



CUSTOMER CASE STUDY

How Access Uses Mentorship to Help Colleagues Make Connections Through Integration



togetherplatform.com

Case Study

Organization

The Access Group

Industry

Software

Company Size

8,000 employees

The Challenge

Imagine working for a small company where everyone knows each other's name then suddenly finding yourself part of a global organization with thousands of employees spread across multiple time zones. This shift from a smaller operation can be overwhelming, with new challenges in collaboration, communication, and building a sense of belonging.

This was the reality for The Access Group, which provides business management software to more than 100,000 organizations globally. With over 8,000 employees worldwide, the company's workforce spans offices in the UK, Europe, USA, and Asia-Pacific, along with operations centers in Romania and Malaysia.

The Access Group completes many acquisitions each year, ranging from smaller start ups to larger organizations of up to 400 people. The company works hard to give acquired employees an excellent integration experience. But faced with a new culture and ways of working, these colleagues needed help to find their feet and make connections in their first few weeks and months.

Although The Access Group had a mentorship, or "buddy," program to support new hires, it relied on manual processes for matching employees that were difficult to scale.





The M&A team quickly realized they needed an efficient and impactful solution to help new team members feel informed, engaged, equipped, and most importantly, connected. They partnered with Together Software to transform the existing buddy program—an initiative used by the M&A team designed to:

- Make transitions smoother for employees who join through acquisitions
- Strengthen connections and relationship-building
- Uphold the company’s commitment to an inclusive culture

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“As newly acquired colleagues take their first steps into Access, there’s a lot for them to get their heads around. New systems to navigate, new people to meet—and a whole new culture to dive into. The buddy program allows well-established colleagues to wrap a virtual arm around these new team members and help them settle into their new Access world. With the support of their buddy, this new world just doesn’t feel as scary.”

Tony Wittmann, Head of Employee Success, Acquisitions and Change, The Access Group

The Solution

The Access Group understood that integrating employees isn't just about systems and processes—it's about people. By partnering with Together, they developed a solution to help employees from acquisitions feel supported from the start.



“We’ve learned that the buddy program gives newly acquired colleagues a way of sharing their own experiences and ways of working with the rest of Access, helping to continually evolve our culture.” -**Edward Collington, Acquisitions Adviser, The Access Group**

An employee-led experience

The Access Group felt strongly that if employees dedicate their time to the program, it should deliver meaningful benefits. With Together's platform, participants could specify what they wanted from a buddy and what they could offer in return. The system handled the rest.

A smarter, faster matching process

The M&A team used Together's intelligent matching tool to automate the matching process, which saved them hours of manual work. The team loved being able to run the automated matching process and be done in half an hour. At the same time, they had the power to personalize or customize specific matches when it made sense.

Meaningful connections, not just matches

Together can build matches based on standard criteria like skills and departments—but also around shared interests, hobbies, or goals. This helped break the ice and recreate the casual interactions of a traditional workplace, even in remote settings across different countries.

Low effort, high impact

By using Together's pre-built, customizable templates and email scheduling, The Access Group created a highly personalized experience. Employees felt well cared for, meanwhile the program ran smoothly in the background with minimal effort from the M&A team. This meant new hires could get the support they needed without overwhelming managers.

The Results

The Access Group has been using Together to facilitate its buddy program since August 2023, resulting in many new friendships across the business.

3.93/4

from mentors

3.85/4

from mentees

☆ **AVERAGE FEEDBACK**

Less administrative work

Matching 40 employees with a buddy now takes just 30 minutes, a significant reduction from the previous process. The Access Group estimates that they save about 15 hours a month with the new software, compared to their previous process. The M&A team also loves how responsive the Together team is, which makes resolving issues quick and easy.

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“The Together platform helps us run an effective and engaging buddy program that delivers a great experience for both acquired colleagues and the Access folk they’re matched with. There’s very little admin work required from us, which gives us time back to deal with employee queries that can’t be resolved by a buddy.” -**Edward Collington, Acquisitions Adviser**

Better employee experience

Instead of wondering how they find their way around, new colleagues feel instantly connected and engaged. By giving them an inside source for questions, tips, and insights into company culture, the buddy program smooths the employee integration process.

More inclusive culture

Connecting new hires with established colleagues promotes an exchange of experiences and sparks fresh ideas. This helps shape the company's evolving culture and allows new employees to express their voices.

Positive feedback

Employees consistently say the buddy program eases their transition into Access. Many participants have volunteered to buddy up with new hires, proving the program's value.

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“We spend a lot of time listening to colleagues who join from acquisitions to understand the support they need as they become part of Access. They tell us the buddy program helps them get up to speed with new ways of working, bridging the gap between the old world and the new.” - **Tony Wittmann, Head of Employee Success, Acquisitions and Change**



Looking Forward: What's Next for Access



- **Expanding the Buddy Program:** The brand hopes to extend the buddy program beyond M&A to other departments, as well as exploring how it can be used to promote employee development through peer to peer relationships.
- **Integrating with HRIS:** The Access Group aims to integrate Together's platform with their HRIS to make the program even more accessible and efficient for both participants and administrators, ensuring the right matches can be made.
- **Strengthening KPIs and Reporting:** Future plans include expanding key performance indicators (KPIs) and reporting to further demonstrate the program's success and value to stakeholders.

The Access M&A team works hard to continually refine and improve the pathway into Access for employees who join through acquisitions. One of many tools and activities to help colleagues through integration, the buddy program has proved to be highly successful in helping colleagues make connections in its rapidly growing global business.

About Together



Together's mentoring software empowers enterprise organizations to drive performance through relationships. Whether you're running traditional 1:1 mentoring programs, peer or group mentoring programs, or just want to connect employees over a cup of coffee, Together matches employees at scale.

Together has consistently been granted the #1 mentorship software award for user experience by G2, the world's leading software review site.

Together Administrators Report...

94%



Improved
Employee Skills

95%



A More Connected
Company

100%



Improved Inclusion
and Support

79%



Improved Retention

Some of our customers include

Teladoc[®]
HEALTH

Kellogg's

randstad

Discovery

Crayon

NEW YORK LIFE
NEW YORK LIFE
FOUNDATION

Book Demo