EDISON champions and closed with concrete commitments to expand digital access in Rwanda.

Within the space of just 12 months, we have been able to see significant impact from many of these commitments. The Lighthouse Countries Network has also given us the opportunity to benefit from several peer-to-peer exchanges with other member governments such as Bahrain and Bangladesh on best practices and case studies for achieving digital inclusion around the world, and sharing our ideas and experience on how we can work together to accelerate universal digital inclusion.

Paula Ingabire
Minister of Information
Communication Technology
and Innovation of Rwanda

Contents ←

Multiple overlapping crises from the COVID-19 pandemic to violent conflicts to an accelerating climate emergency have combined to create a perfect storm with just 15% of the SDG targets currently on track. That includes the fact that one-third of the world's population remains offline and unable to access the new opportunities that it brings.[7] Yet, when harnessed correctly, digital technologies could benefit 70% of the 169 SDG targets including key areas such as climate action, education, hunger and poverty.[8]

To this end, the United Nations Development Programme (UNDP) is accompanying over 120 countries around the world on their digital transformation journeys. We are seeing how many countries lack access to practical resources that facilitate knowledge-sharing to advance digital inclusion. To help close this gap, the EDISON Alliance's Digital Inclusion Navigator is home to an open library of over 1,000 real-world case studies and best practice to help countries drive their vital digital inclusion efforts.

With the Summit of the Future and the Global Digital Compact on the near horizon, initiatives such as the Digital Inclusion Navigator are a tangible commitment by our global community to share forefront insights and support global learning at scale – a conduit to help ensure that everyone, everywhere can reap the benefits of our burgeoning digital world.

Achim Steiner
Administrator, United Nations
Development Programme (UNDP)

→ **Read more about the Navigator on page 29**

5.1 Our community

170+
community members

15 sectors and industries represented

The backbone of the EDISON Alliance is its community of changemakers, comprised of leaders from government, private sector, international organizations, academia and civil society, joining forces to improve the lives of one billion people through the 1 Billion Lives Challenge and through forging new partnerships to achieve digital inclusion goals. Together, EDISON partners have demonstrated that universal digital inclusion is achievable. Stakeholders aligned with this mission are warmly invited to join forces, amplifying the collective impact and shaping a brighter, inclusive digital future.

Board organizations:

Apollo Hospitals

Mastercard

Ministry of Information Communication Technology and Innovation of Rwanda

United Nations Development Programme (UNDP)

Verizon

Vista Equity Partners

Examples of partners that have made a commitment to the 1 Billion Lives Challenge

> I am pleased to say that we are on track to deliver our EDISON Commitment to improve the lives of nearly 30 million mariners and those in the disaster landscape by 2025. Digital access is a lifeline to those at sea and access is profoundly linked to mental health, family welfare, as well as the ability to access essential telemedicine, education and financial services. In the disaster landscape, ensuring that those suffering are able to access basic services allows communities to recover quickly. EDISON has motivated us further in our efforts to improve the lives of our users through digital inclusivity.

Guru Gowrappan
President, ViaSat

> As a member of the EDISON Alliance, e& is at the forefront of global efforts to achieve digital inclusion. From a strategic point of view, this alliance, supported by the World Economic Forum, aligns us with the United Nations' general objectives for sustainable development. Beyond digital inclusion, this affiliation underlines our commitment to holistic global development. The distinct collaborative model of the EDISON Alliance allows e& to engage with a tier of stakeholders, uniquely positioning us compared to other digital inclusion initiatives, and enabling us to drive transformative change on a global scale.

Hatem Dowidar
Group Chief Executive Officer, e&

Explore the EDISON Alliance Champions community and partner commitments here:

link ↗

Champions

A broad-based group of leaders from the public and private sectors mobilizing their peers, networks and existing initiatives.

link ↗

Commitments from EDISON Alliance Partners

The 1 Billion Lives Challenge is powered by the commitments from over 50 partners from across sectors.

