



CUSTOMER CASE STUDY

How Compass Group Scaled Mentorship Across a Dispersed Workforce with Together



togetherplatform.com

Case Study



Organizations

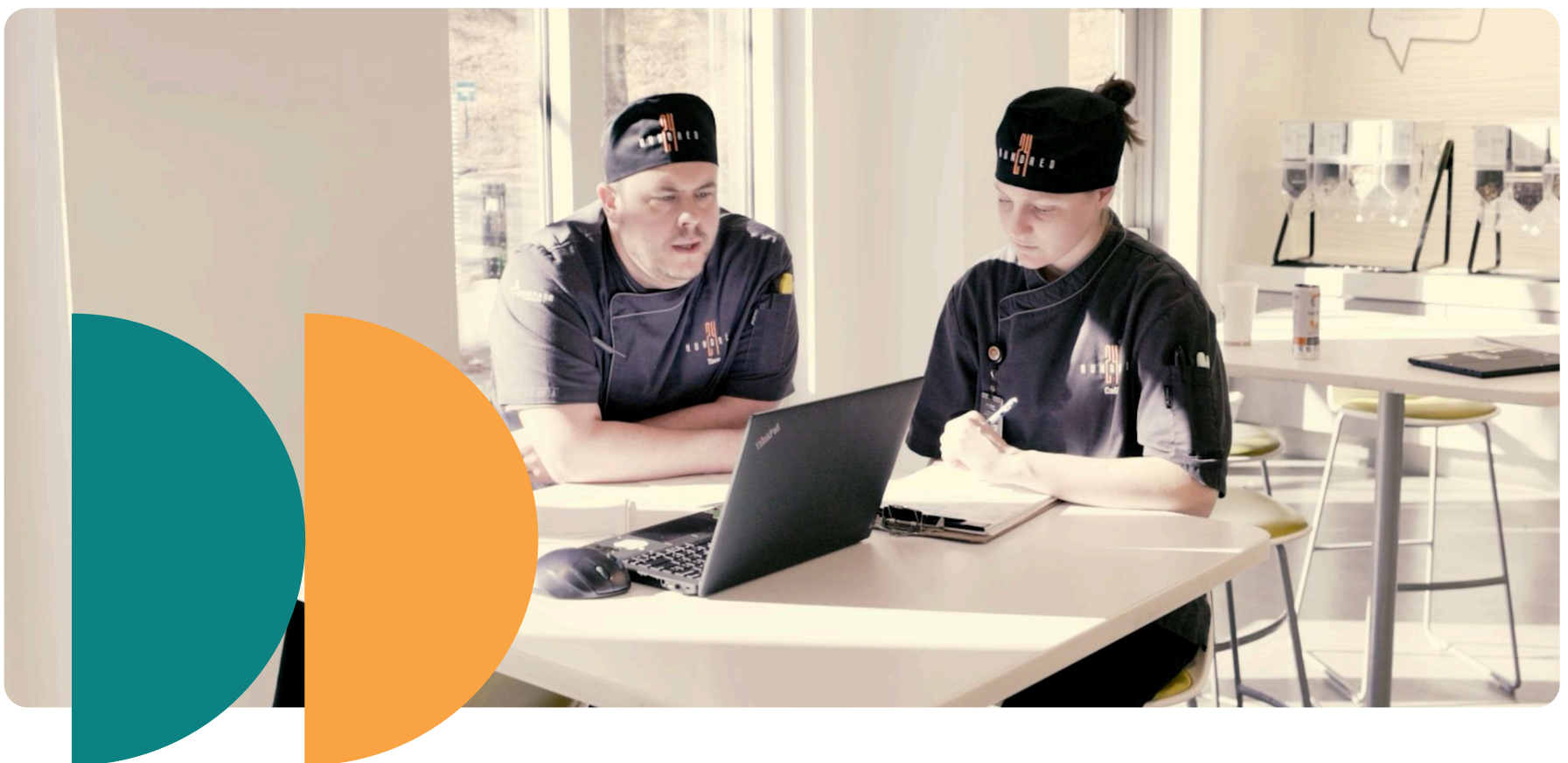
Eurest and ESFM, Divisions of
Compass Group

