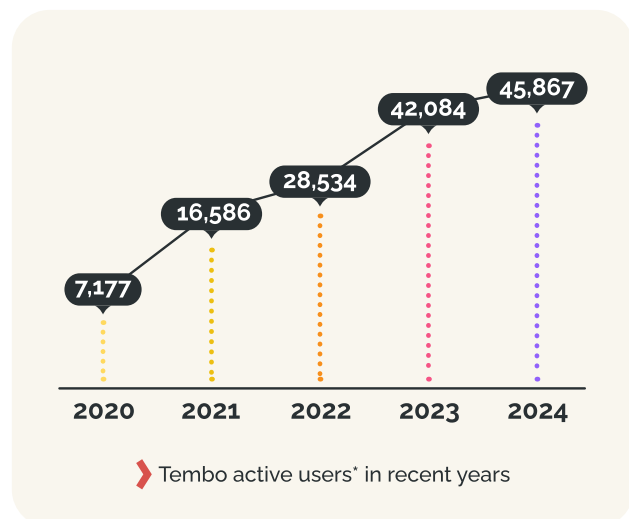# Tembo - Learning Saves Lives

Empowering MSF workforce with digital learning opportunities to better contribute to MSF's operations and mission.

Tembo is a Learner-centered space that provides efficient digital learning and development opportunities adapted for all MSF staff, to better contribute to MSF operations and MSF social mission.

❯ Brief Background ──

Tembo was first planned to provide equitable access to learning opportunities across MSF, empowering individuals to develop their skills and advance professionally, regardless of their location or role. In 2018, the first pilots were completed in Nigeria to test the solution.

Since then, Tembo's reach has grown exponentially. From 2020, the whole MSF movement adopted the solution committing to a mutualization of the solution and resources, while developing a range of educational content for the growing community of learners.
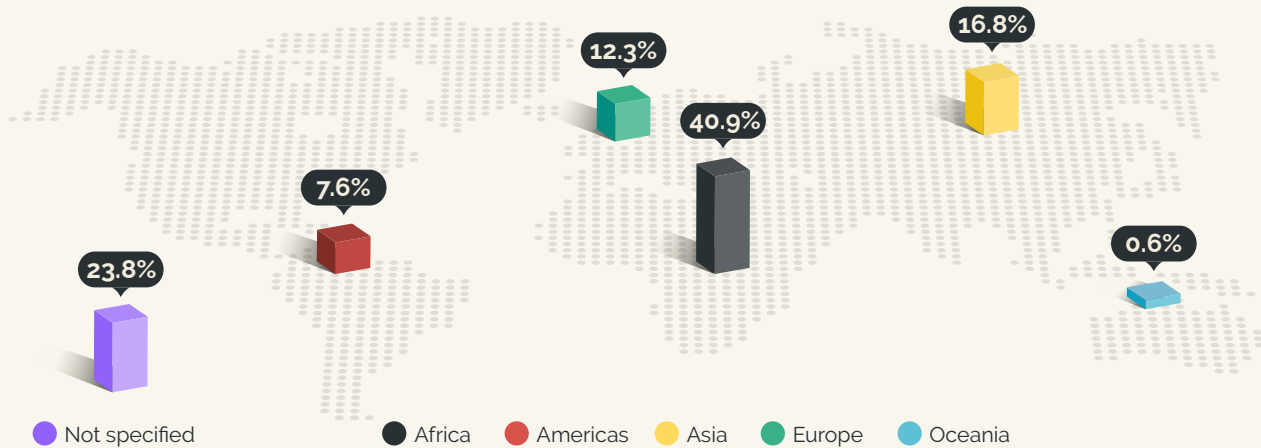
In 2024, MSF incorporated Tembo into its Collective Investment, a mechanism dedicated to supporting financially mature projects considered long-term initiatives that benefit the entire MSF w.

Year	Active users
2020	7,177
2021	16,586
2022	28,534
2023	42,084
2024	45,867

❯ Tembo active users* in recent years

* Active users are individuals who log into Tembo at least once a year.

Today, **more than 45,000** individuals worldwide including **MSF staff and implementing partners**, use **Tembo to develop their skills and grow professionally, 65% of those work in the field locations where MSF operates**, making Tembo a key tool for inclusive, equitable and accessible learning opportunities within the organization.

Active users worldwide in 2024 (45,867)

12.3%

16.8%

40.9%

7.6%

0.6%

23.8%

● Not specified   ● Africa   ● Americas   ● Asia   ● Europe   ● Oceania

+1.000 **courses and resources available.**
MSF General Knowledge, Medical, Logistics and Supply Chain, Operations, Communication and Fundraising, Human Resources, Management and Leadership, Finance.

Available in **4** languages: English, French, Spanish, Arabic.

Available via browser and application (Android & Apple).

❯ What do we do? ──

Services

Tembo offers a broad range of services dedicated to support the creation and provide the diffusion of unique digital learning opportunities, adapted to MSF context and staff.

