



## Digital Pipeline Case Study



### EDS Donation of 30,000 PCs Helps African Schools and Community Centres

"Thank you for the Pentium 4 computers donated to our school. We used to have problems of speed and capacity with our old computers. Your donation is a dream come true for Kwetlisong Secondary School. With the capacity of the new computers we are able to use memory sticks and CD-ROMs, which are the most used devices today. On behalf of the learners, I really want to thank EDS and Digital Pipeline for the donation."

**Motaung Matshediso,**  
Student, Mamafubedu, South Africa

#### Fast Facts

**Donor:**  
EDS

**Beneficiary:**  
Schools and community centres in 20 African countries, including Cameroon, Ghana, Kenya, Madagascar, Malawi, Mozambique, Namibia, South Africa, Uganda, and Zambia.

**Partners:**  
Remploy, Computer Aid International, Digital Links International

**Summary:**  
As part of the efforts to reduce poverty in Africa, bridging the digital divide has been determined as a key area of focus. To help realise this goal, EDS is donating more than 30,000 PCs to African schools and community groups. The programme is set to be rolled out throughout 2007 and in the first half of 2008.

**Impact:**  
Each PC can support 25 learners per week, giving the EDS donation a potential reach of 750,000 learners.

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[www.digitalpipeline.org](http://www.digitalpipeline.org)

EDS is a leading global technology services company delivering a broad portfolio of information technology and business process outsourcing services to clients in all sectors and to governments around the world.

The company's business focus means it is a major user of computers within its own and customers' operations, and regularly accumulates large stocks of PCs that have reached the end of their functional business life but are still fully useable.

Strongly committed to corporate social responsibility, EDS was looking for a computer donation programme aligned with its own high standards of responsible re-use and recycling, when Microsoft, a long-standing business partner, introduced EDS to Digital Pipeline.

Digital Pipeline meets EDS objectives by providing a robust and credible process for donating refurbished computers to schools, universities and community centres in Africa to help improve education and employment opportunities. In addition, Digital Pipeline emphasizes high standards of transparency in the donation and deployment process, PC functionality and quality for beneficiaries, and responsible recycling of PCs that are no longer usable.

The partnership between EDS and Digital Pipeline was established in early 2007 and donations of 30,000 PCs began in June. The PCs are brought to EDS facilities for on-site refurbishment by Remploy, a UK government backed social enterprise that develops employment for disabled people. As EDS' refurbishment contractor, Remploy undertakes the necessary work to prepare the PCs for their new roles - wiping all data from the computers, testing them and reloading software licenses.

Ownership of the PCs is then legally transferred to Digital Pipeline which oversees the system that identifies recipient countries and organisations, manages contracts for shipping and deployment to Africa, and tracks the PCs' use through the rest of their lifecycle.

Digital Pipeline works with independent Deployment Agents who ship the PCs to beneficiaries and provide ongoing support and local capacity development on usage, training and PC care. For the EDS donation, the Deployment Agents are UK-based Digital Links International and Computer Aid International. Digital Links is one of the founders of Digital Pipeline and has worked with 300 companies to redeploy thousands of computers in Africa. Computer Aid is the world's largest not-for-profit supplier of ICT 4 Development equipment, active in more than 100 developing countries.

The first shipments took place in July 2007, to Kenya, Madagascar, South Africa and Zambia, and over the next 12 months thousands of PCs will be routed from EDS via Digital Pipeline to more than 20 African countries. The PCs will be used to support education and learning, IT literacy, prevention of disease through access to health information, and employability. According to Digital Links, each PC can support 25 learners per week, giving the EDS donation a potential reach of 750,000 learners.

Through the unique Digital Pipeline tracking system, into which all partners input data, EDS receives monthly reports on the delivery and deployment of its

donated PCs and their eventual end of life recycling, enabling the company to measure its contribution to PC recycling and to digital inclusion – two important elements of the EDS approach to responsible business.

“We strongly support Digital Pipeline’s agenda and have chosen to donate 30,000 PCs from across our commercial and public sector client base as it is a way for us to give something significant back to the wider community”, says Kevin Torgerson, Vice President of EDS. “We can also be certain that once the equipment has finally reached its end of life in Africa, it will be disposed of in the most environmentally friendly way – a key consideration for EDS.”



“We are delighted to be participating in the Digital Pipeline project. The large quantity and high quality of PCs we are receiving are bringing great benefits to Madagascar. We will use the computers to introduce ICT to educational institutions, integrate ICT as a teaching tool, and initiate remote learning while moving forward with educational reform. Future generations will acquire ICT skills making Madagascar more competitive on the international stage.”

**Tahina Razafinjoelina,**  
Director of Information and Communication Technology,  
Ministry of Education and Scientific Research of Madagascar

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