Initiative Marketplace
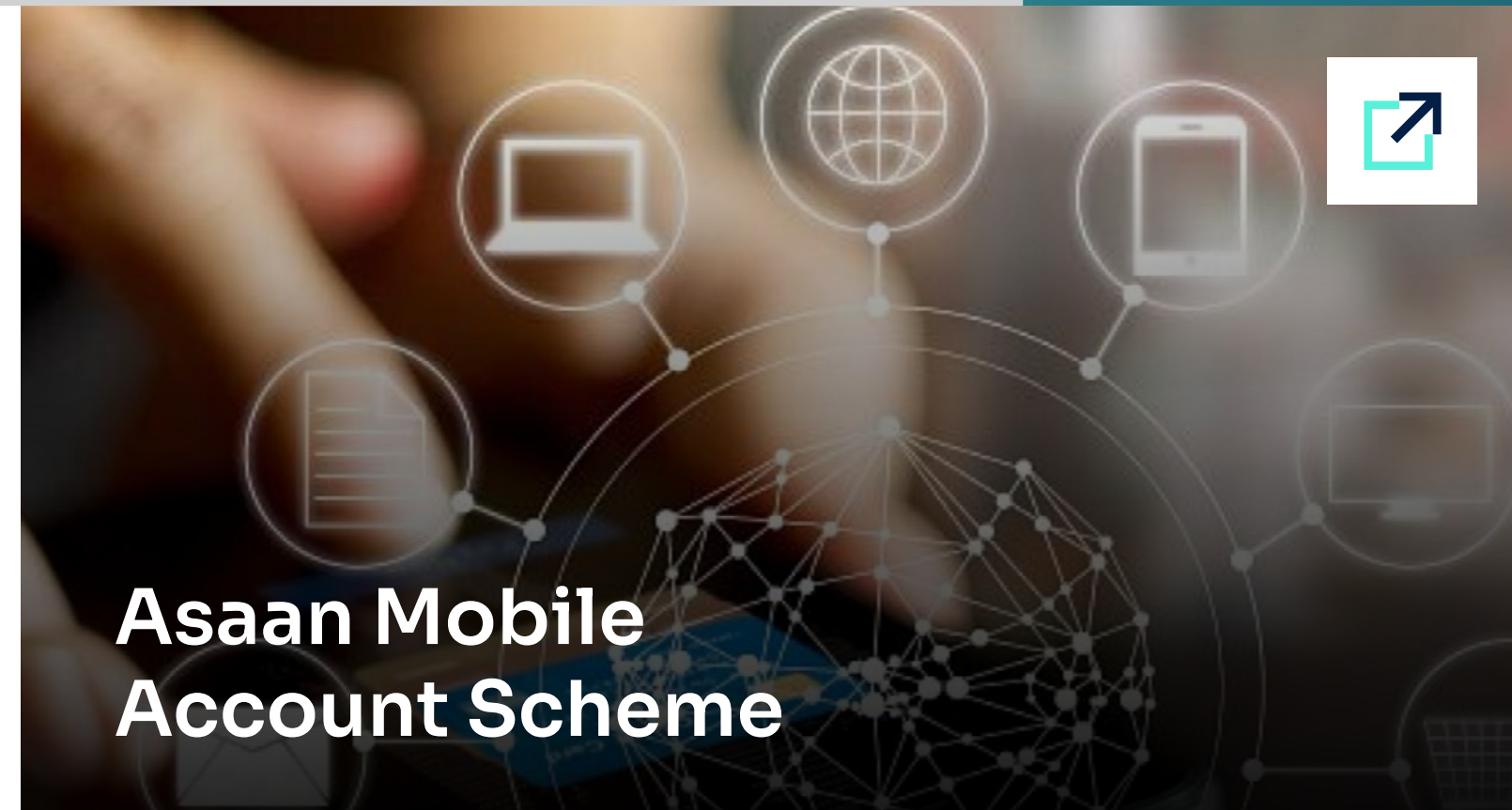
Spotlights and Topic Area Sprints

The EDISON Alliance's over 170 partners each contribute to the collective goal of advancing digital inclusion through a multitude of initiatives that are making a tangible difference in people's lives.

Through the annual impact reporting, the alliance has surfaced and gained visibility into over 300 initiatives across the network and in March 2023, the initiative marketplace was launched to foster greater transparency within the community and beyond. This digital platform serves as a central hub to showcase the diverse array of partner initiatives, enabling members to draw inspiration and identify expertise and collaborators. This tool aims to support partnership facilitation and amplify partner activities to drive positive change at scale.

link Explore the initiative marketplace here

Asaan Mobile Account Scheme

Giga

DevelopHer – Empowering Women in Asia through Mobile and Mentoring

JazzCash Mobile Money

5.2 Partnerships

Initiative Marketplace

These tools create an environment for effective collaboration by offering EDISON members designated spaces for discussion, decision-making and problem-solving.

EDISON Spotlights

A Spotlight is a discovery session and is used by members to raise the profile of and awareness about their initiative's goals, challenges and opportunities. Each Spotlight is unique as it not only focuses on one EDISON member's initiatives, but is co-designed and driven by said member. These sessions provide a platform for exploratory conversations about collaboration opportunities that can consequently blossom into fully fledged partnerships.

Spotlights and Topic Area Sprints

Examples of recent Spotlights

- **Virtual Remittance Gateway Spotlight Meeting**
  7 November 2023

Spotlighting and exploring solutions to bridge the financial inclusion gap in Pakistan

- **Bangladesh Spotlight Meeting**
  12 October 2023

Gathering insights from EDISON members on how to bridge the education gap by improving blended learning techniques in schools

EDISON Topic Area Sprints

Topic Area Sprints were created for forging new digital inclusion products (such as new initiatives or thought leadership) that require longer term planning and development. Sprints provide a space to develop, test or iterate a product in a time-boxed environment. Beginning with a high-level concept, EDISON members meet over a fixed period of time

to refine the vision and objectives, and then work collaboratively to develop a product that meets these co-designed specifications. Groups are cross-functional, with each organization offering a different perspective or expertise. This collaborative approach has helped EDISON members, such as Digital Opportunity Trust (DOT) deliver high-quality products in partnership with stakeholders they might not have otherwise engaged with.

