Switching to Together

Introduction

We get it – change is hard. Especially when it comes to switching to new software. After all, we use tools too!

But switching software can be a breeze if you have an easy-to-use platform, the right level of support, and dedicated time with Customer Success.

So we're here not just to commiserate but also to be there for you, ready with support, answers, guidelines, and coffee. ☕

This Q&A will address some common questions about how you can switch from your old mentoring platform to Together, successfully and seamlessly. (And if you have more questions, we're just a call or an email away).
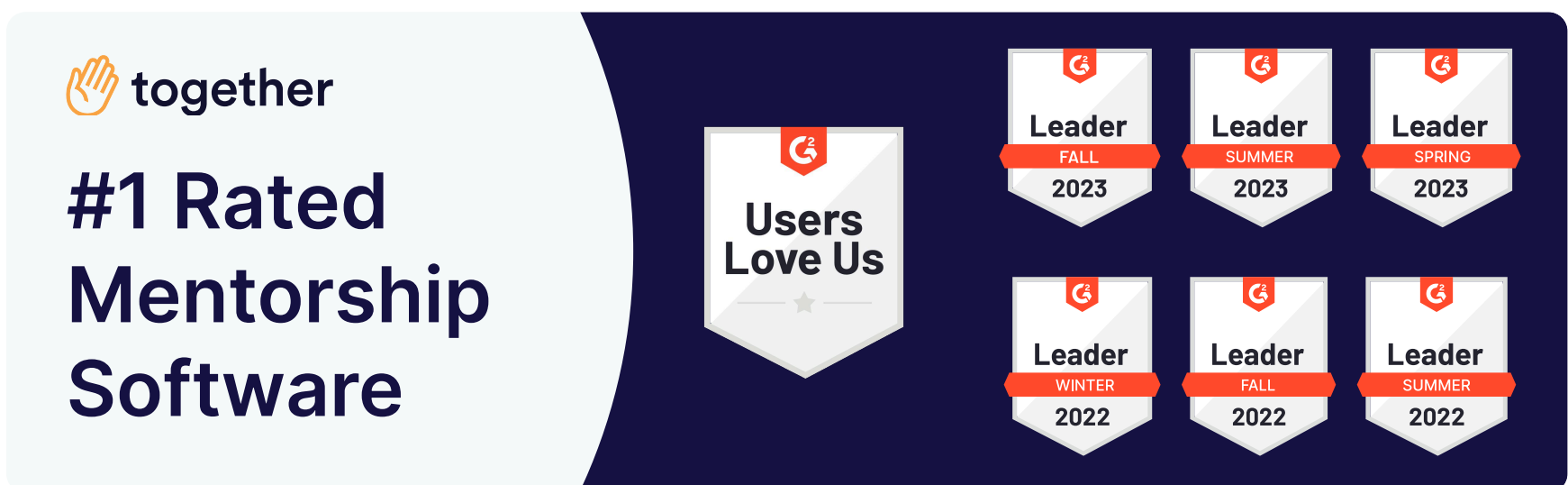
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How easy is it to learn how to use the Together Platform and its features?

Together's platform was built to be intuitive and user-friendly so you can spend time focusing on rolling out a world-class mentorship program, not on learning a new product.

We're not just saying it – we've won the **Users Love Us** award from G2 for *8 consecutive quarters.*

together

#1 Rated Mentorship Software

Users Love Us

Leader — FALL 2023
Leader — SUMMER 2023
Leader — SPRING 2023
Leader — WINTER 2022
Leader — FALL 2022
Leader — SUMMER 2022

Which features of the Together Platform will be most useful for us?

You may have run into problems with another mentoring software, or weren't satisfied with a particular feature. With the Together platform, you'll find each of our features fulfilling a different need.

Registration

If you struggled through a complicated registration process with your old software, you'll be relieved to know that registering on Together's mentoring platform is fast and easy. Once you've chosen a program template or created a custom program, send tailored invitations to specific employee groups over email, Slack or Teams. And, at the click of a button, employees can start the registration process.

Matching

In the past, if you found it cumbersome to match mentors and mentees, or ended up with undesirable pairings on your old mentoring platform, you can rest easy with Together. Our pairing algorithm is customizable (and intelligent) – we have a **98% match success rate**. Matches are suggested based on participants' answers to the questionnaire when they sign up for the mentoring program.