Industry

Food Services &
Facilities

Employees

10,000+



Introduction

In fast-paced, geographically dispersed organizations like Eurest and ESFM—divisions of Compass Group, delivering food services and facilities solutions across the U.S.—creating a sense of connection and continuous growth for managers can be challenging. With teams spread across hundreds of unique locations, Compass Group recognized the need for a scalable, flexible mentorship solution that could foster collaboration, support professional development, and break down geographic silos across Eurest and ESFM.

This case study explores how Compass Group partnered with Together, the leading platform for mentorship and peer learning, to reimagine what mentoring could look like across its workforce. By implementing a dual-track mentoring model—"Connect" for informal, peer-based support and "Grow" for structured, career-focused development—Compass Group was able to boost engagement, strengthen company culture, and deliver lasting value to its people and leadership alike.

The Challenge

Eurest and ESFM, divisions of Compass Group, operate across numerous client locations nationwide. Eurest delivers food services and ESFM provides integrated facilities management to the business and industry (B&I) sector. This widespread operational footprint led to a recurring challenge: how to foster meaningful connection and support professional development among managers scattered across different regions, many of whom worked in isolated environments.

According to Kelly Pope, Onboarding and Development Program Manager at Eurest, managers consistently expressed a desire for more support and connection. They wanted mentorship—not just in the traditional sense of career coaching, but also in the form of peer-to-peer support to troubleshoot daily challenges, share best practices, and feel a sense of community within a vast organization.

Previous attempts to deliver on this need faced roadblocks. Earlier iterations of the mentoring program either lacked structure or were too rigid. One version centered on mentoring circles—predefined groups led by selected mentors. While initially successful, scheduling group sessions across varied time zones and availability proved cumbersome. Another approach tried to democratize access by allowing one-on-one mentoring with minimal structure using a lightweight tool, but it failed to generate sustained engagement due to a lack of features like calendar integration and automated reminders.

With each iteration, one key insight emerged: people wanted different things from a mentorship experience. To some, “mentor” implied a heavy commitment, whereas others simply wanted an approachable way to connect with peers or find a subject matter expert. Compass Group needed a flexible, scalable solution that could meet diverse needs—without burdening already busy L&D administrators.



The Solution

Recognizing the complexity of managing such programs manually, Compass Group partnered with Together, a structured mentorship and peer learning platform. The decision was driven by two core needs: the capability to scale mentorship through a centralized platform, and the need for a true partner to support implementation and long-term evolution.

Together enabled Compass Group to reimagine mentorship with flexibility at its core. After surveying past participants to better understand what “mentorship” meant to them, Compass Group designed two distinct yet complementary programs within the platform:

1. Connect Program - Casual, Lightweight Peer Support

This evergreen program allows participants to connect informally, primarily for short-term advice or knowledge sharing. There is no two-sided approval; mentees can browse a pool of mentors or peers and select a match from recommended profiles or full directory listings. Sessions can be one-time or ongoing based on the participants’ preferences. The goal is to create opportunities for connection without the weight of a long-term commitment.

2. Grow Program - Traditional, Career-Focused Mentorship

This program caters to employees seeking structured, long-term career development. It uses two-sided approvals: mentees submit a shortlist of preferred mentors, and mentors accept matches. Additionally, Compass Group built rules into Together’s matching engine to discourage matches within the same geographic region, encouraging broader exposure and cross-regional collaboration. This setup ensures mentees receive mentorship from someone outside their immediate context, bringing new perspectives and learning opportunities.

The Together platform supported both models with:

- **User-led matching** with customizable match rules and profile fields (e.g., region, tenure, skills).
- **Integrated scheduling** with Outlook and Microsoft Teams, ensuring that sessions appear in users’ calendars.
- **Pre-built resources** like discussion guides and meeting agendas to reduce prep time and enhance engagement.
- **Automated nudges and reminders**, ensuring sessions stay on track.
- **Robust reporting tools** for tracking participation, satisfaction, and usage metrics.