Lighthouse Countries Network

National ICT policies are critical to expanding digital inclusion and require a whole of ecosystem approach to ensure their successful implementation.

Identifying the right multistakeholder partnerships can be a complex endeavour exacerbated by the lack of precise information about the activities, locations and scalability intentions in a particular market.

Recognizing this, the EDISON Alliance launched the Lighthouse Countries Network – a unique platform specially created to provide a simplified way for governments to access the alliance's rich network of private and third sector resources to reduce the digital divide at the national level. By joining the Lighthouse Countries Network, countries are provided with a space to:

Navigator

- Connect with peers and learn more about evidence-based insights, solutions and best practices that expand digital inclusion

- Amplify and raise awareness about their digital inclusion goals

- Partner with EDISON members to drive impact nationally.

To ensure that outcomes are aligned with the actual needs on the ground, the network takes a locally-led approach where countries identify the challenges and opportunities to highlight, determine the structure and content of the engagement and drive all conversations pertaining to their national ICT goals.

link ⬈ **Explore the Lighthouse Countries Network here**

Lighthouse Countries

United Arab Emirates
Bahrain
Bangladesh
Ghana
Guinea
Ethiopia
Honduras
Rwanda
Nigeria
Togo

5.3 Best practices

Lighthouse Countries Network

Appendix

Methodology

The EDISON Alliance has gathered numerous commitments. However, tangible impact has always been the main priority for EDISON Alliance partners. The EDISON Alliance implemented a yearly commitment reporting exercise to measure impact on the ground and report progress against a collective 2025 target.

What were partners asked to report back on?

Partners were asked to report back on:

- The total number of lives improved, based on each partner's latest reported numbers.

- If the information was available, a breakdown by KPI: lives impacted by geography, focus area, problem being solved (i.e. usability, affordability, access).

How is progress tracked?

All data comprised in this report was submitted by EDISON Alliance partners. Every organization and initiative have their own mechanisms for tracking and measuring the progress of their programmes; partners were relied on to track and share their progress. The EDISON Alliance wants to hold itself accountable to the aggregate impact of 1 billion lives. Therefore, each partner's reporting process has been mapped to understand what they are tracking, and how and when they are reporting progress.

To avoid force fitting a unique reporting calendar on partners, flexibility was built in for partners to report back numbers based on their own reporting cycles and availability of data provided. While collective progress will be communicated once a year at the Annual Meeting in Davos, partners follow tailored and individual reporting cadences, which remain the same year on year.

Key considerations:

- Lives impacted before the launch of the EDISON Alliance in January 2021 are not included in reporting numbers.

- Since commitments are usually an aggregation of several digital inclusion initiatives, partners were asked, after consultations, to report back at the initiative level.

- No individual partner data is shared externally, only aggregated and collective progress.

How have you managed potential double counting of lives?

In collaboration with partners, possible double counting was eliminated or reduced if:

- Lives were counted more than once within the same initiative; unique beneficiaries are counted and not the use and the number of clicks or calls.

- Lives were counted across more than one initiative within the same focus area; for example, if a student used two separate online learning platforms (education focus area) included in the same commitment.

- Lives were counted by more than one partner. In the case where two partners have made separate commitments but a subset of their commitment includes a partnership, efforts have been made to avoid counting numbers twice.

Ultimately, the goal is for people to use multiple digital services. This means there is meaningful collaboration and resources from more than one organization going into building a sustainable ecosystem and delivering a rich set of meaningful services for individuals.

Contributors

Yasmina Backström
Community Lead, Digital Inclusion,
World Economic Forum

Vidhi Bhatia
Communications Specialist,
Digital Inclusion, World Economic Forum

Claude Dyer
Acting Head, EDISON Alliance,
World Economic Forum

Lisa Meng
Programme Head, Digital Inclusion,
World Economic Forum

Lailah Nesbitt–Ahmed
Lead, Digital Inclusion,
World Economic Forum

Acknowledgements

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Hans Vestberg
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Verizon; Chairman, EDISON Alliance

Paula Ingabire
Minister of Information Communication
Technology and Innovation of Rwanda

Shobana Kamineni
Executive Vice-Chairperson, Apollo Hospitals

Michael Miebach
Chief Executive Officer, Mastercard

Robert F. Smith
Founder, Chairman and Chief Executive
Officer, Vista Equity Partners

Achim Steiner
Administrator, United Nations Development
Programme (UNDP)

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Ami Desai
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Yves Nsabimana Iradukunda
Permanent Secretary, Ministry of Information
Communication Technology and Innovation
of Rwanda

Ling Hai
President, Asia Pacific, Europe, Middle East
and Africa (APEMEA), Mastercard

Robert Opp
Chief Digital Officer, United Nations
Development Programme (UNDP)

Vinita Sethi
Senior Vice-President and Chief Public Affairs
Officer, Apollo Hospitals

Production

Laurence Denmark
Creative Director, Studio Miko

Martha Howlett
Editor, Studio Miko

Oliver Turner
Designer, Studio Miko

Endnotes

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