

COMPANY PROFILE

Behind every mission.

The trusted and preferred pan-African mission supporter for mission-driven organisations.

tsigiro

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About us.

Tsigiro **/tsi·gi·ro/** · Shona · *support; backing*

Tsigiro — a Shona word meaning support or backing — is a pan-African mission support company based in Harare, Zimbabwe.

We work exclusively with mission-driven organisations: NGOs, civil society organisations, community-based organisations, and the trusts and networks that work alongside them.

We began with a clear idea: give these organisations the back-office services they need without the cost of a full in-house department.

Our conversations with clients and partners have shown that the sector needs more than that. Organisations need a partner that can run their operations when they cannot, strengthen their own teams when they can, demonstrate their readiness to funders, and equip them with the right technology. **Tsigiro is built to be that partner.**

Why we focus on this sector.

Grant-funded organisations work under pressures that commercial businesses do not face: donor reporting cycles, audit readiness, compliance obligations and lean staffing between funding rounds. We have built our services around those pressures.

We take on the operational work our clients cannot manage alone and help them build the capacity to manage more of it themselves, so that their staff, budgets and attention stay on their mission.

Donor reporting cycles **Audit readiness** **Compliance obligations**

Lean staffing between funding rounds

VISION

To be the trusted and preferred pan-African mission supporter for mission-driven organisations.

MISSION

To strengthen mission-driven organisations through reliable, affordable and professionally run back-office services, capacity strengthening, due diligence and technology, so that they are well run, compliant and trusted by funders, and can give their full attention to their missions.

Core values.

Our values guide how we work with clients, funders and each other.

Integrity	We are honest and transparent in our advice, our pricing and our assessments.
Professionalism	We deliver work to the standards that funders, auditors and regulators expect.
Accountability	We take responsibility for our work and for the results we commit to.
Partnership	We work alongside our clients and respect their missions, their people and their communities.
Empowerment	We build our clients' own capacity so that they grow stronger and more self-reliant over time.
Objectivity	Our due diligence assessments are fair, evidence-based and applied consistently to every organisation.
Accessibility	We keep quality support affordable for organisations of every size.

Where we work.

Organisations across Africa need this support. We are starting in Zimbabwe and will grow in stages.

NOW

Zimbabwe

Our home market and first focus.

NEXT

The SADC region

Our next stage of growth.

LONG TERM

Africa

Our long-term horizon.

What we do.

Tsigiro's work is organised into four service areas. Clients can draw on one, several or all of them, depending on where they are and what they need.

01

Back-Office as a Service

Day-to-day running of core functions, shared or dedicated, with or without senior specialist support.

02

Capacity Strengthening and Organisational Set-Up

Systems, policies, structures and trained staff, so your own team can run each function well.

03

Due Diligence as a Service

A standardised assessment, report and time-bound certificate that shows funders where you stand.

04

Technology Solutions

Systems designed and built around your needs, from ERPs to beneficiary management systems.

Back-Office as a Service.

We run core back-office functions on our clients' behalf. Each function can be taken on its own or combined, on a **Shared** or **Dedicated** basis (see Subscription Tiers).

Finance as a Service	Bookkeeping, management accounts, budgets, donor financial reporting, donor budget tracking, and financial systems set-up.
HR as a Service	HR administration, recruitment support, policy development, and payroll coordination.
Fundraising as a Service	Funding prospect research, proposal and concept note development, and donor relationship support.
Audit & Compliance as a Service	Internal controls support, compliance tracking, and audit readiness.
IT as a Service	Systems administration, cloud and email infrastructure, cybersecurity basics, helpdesk support, and digital tools rollout.
Monitoring & Evaluation as a Service	M&E systems design, data collection support, and donor reporting.
Communications as a Service	Communications planning, content development, and reporting of results and impact to donors and stakeholders.

Capacity Strengthening and Organisational Set-Up.

Some organisations can employ their own finance, HR or programme staff and do not need us to run those functions. They need stronger systems and a more capable team. Others are just starting out, or want to revamp their systems, policies and structures entirely. **For both, we offer:**

Organisational capacity assessments

An objective view of where the organisation stands and what needs to be strengthened.

Set-up from zero

Structures, systems and policies built from global best practice in the sector.

Policy and procedure review

Review and development of policies and standard operating procedures, so the organisation is compliant.

Systems design

Practical systems and workflows across finance, HR, M&E and other functions.

Training

Building the skills of the client's own staff so they have the capacity to deliver on the organisation's mandate.

Accompaniment

An Associate works alongside less experienced staff each month, guiding their work and keeping the organisation compliant.

Due Diligence as a Service.

Mission-driven organisations face repeated due diligence from different funders, each with its own process. We are developing a standardised alternative.

We are building a comprehensive due diligence framework that draws on the requirements of multilateral and bilateral donors, foundations and other funders, and reflects best practice on the capacity and compliance expected of NGOs in the development sector. It lets us benchmark every organisation against a single, consistent standard.

Step 1

Assessment

We carry out due diligence on the organisation against the Tsigiro framework.

Step 2

Report

A written report sets out where the organisation is strong, where it is weak, and the practical steps needed to strengthen it.

Step 3

Certificate

The organisation receives a Tsigiro due diligence certificate, valid for a set period.

Step 4

Renewal

Certificates expire, so clients renew them through annual or periodic reassessment. This means the certificate always reflects the organisation's current position.

When a funder requires due diligence, a client can present its current Tsigiro certificate and report, reducing the need for a fresh assessment each time.