“Having a platform that integrates into the systems our teams are already using—like Outlook and Teams—was huge for participation, adoption, and ease of use.” - **Kelly Pope, Onboarding & Development Program Manager**

Just as importantly, Together provided ongoing strategic support. A dedicated Customer Success Manager from Together met regularly with Kelly to review performance, brainstorm solutions to challenges, and help with custom reporting exports for internal stakeholders.

The Results

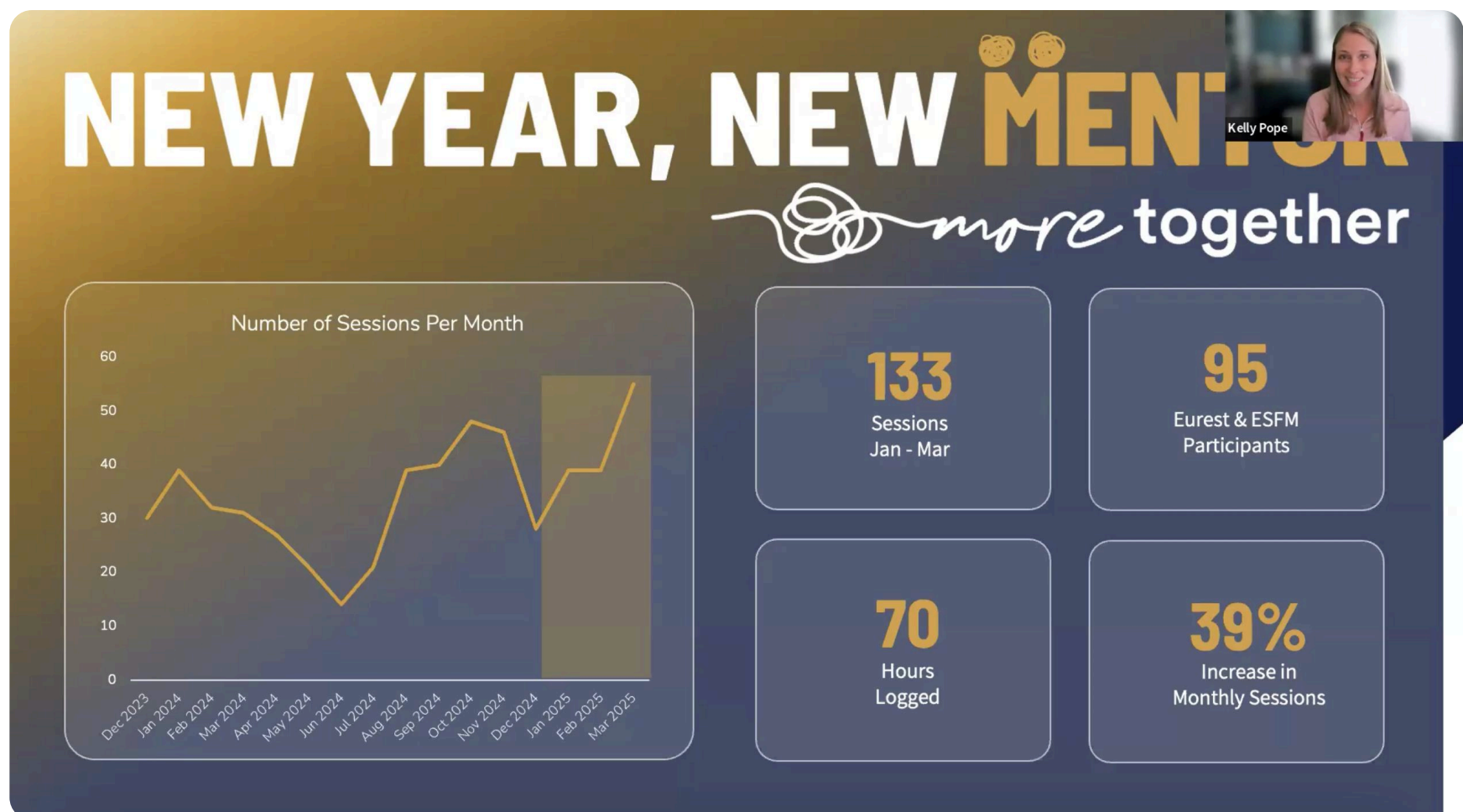
The shift to Together's platform marked a turning point for Compass Group's mentorship strategy. By offering multiple paths to participation and automating the administrative heavy-lifting, Compass Group achieved significant results in program engagement and organizational impact.

