



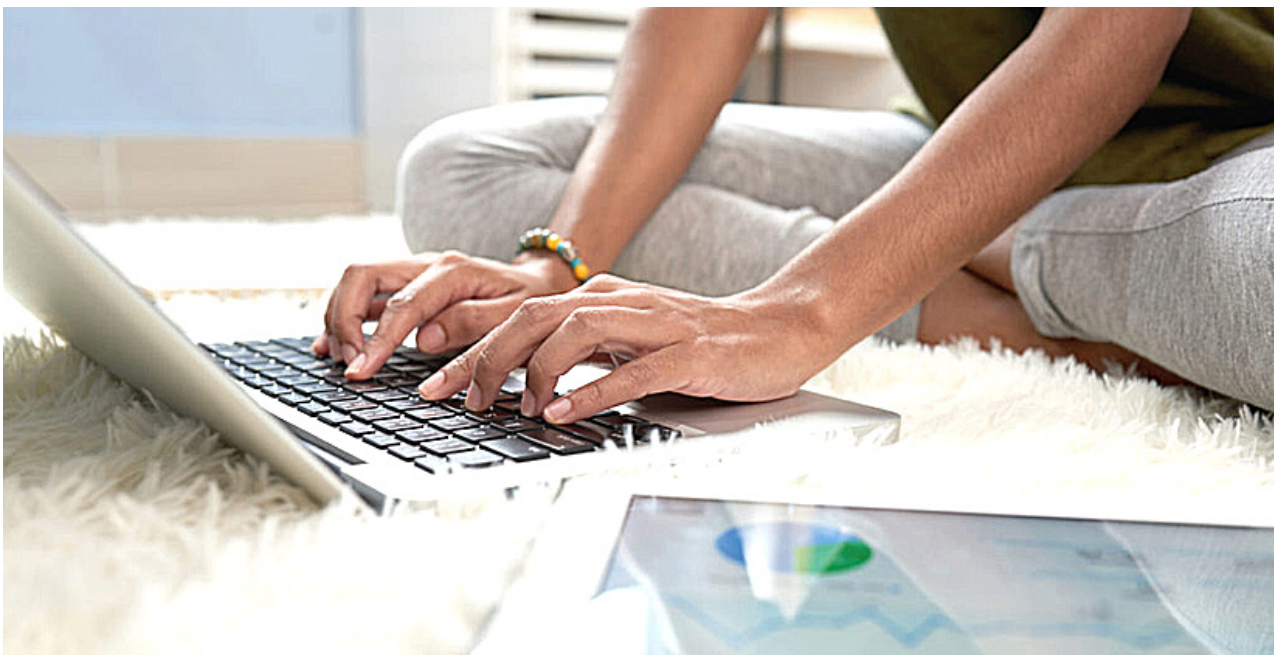
**ISAHIT**

SOCIAL IMPACT PLATFORM  
FOR DIGITAL TASKS OUTSOURCING

ARTIFICIAL INTELLIGENCE AUGMENTED  
BY HUMAN INTELLIGENCE

## 2020 review by isahit

However difficult and challenging the year 2020 was for all of us, it was nonetheless instructive. The digital transition of our societies has emerged as an obvious factor of resilience. The economic, social and environmental sustainability of companies is no longer an option, but a condition for their success. These are seeds of hope that confirm isahit in the mission it has given itself and that commit us to go further, tomorrow.



### A proven business model

The covid crisis has had and continues to have a significant impact on companies. While entire sectors of the economy have come to a standstill, others have been able to continue their activity, in a slightly different way, notably through remote working. Those that had already begun their digital transition, properly equipped and trained their teams to work remotely, have been more resilient than others. At isahit, these working methods are part of our business model and our DNA. This is how we were able to maintain a high level of service for our customers throughout the crisis, while providing our hiters with a source of income without having to leave their homes.

isahit newsletter: [Covid19, confinés mais pas coulés !](#)

### New horizons

Aware of the necessity to accelerate their digital transition, companies are becoming more and more demanding when it comes to the security of outsourcing their data processing. In response to these concerns, isahit launched a new Data Residency offering in 2020. This gives them the assurance that their data is not only hosted, but also operated and processed in the same country.

So it's an additional vector of security for our customers, with the same concern for CSR that has always been our hallmark.

isahit newsletter: [Data Residency, quand l'externalisation passe au local](#)



### Tech for people

Yes, in order to be acknowledged, understood, and inclusive, technology must be on a human scale and have a concrete impact on people's lives. With this conviction in mind, we believe that digital training will be one of the major challenges in the years to come. It is a subject that we have worked hard on in 2020 and which is beginning to bear fruit in the feedback from our clients.

Tribune (Les Echos) : [Manifeste pour une technologie à taille humaine, par Isabelle Mashola, CEO d'isahit](#)

isahit newsletter: [La formation au digital, la clé du succès !](#)

### Thank you!

Thank you to our clients, whether historical or newcomer, for trusting us and believing in our vision. With more than 800 projects delivered this year, we achieved both :

- in diversity of projects and use cases, with an increasingly international outlook;
- in agility, to carry them out while maintaining our highest standards of quality and responsibility;
- as well as in scalability.

So a big thank you to them, because without their trust, there would be no impact!

The combination of digital technology and collective intelligence is more than ever the winning ticket in the coming world.



+1.000 hiters within the community



+800 digital projects delivered to our clients



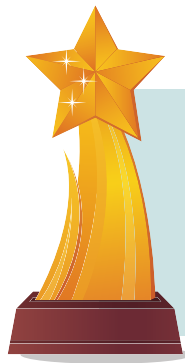
+100 new customers over the year



A presence in 32 countries on 3 continents (Africa, Asia and South America)



+48 million digital tasks performed on the platform



## ISAHIT AWARDS

- Isabelle Mashola among the Top 10 women in AI
- Isabelle Mashola among the 100 Women Changing the World, by Challenges
- Special prize "Data for Good & Ethics" at the BIA 2020, by Wavestone and Société Générale

[www.isahit.com](http://www.isahit.com)

## A more powerful impact on our community

Each year, isahit has its work with its community of hiters measured by the independent firm Kimso. The 2020 report marks several significant advances, particularly in terms of qualitative criteria:



Women empowerment



Digital skills



Employment integration



Isahit values recognized by its community

- **Skills and training:** Half of the women who received two payments acquired between 6 and 12 skills on isahit. Not including soft skills such as learning labor codes, productivity gains or the ability to work in a team.
- **Satisfaction:** 89% of the hiters are satisfied (54% very satisfied) with their work on isahit and 88% recommend it to those around them.
- **Economic Empowerment:** 61% of the hiters say they are saving more money thanks to isahit and feel that they make a better living.
- **Community:** 75% regularly exchange information among themselves, creating a real network of support and emulation.
- **Stepping-stone:** 75% of the women leave the platform in a positive way with a return to school, a job or a start on an entrepreneurial project.

Thanks to our community!

[Read the 2020 Isahit Social Impact Infographic](#)

### Heading for 2021!

All of this encourages us to continue along the path we have set out for ourselves, and even to speed up our technological innovations for ever greater social impact. Among the projects that will structure this year 2021:

- an increase in the salaries of our employees, accompanied by the implementation of a new, fairer and more inclusive task allocation system, which will enable each employee to acquire new skills.
- a deeper dive into the promises of DeepTech to explore the creation of new tools that make our employees' work easier while significantly improving the quality and validity of our customers' data.
- and the pursuit of our international development, but also in France, because impact knows no borders!



**The whole isahit team wishes you a happy holiday season and a very happy new year 2021! Take care of yourself.**



**Follow us on our social media:**

