# Transforming Enterprise-Scale Mentorship with Technology

together
an Absorb company

togetherplatform.com

# Case Study

## Background:

**In a Fortune 500 enterprise organization, the Learning & Development manager faced a significant challenge:** revolutionizing an ineffective, manually-run mentorship program. Previously, mentorship programs were chaotically decentralized, ineffectively managed by isolated departments, and laboriously handled through antiquated manual methods. This resulted in inconsistent participant experiences, excessive resource allocation, and a lack of actionable data.

## The Challenge:

The L&D manager and her team grappled with the scattered structure of the existing mentorship programs.

**1**

Managing these programs manually was extremely time-consuming. As the program lead remarks,

> " Our admins were overwhelmed.
> **They had to individually approach employees for program recruitment and create numerous support resources."**

**2**

The decentralized nature of these programs failed to address individual learning needs or promote cross-departmental interactions. The team explains,

> " **Often, mentors and mentees were mismatched, not aligning with the mentees' needs or the mentors' skills."**

**3**

Gathering useful analytics and insights was nearly impossible due to the absence of a centralized system. They shared,

> " **We wouldn't know what was going on. There were no analytics."**

# Background:

In search of a solution, the team evaluated various vendors, including their existing HRIS system, SuccessFactors. Despite a pilot test and no additional cost, the mentoring program lead found that SuccessFactors did not satisfy their needs.

**The team developed a detailed vendor evaluation sheet, comparing options based on:**

| | |
|---|---|
| Integrations | Out of the box templates |
| Cost-effectiveness | Ability to customize |
| Scheduling capabilities | Robust algorithm, with weighting capabilities |
| Translations | User experience, and user friendly |
| Resources and training for mentors and mentees | Dedicated customer success manager |
| Analytics dashboard | Admin-led pairing process |

Ability to for admins to send emails from the platform

**The team evaluated many mentoring softwares, including;**

together    mentorcliQ    MENTORING COMPLETE

eMentorConnect    Torch    SAP SuccessFactors ♡    fuel 50

After thorough consideration, the organization chose Together's mentorship platform. The L&D manager enthuses,

> "**Together** met all our needs and was the most cost-effective."

# The Results:

Together's platform drastically improved the organization's mentorship program:

- Launched **4** new programs in **2 years**

  - **3 Cohort programs.**
    These programs had specific goals, and run for a pre-set period of time.

  - **1 Evergreen program.**
    This program is available enterprise-wide, and does not have an end date.

- Exceeded goals for mentor participation by **2x**

- Achieved a high commitment from mentors **(2.5 mentees per mentor on average)**

- Scaled mentoring to be enterprise-wide, now available to **100%** of employees

- Participants reported significant value:

## Pairing

**96%**
of mentees

**88%**
of mentors

SAID IT WAS A GOOD FIT

## Satisfaction

**3.94/4**
from mentees

**3.84/4**
from mentors

SATISFACTION RATING

## Learning

**95%**
of mentees made progress toward mentoring goals

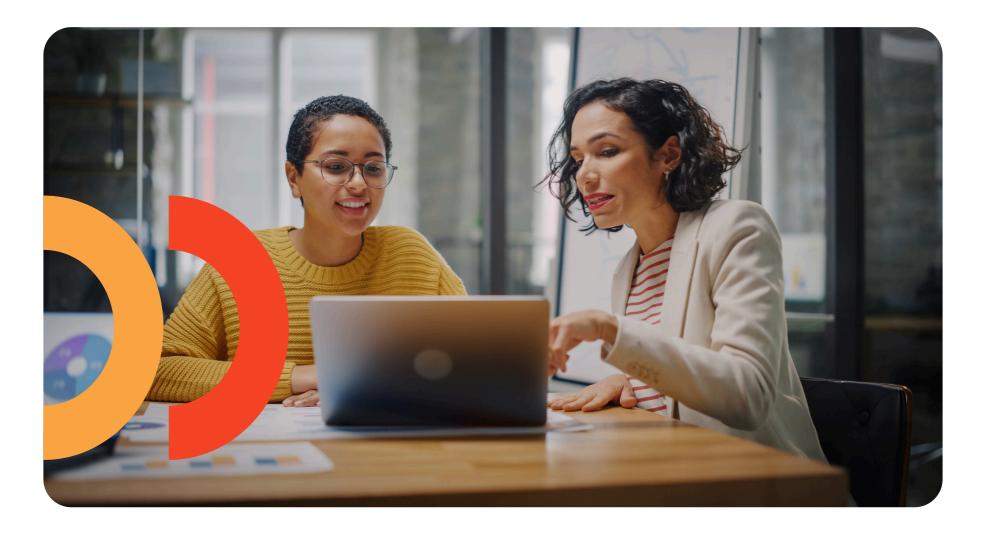**92%**
of mentors believe their skills were improved

**97%**
of participants agree that mentoring is a good personal development goal

This success was largely due to Together's structure, which aligned mentors and mentees based on their strengths and aspirations, and encouraged interactions across business groups. The team also shared that Together was instrumental in knowledge transfer across the organization, a key goal for the company.

The mentorship program has proven particularly crucial amid disruptions such as the pandemic and company-wide layoffs. The team lead shared, **"Something like a mentoring program that you can literally connect with someone globally has been immensely helpful."**

The team was thrilled to share that the program **"essentially runs itself"**, which has dramatically reduced the burden of their time.

# The Future:



Despite budget cuts in learning and development, the organization remains committed to the mentorship program, recognizing its growing importance. Plans include continued use of Together's platform and introducing a new program for summer interns.

The L&D manager concludes,

> "I would recommend **Together** to others... I don't see us using a different company because it's working so fantastically."

# About Together

Together empowers organizations to accelerate their employee learning and development through mentoring programs. With 1-on-1, peer, and group mentoring, we enable organizations to level up their employee development initiatives.

Organizations leverage mentorship programs 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?

**Book Demo**