



Malala Fund was founded in 2013 to advocate for the right of every girl to access 12 years of free, safe, quality education. It works in nine countries including Afghanistan, Bangladesh, Brazil, Ethiopia, India, Lebanon, Nigeria, Pakistan and Tanzania.

Industry

Nonprofit

Strategic priorities

- Anywhere Workspace

VMware footprint

- VMware® Workspace ONE®

Partner

Insight is a VMware Principal Partner operating across 19 countries. It provides services around application modernization, security, networking, multi-cloud and hybrid environments.

Malala Fund Dedicates More Resources to Help Girls Access Education

Malala Fund believes that every girl has the right to 12 years of free, safe, quality education. To empower its geographically dispersed workforce across eleven countries, including its program countries and staff in the US and UK, Malala Fund needed a more efficient approach to device management. In partnership with VMware Good Gigs Projects, managed service provider Insight implemented VMware Workspace ONE for Malala Fund and provides ongoing technical support for the organization. Today, Malala Fund has enhanced visibility and security over devices while providing staff with a flexible, personalized workspace that promotes greater efficiency, ultimately enabling them to spend more time keeping girls in school.

Fighting for equality in education

When most of us think of childhood, we think of school. But that's not the case for everyone. Today, 130 million girls are missing out on their education, and 20 million more are at risk of never returning to school after COVID-19.

Nobel laureate Malala Yousafzai and her father founded Malala Fund in 2013 to provide 12 years of free, safe, quality education to girls. Today, they work in Afghanistan, Bangladesh, Brazil, Ethiopia, India, Lebanon, Nigeria, Pakistan and Tanzania.

The nonprofit team of around 65 globally dispersed staff supports its Education Champion Network, a group of local education advocates and leaders who are challenging the policies and practices that prevent girls from attending school in their communities.

In 2020, the organization invested nearly USD 10 million in programs, and its more than 70 champions have reached more than 10 million girls across nine countries. To reach even more vulnerable children, Malala Fund needs to maximize efficiency and reduce costs so staff can devote as much time as possible to the organization's mission. Seamless collaboration with the network of partners, volunteers and activists is also essential.



Empowering staff with flexible technology

Malala Fund staff require secure, highly available access to data, role-specific apps and systems to enable collaboration across multiple time zones. This includes up to 20 SaaS solutions, each requiring a unique login. When onboarding new staff members, the team had to manually download each app for every user, which was time-consuming and inefficient.

For example, to set up someone working in fundraising requires access to donor and program data. Fast access to data is vital to create personalized communications at speed which demonstrate accountability and can help secure more repeat funding.

“The fundraising team relies heavily on our CRM platform. We track donor data, pull reports and get updates on our programs to create more personalized communications that give donors visibility of how we spend their money,” explains Kanika Mannan, corporate and foundation relations officer at Malala Fund.

Meanwhile, reps based remotely in each region have different sets of requirements. They need flexible technology to help them carry on working during visits to rural areas. These requirements include updating central systems with information on partner programs following field visits, access to contacts and collaboration tools, and shared apps such as project management software.

Managing a geographically dispersed team is challenging for any organization, but during a period of rapid growth, the operations team realized it needed a smarter approach to onboard and support new devices that would both speed up the process and enhance security.

“Data protection and security is a big concern. We have lots of devices all over the world, and when you’re working with activists, sensitive data isn’t just mission-critical; in the wrong hands, it could lead to danger,” explains Amanda Cosby, chief operating officer. “We need to be able to shut down and wipe a device remotely as quickly as possible if it’s lost or stolen.”

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Amanda Cosby, Chief Operating Officer, Malala Fund

Smarter approach to device management

In 2018, Malala Yousafzai gave a keynote speech at VMworld, where she met representatives from the VMware Foundation. The meeting sparked a partnership with Insight, a white-glove managed service provider who implemented the VMware solutions that transformed how Malala Fund manages devices and its SaaS application environment.

“Finding a partner who was genuinely committed to helping us further our cause was amazing. VMware and Insight looked at how we were using technology, listened to our concerns, and recommended a plan to increase security and simplify ongoing device management,” says Cosby.

Insight implemented VMware Workspace ONE, with Apple Business Management and Google solutions via APIs to centralize device management remotely. Insight also provided invaluable advice to Malala Fund to manage its specific workplace challenges.

Malala Fund uses VMware Workspace ONE Access to provide fast, secure access to apps with multi-factor authentication. Staff use single sign-on and can select from a catalog of apps tailored to the unique needs of every user.



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Amanda Cosby, Chief Operating Officer, Malala Fund

“With a remote team, the app catalog makes all the difference. The team can see all the applications available to them without having to ask for support, and fewer support calls means we can spend more time making processes efficient,” says Lisa Biancalana, operations manager at Malala Fund.

VMware Workspace ONE Intelligent Hub reduces the manual effort that goes into on- and offboarding users, saving time and resources. It also helps to keep the team connected, while providing users in remote areas secure access to data when they’re offline.

Central visibility of the device estate, achieved with VMware Workspace ONE Unified Endpoint Management, also makes it easier to keep the environment secure. “Devices can be wiped remotely if they’re lost or stolen, which gives me peace of mind that sensitive data—and our people—are safe,” says Cosby.

Greater organizational efficiency

The engagement with Insight and VMware gave the team greater control and visibility over corporate-owned, personally-enabled devices. Now, the operations team has regained its most valuable asset—more time—creating a scalable chain of efficiency leading directly to the girls at the heart of the Malala Fund mission.

“We’re busy expanding our operation beyond the US and UK. Instead of manually downloading apps and creating user profiles, I can think about how to best use technology to help girls in Pakistan and Nigeria, for example,” says Cosby. “Complying with regulations across multiple regions is complex, so having more time to focus on that is really beneficial.”

Meanwhile, the organization’s employees can be more productive from anywhere and have greater choice over which workplace apps they use.

“The VMware technology means we can give staff a more flexible, personalized experience, which helps to improve productivity,” says Biancalana. “Our only ask is that employees can be reached at all times. Everything else—like data security—is taken care of.”

Having a connected workforce is vital to the work Malala Fund leads to help more girls access a quality education. This was particularly apparent when the COVID-19 pandemic forced the team to work remotely, which they did, seamlessly, with no downtime. While meetings with stakeholders went digital, the mission continued without interruption.

In fact, personal connections were just as important as great technology for the success of this project. As Cosby says, “Insight and VMware bring a fresh perspective that we wouldn’t be able to access without the Good Gigs Projects initiative. We’re experts in our sector, and they are in theirs. Together we can bounce ideas around to come up with the best possible digital solutions to our challenges.”

Looking ahead

As the relationship with VMware Good Gigs Projects continues, Malala Fund is placing greater emphasis on capturing productivity metrics to identify new areas for optimization, and also seeking new ways to use technology to accelerate its mission.

“Good education means preparing girls for the reality of the workplace, which means learning digital skills. Technology will play an increasingly important role as we make sure girls have a high level of digital literacy and access to devices that traditionally would only be given to boys,” says Biancalana. “We know we can rely on VMware and Insight to help us achieve our goals, however our work to help girls learn evolves.”