Development

The Together Platform has a built-in health monitor to alert you about pairs that aren't meeting or have low feedback scores. With this visibility, you can resolve mismatches and provide support where needed. Plus, we provide users with mentoring handbooks, session agendas, and insightful articles to ensure they get the most out of their mentoring relationships.

Reporting

Together has exceptional reporting capabilities. From signup and participation rates to goal completion and pairing relevancy, you can easily export the data or create custom reports. We also have a survey tool to help you collect, understand, and address feedback from participants.

Which program of the Together Platform do you recommend for us?

We recommend talking to our team of experts to understand how to best set up your mentoring program.

The first step is to identify the goal of your mentoring program. Here are some common examples of mentoring program goals:

- Facilitate employee learning and development
- Improve employee retention
- Develop high-potential employees
- Strengthen diversity

Depending on the goal of your mentoring program, you can choose between a one-on-one or a group mentoring format, or choose to run multiple programs in parallel.

1 One-on-one format

One-on-one mentoring can take place through Cohort and Evergreen formats.
- **Cohort:** Bring together a cohort of employees for a program with specific start and end dates. Cohorts work great for an intern program or new manager training over a period of a few months.
- **Evergreen:** An always-open mentoring program where pairs can continue to meet as long as they'd like. For instance, this format is ideal for career development and succession planning, where you help employees grow within the organization and develop future leaders.

2 Group format

Run a group learning program with a one-to-many approach. For example, this would be useful for onboarding a group of new hires or if you have a limited number of mentors in your organization.

How long will it take for us to get started?

We can help you get started quickly and easily. You have two options:

1. If you'd like to continue with your existing pairings, we have the capabilities to transfer data around users and pairs, and set people up so there's no disruption in your mentoring process. This would take our engineering team around one week to accomplish.

2. Our team can help you launch a net new program so you can start afresh with pairings.

What if we need more support as we get started?

The Together team offers an unparalleled level of support. A dedicated Implementation Manager will answer questions, offer guidance, and help you set up the program. On our enterprise plans, we also offer unlimited time with our Customer Success team to ensure nothing falls through the cracks.

Our team members are mentoring experts who've helped hundreds of companies launch world-class mentoring programs, and we won't rest until we've helped you launch yours! Our goal is to prioritize your peace of mind and ensure the success of your mentoring program.

What sets the Together Platform apart from other mentoring software?

When you sign up to use Together, you get a full-fledged partnership, not just a software. If we had to pick the three top things that set us apart, it's these:

1 **Customer success**

Our software is exceptional, and so is our dedication to being partners in driving your mentoring program. We work with companies like yours to collect feedback and data about your existing/ previous mentoring platform. After all, you're switching for a reason. Based on your preferences, we make program strategy and design recommendations to help you set up a world-class mentoring program. Plus, you get dedicated IT and admin support, proactive monitoring, regular account reviews, and 24/7 in-app chat, email, and phone assistance.

> " I don't think you could find a more dedicated group of professionals focused on the overall success of your mentoring program.. "
>
> **Joan Skelton** | Global Director of Diversity and Inclusion at Avison Young

2 User-friendly

Together is easy to use, and is designed to help you efficiently roll out a mentoring program. With Together, you don't have to spend hours learning the intricacies of a new software or wrangling different features. Our software is inherently intuitive and smoothly guides you through each step.

> " The best thing about the Together platform is how easy and scalable it is! We've been able to eliminate hours of manual matching and pairings for every mentee/ mentor program. "
>
> **Kodi Bobier** | Talent Program Manager at NetApp

2 Customizable

Every company has different needs, and our software recognizes that uniqueness. From URL and branding to pairing algorithms and dashboards, you can customize your mentoring program to provide employees with a truly immersive experience.

> " Together makes launching a mentorship program as simple as possible because of the intuitive software, baked-in resources, and customizable algorithm. We feel confident that the Together Platform was one of the keys to our success. "
>
> **Kerri Watson** | Talent Program Manager at Ferguson

Do you have experience helping companies switch from their old mentoring software to Together?

