



CUSTOMER CASE STUDY

UNT's Transition to Together's software from another provider



togetherplatform.com

Case Study UNT

Background:

The University of North Texas (UNT) has a rich history in mentoring, with its Professional Leadership Program dating back to 1994.

This program has been a cornerstone in developing participants skills through industry mentorships. As the program matured, the need for an advanced, efficient mentoring platform became increasingly apparent. This led UNT to purchase a mentoring software.

The Challenge:

UNT's previous mentoring software was a source of significant challenges. The platform was not meeting the UNT's needs. Jose Grimaldo, UNT's program administrator, shared **"The previous vendor had a platform that was very, very clunky, and not user friendly."**

This issue was compounded by the need for UNT to undertake most of the software development and programming, leading to inefficiencies. Grimaldo noted, **"We almost had to do most of the development and programming ourselves, which created a bottleneck."**

The situation necessitated an excessive hands-on approach. **"We were having to be very, very hands-on to get the results that we wanted, and that wasn't satisfactory,"** Grimaldo added.

Further, the challenges with the system were ongoing, making any upgrades or training extremely burdensome. **"There were various challenges throughout using the system, and just trying to go through any type of upgrades or tutorials became very, very cumbersome as well,"** Grimaldo explained.

Their experience with their previous provider led to considerable stress within the office. **"Eventually, we were all stressed out in the office because we needed real-time solutions and they weren't able to provide it,"** he recalled.

The Solution



The introduction of Together's mentoring software was a significant turning point for UNT. Grimaldo remarked, **"We were very, very pleased with the transition [to Together]."**

Together was not only able to transition UNT's program effectively but did so in a remarkably short timeframe. **"Together was able to get our program transitioned in just a couple of weeks,"** Grimaldo noted.

The support and assurance provided by Together's team were notable, offering both comfort and confidence to the UNT staff.

"Together gave us a lot of comfort and confidence. Your team was a welcomed relief," he said. The continuous and positive support from Together was a key factor in the program's success. **"Support from Together has been very positive, and non-stop,"** Grimaldo shared.

The Results

The adoption of Together's software resulted in a significant improvement in the mentoring program's efficiency and effectiveness. The platform's user-friendly interface and improved matching algorithm have been instrumental in fostering more meaningful mentor-mentee relationships. The program has benefited from enhanced data analytics, facilitating continuous improvement and expansion.

Both mentors and mentees report a lot of value from the program.

3.89/4

from mentors

3.98/4

from mentees



AVERAGE FEEDBACK

Mentors and mentees also report high satisfaction scores with their match.

95%

of mentors

100%

of mentees



SAY "IT'S A GOOD FIT".

See what participants have to say about their experience:

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“The program exceeded my expectations. It was an amazing experience that significantly enhanced various soft skills crucial for personal and professional development. Notably, I found a lifelong mentor who has been instrumental in providing guidance and support. The program has been a transformative journey, leaving a lasting positive impact on my skill set and networking opportunities.”

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“Going through the program, I have developed confidence, communication, and networking skills, which are very helpful for my career.”

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“My communication skills have improved by talking with my mentor”

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“Participating in the program has been transformative for me, significantly enhancing my confidence, public speaking abilities, teamwork, and leadership skills.”

Conclusion



UNT's experience with Together highlights the transformative impact of the right technological solution in mentoring programs. The shift not only resolved existing challenges but also improved the impact of the program, and future potential.

Together's software has proven to be an invaluable asset for UNT, enhancing the mentoring experience and setting a benchmark for future educational collaborations.

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"I'm glad to have our relationship with Together, and I'd encourage anyone to make the switch,"

Jose shared.

About Together

Together is a mentoring software that empowers organizations to run best-in-class mentorship programs with ease. Our software supports all mentoring formats, like 1-on-1, peer, and group mentoring, and can be used for the entire employee population, or specific groups of employees.

Organizations leverage Together's mentorship software to:

- Support diversity, equity, inclusivity, and belonging initiatives
- Prepare high potential employees to take on leadership roles
- Build communities of well-trained and experienced managers
- Set up new hires for success with buddy programs
- Build meaningful connections between your remote employees

HR and L&D teams love Together because our platform offers the best user experience for employees. They don't need to learn or download a new tool because our web-based platform integrates with existing email and calendar systems to make it as easy as possible to build meaningful mentoring relationships.

Each program is fully customizable, allowing administrators to white label their program with a custom URL and branding. Together's platform includes session agendas and resources that provide employees with cues and steps to support mentors and mentees at each stage of their development. In addition, Together's dedicated Support Team provides guidance every step of the way.

Some of our customers include

Teladoc
HEALTH

Kellogg's

 **randstad**

 **Discovery**

 **HEINEKEN**

 **NEW YORK LIFE**
FOUNDATION

Want to see how we can help you
bring your mentorship program to life?

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