Our services for every MSF Entity:

Digital & Learning Services
Support in making digital learning opportunities available to everyone working with MSF via Tembo.

Production Services
Bring learning content ideas to life by helping create videogames, simulations, videos, animations, quizzes, and more.

Translation Service
Translate, proofread and adapt activities in Arabic, English, French, Spanish, and other languages on-demand.

Reporting Services
Assist MSF learning actors in navigating Tembo's reporting options (about courses, users' activites, and more).

Communication Services
Support and promote material for learners and learning content on-demand.
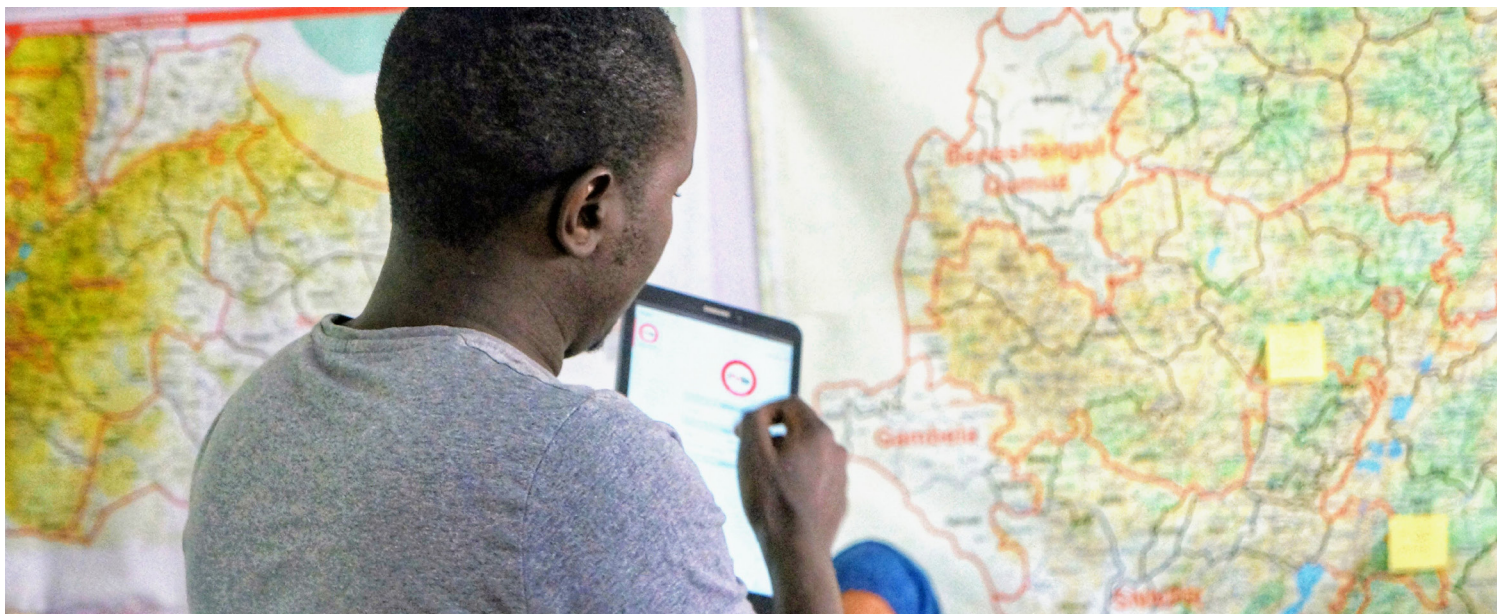
IT Operations & Helpdesk Services
Ensure the platform is functional and reliable, while the IT Helpdesk serves as the first point of contact for user support.

tembo

❯ On-going projects in 2025 ——

In line with our mission to provide staff involved in MSF operations with learning opportunities, personal development, and knowledge sharing—while also enhancing collaboration and efficiency across Operational Centers (OCs)—our focus until the end of 2025 is to complete the 6 main projects below:

Field accessibility: Support field staff in limited-connectivity locations to access learning opportunities in Tembo by providing solutions through a technology portfolio and its associated services.

UX/UI: Enhance the platform's design to be more inclusive by offering clearer navigation paths and instructions, improving user engagement through feedback, and integrating UX best practices into Tembo.

LMS Maximisation: Leverage and use existing features and functionalities available in our current solution to maximise its potential, ensuring improved efficiency, enhanced user experience, and better alignment with organisational goals.

Learning Analytics: Enhance access to Tembo data and empower stakeholders and the Tembo team to make well-informed, data-driven decisions.

Community of Practice (CoP) research: Determine whether Tembo should keep supporting L&D ecosystems and key stakeholders in terms of social learning through CoPs across MSF, and how.

LCMS: Ensure that MSF's learning content is organized, searchable, and accessible, ultimately supporting the organization's broader goals of efficiency and impact..

More
About Tembo ——