Questions for Dimagi:

1. Will Commcare app support multiple languages within the same app? Can language be personalized based on log in or some other profile attribute?

Yes, CommCare can support any number of languages within the same application.  One the user sets a language in the mobile application, it will remain the default language until it is changed to another available language.   
Multiple languages are supported. On-device a user can change their language directly.

1. When you initially download the Commcare app do you have to download all of the content? Or is the content only downloaded when you sync to the server? Can you restrict which content is synced from the server based on some profile attribute, etc.?

All of the application is content is downloaded from the server that is contained within a particular application.  However, you can have more than one application (each will have a distinct login) if you want to separate the content completely.  Also, many of our partners use business logic to hide or unhide certain content areas based on profile attributes or other information about the user / activity. CommCare apps involve 3 sets of data

1) Mobile Application - From Google Play Store

2) Program App - From CommCare HQ

3) User data - Based on mobile user

Each of these steps shards the data that you download so users only have the data that is needed at the time for the specific user

1. How many employees does Dimagi have?

103

1. Please group the number of employees by function (I.E. Sales and Marketing, Developers, Support, etc.)

Business Development 5

Data 1

Global Services 54

Marketing & Communications 3

Mgmt 2

Ops 11

Tech 27

1. What is the rough percentage of employees vs third party contractors?

8 external contractors, so 103/111

1. How many offices does Dimagi have and what are their locations? http://www.dimagi.com/contact (minus DC at the moment).
2. How many clients currently use the CommCare application?

There are over 300 unique project spaces in CommCare.  Many of these represent a unique client, however, some clients have more than one project space.  We estimate 200+ unique clients.

1. How many clients use over 80% of the features available within the application? We do not directly quantify the number of features used by clients that are available in CommCare.  Our clients range from simple data collection to very sophisticated full business solutions and we have many that fall in between as well.
2. How are upgrades to the application distributed?

The CommCare platform application is updated through the google play infrastructure.  New releases are made roughly once every 4-6 weeks.  The CommCare application content is updated centrally and downloaded to the phones when it is released from the CommCare website.

1. What percent of clients are on the latest build of the application?

19.21% of all Android mobile workers.

1. When a client subscribes to a package, what choices are there to host the application?

The vast majority of our clients host in the cloud. Dimagi also offers managed local hosting or the client can do its own hosting. We can provide more details if that is of interest.

1. If Dimagi offers hosting, do they provide the hosting capabilities themselves (Dimagi owned servers) or do you contract out to TPP? If TPP, please provide the name/ names of providers.

We use tier one data hosting companies including IBM, Rackspace and Amazon.

1. Where is the app/database hosted? What are the infrastructure capabilities? When will we get access to the servers it’s hosted on and the tools used to build the app?

All infrastructure is hosted at one of the vendors listed above.  RA will not have direct access to any of of the database or server, but rather will interact with CommCare through the website.

1. When clients want to scale their application, do you suggest creating a new instance or adding more servers?

When clients want to scale, we recommend scaling in our cloud, which is the most cost effective solution.