Due diligence is linked to capacity strengthening: we help clients close the gaps the assessment identifies, so that they become compliant and stay compliant.



03 · SERVICE AREA 04 | WHAT WE DO

Technology Solutions.

Well-run organisations need systems that fit how they work. We design and develop technology around each client's needs, including:

ERP

Enterprise resource planning systems

Bring finance, HR, procurement, grants and other functions together in one place.

PROGRAMMES

Beneficiary management systems

Track the people and communities a programme serves.

BESPOKE

Other bespoke systems

Support programme delivery, reporting and compliance.

- This complements **IT as a Service**, which keeps day-to-day infrastructure and support running.

How we deliver.

Every engagement starts with a discovery call.

Before we take on a client, we take time to understand the organisation, its current capacity and what it needs. We then design the engagement around those needs rather than offering a fixed package.

The Associate

Senior expertise

8 hrs
per month · Shared

12 hrs
per month · Dedicated

Associates are experienced, qualified specialists in a specific field, such as NGO finance or HR. Each Associate commits a fixed number of hours to a client every month. That time is used for work that needs expert input, such as preparing financial reports and budgets, together with oversight, quality assurance and escalation support. On Associate-only engagements, the monthly hours are agreed with the client after the discovery call. Where a client needs more Associate time than its monthly allocation, it can request additional hours, which are billed separately.

The Apprentice

Day-to-day capacity

1
client · Dedicated

≤ 5
clients · Shared

Apprentices handle the routine, continuous work an organisation needs done: processing, record-keeping, reporting and follow-up. They are students, recent graduates or early-career professionals, and they work under close supervision and to Tsigiro's standards. An Apprentice can be dedicated to a single client or shared across a maximum of five clients.

Flexible, needs-based engagement.

Clients do not have to take both. Depending on its requirements, an organisation may choose:

Associate Apprentice

Associate and Apprentice

Expert input and day-to-day capacity together, for organisations that want a function fully covered.

Associate

Associate only

For organisations that already employ their own staff, who may be less experienced, and need a senior specialist to accompany them each month and keep the organisation compliant.

Apprentice

Apprentice only

For organisations that need steady day-to-day support, on a Shared or Dedicated basis.

Finance HR IT

One function or several

For example, Finance as a Service on its own, or a combination of functions.

Virtual by default.

Delivery is virtual by default, which keeps our services accessible and affordable regardless of where a client is based.

Subscription tiers.

Back-office services are offered in two subscription tiers. Both tiers offer the same quality of service and expertise. They differ in how much time is committed to your organisation: the share of an Apprentice's working time and the number of Associate hours each month.

	SHARED **20%** of an Apprentice's time	DEDICATED **100%** a full-time Apprentice
Apprentice level of effort	20% of an Apprentice's working time, dedicated to your organisation.	100%: a full-time Apprentice working only for your organisation.
Apprentice's other clients	Up to four other organisations (five clients maximum).	None. The Apprentice works only for your organisation.
What you pay for	20% of the Apprentice cost.	The full Apprentice cost.
Associate (senior specialist) support	**8 hours** of Associate time each month, included.	**12 hours** of Associate time each month, included.
Best suited to	Smaller NGOs, CBOs, and organisations between grant cycles who need steady, reliable cover at the lowest sustainable cost.	Organisations with continuous workload, multi-donor reporting, or project-funded staffing lines that need someone always on hand.

Shared or Dedicated.

Shared Back-Office as a Service

20% · 8 Associate hrs

On the Shared tier, an Apprentice commits 20% of their working time to your organisation on a continuing basis and serves a maximum of five organisations in total. You pay only for your share of that Apprentice's cost, and you receive 8 hours of Associate time each month.

Because the Apprentice's time is committed rather than ad hoc, the support is steady and predictable. Each service line is available on this basis: Shared Finance as a Service, Shared HR as a Service, Shared IT as a Service, and so on.

Dedicated Back-Office as a Service

100% · 12 Associate hrs

On the Dedicated tier, an Apprentice works on your organisation and no other. You have their full working time, you pay the full cost of that capacity, and you receive 12 hours of Associate time each month.

This tier suits organisations where workload is continuous, where multiple donor reporting streams run in parallel, or where a project budget carries a staffing line that Tsigiro can fill more efficiently than direct employment. Every service line is available on this basis: Dedicated Finance as a Service, Dedicated M&E as a Service, and so on.

Mix the two.

Organisations can also mix the two, to match each function to its workload. For example:

Dedicated Finance as a Service + **Shared IT as a Service**

Why organisations choose Tsigiro.

01 **Built for mission-driven organisations only**

We work with NGOs, CSOs and CBOs, and we understand donor cycles, grant compliance, and the realities of lean, project-funded staffing. We also work alongside funders, including multilateral and bilateral institutions and foundations.

02 **One partner across the whole organisation**

Operations, capacity strengthening, due diligence and technology from one accountable partner, reducing the burden of managing multiple vendors.

03 **Shaped around your needs**

Every engagement starts with a discovery call, and you take only the services and support you need.

04 **Lower cost**

The capacity of a full department for a fraction of the cost of employing one.

05 **Senior expertise that knows donors**

Specialists who have worked with major bilateral donors and foundations and understand what each requires.

06 **Clear evidence of readiness**

Tsigiro due diligence certification gives funders a consistent, current view of your capacity and compliance.

07 **Transparent pricing**

A defined share of an Apprentice's time and a fixed number of Associate hours each month, with additional hours billed only when you request them.

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CONTACT US

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