Yes! We have helped many companies switch from other mentoring software to Together. Companies often bring up issues they are facing with their old mentoring platform, with some citing concerns around pricing and ease-of-use while others have commented on insufficient seat utilization, lack of customer support, and reporting gaps. Our software capabilities solve for each of these problems and we deliver on our promises.

Additional Resources

We hope this resource helped you learn how to set fruitful agendas for your mentoring sessions. Bookmark this resource to keep the questions handy, and while you're here, we have more resources below to help you in your mentoring journey:

Webinars

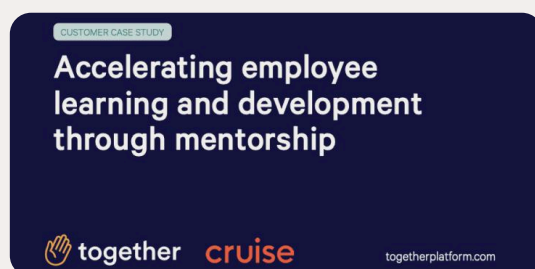[Together Customer Panel: How First Horizon and MCI Group Run Mentorship Programs](#)

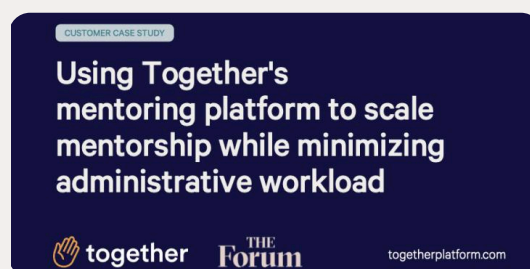[What Separates Successful Mentoring Programs From Those That Flop?](#)

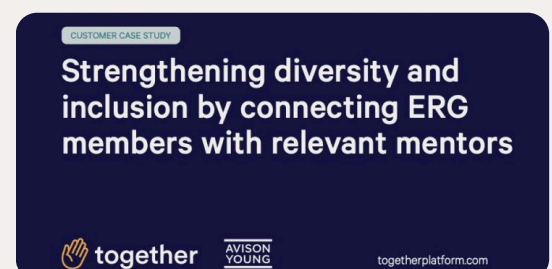

[How to Calculate the ROI of Mentoring](#)

Customer Success Stories

[How Cruise quickly trained their engineers by pairing them with seasoned employees as mentors.](#)
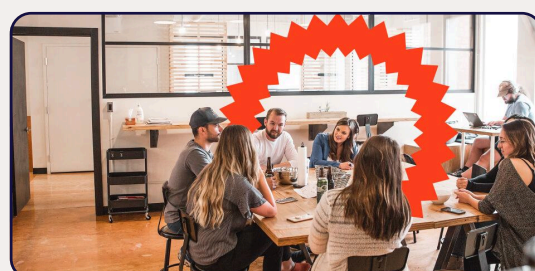

[How The Forum helped more female entrepreneurs grow by streamlining the matching process.](#)
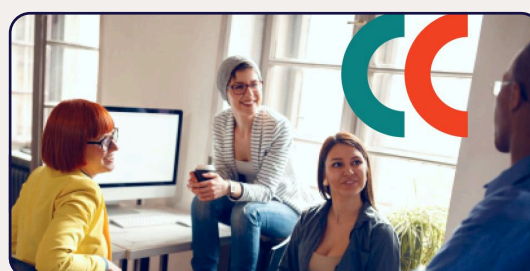

[Avison Young: How a global real estate firm uses mentoring to grow their talent.](#)
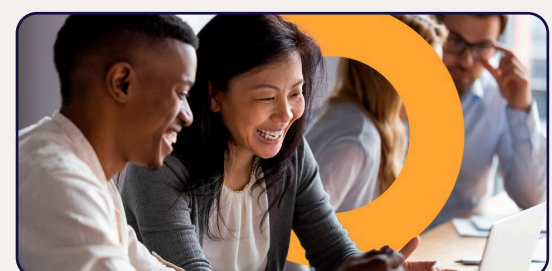
Blog Content

[10+ Examples of successful mentoring programs](#)

[What Makes an Effective Mentoring Program? Key Features and Best Practices](#)

[Mentorship program template: [Download 6 key steps]](#)

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 NEW YORK LIFE FOUNDATION

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

Book Demo