1. Dramatic Growth in Participation and Engagement

Eurest and ESFM's mentoring programs saw a major spike in activity thanks to a promotional campaign called "New Year, New Mentor." The campaign included internal marketing, a team video, and a prize draw for those who completed a mentorship within a set timeframe. The results:

- A **39% increase in scheduled sessions** during the campaign period.
- Over **60 hours of future sessions booked**, indicating sustained engagement beyond the promotional window.

Notably, participants didn't just "show up" to win prizes. They stayed engaged, scheduling additional sessions independently—demonstrating the long-term value they found in the experience.



2. High Satisfaction and Repeat Engagement

One of the strongest indicators of program success has been the qualitative and quantitative feedback from participants. In survey responses and follow-up conversations, employees highlighted how approachable the platform felt, how easy scheduling was, and how beneficial the resources were for both mentors and mentees.



“This program fits perfectly into my lifestyle. All of us are very busy, and it is excellent to have this platform and resource to connect meaningfully, troubleshoot tough workplace challenges, and grow in my career with Compass Group.” - **Program Participant**

Kelly shared that many participants now better understand what mentoring entails and no longer view it as “scary” or overly formal. The platform’s suggested agendas and built-in guides helped ease anxieties and build confidence—especially for first-time mentors.

3.86/4

from mentors

3.91/4

from mentees



**AVERAGE FEEDBACK FROM
GROW PROGRAM**

3.96/4

from peers



**AVERAGE FEEDBACK FROM
CONNECT PROGRAM**

3. Internal Visibility and Strategic Expansion

The ease of pulling data from Together’s dashboard allowed Kelly to regularly report up to leadership with statistics on match volume, participation rates, and feedback scores. This visibility helped make the case for further investment and integration into key lifecycle moments.

Moving forward, Compass Group plans to:

- **Integrate the program into onboarding:** New hires will be made aware of the mentorship options available to them early in their journey.
- **Expand access to hourly employees:** Currently focused on salaried managers, the company is exploring how to include its broader workforce.
- **Evolve participation pathways:** Based on feedback, the team may eventually launch a third program to meet emerging needs.

4. Efficiency for the Admin Team

For Kelly and her team, Together has not only increased impact—it has saved time. Previously, much of the administration required manual oversight, from coordinating schedules to creating match lists. Now, Kelly is able to focus more on strategy and program evolution, supported by Together’s automation and a responsive customer success team.

In her words:

“

“This isn’t anyone’s full-time job. So having a partner like Together—who not only provides the software but also strategic support—has been huge for us.” - **Kelly Pope, Onboarding & Development Program Manager**



Conclusion: Mentorship at Scale, on Employees’ Terms

Compass Group’s experience with Together exemplifies how thoughtful design, flexible participation models, and the right technology can overcome the barriers of distributed teams. By shifting from rigid structures to empowering self-directed engagement, Eures and ESFM created a mentoring ecosystem where every employee—regardless of location or tenure—can connect, grow, and feel supported.

The case of Eures and ESFM serves as a compelling model for other organizations looking to reimagine mentoring: start with listening, design for flexibility, and choose a partner that makes growth easy to scale.

About Together



Together, an Absorb company, makes it easy to unlock the power of mentorship and coaching in your organization. Our platform removes the manual burden of running mentorship and coaching programs by automating matching, guiding and supporting matches with session agendas, delivering actionable insights through built-in reporting, and more.

Our impact speaks for itself. G2—the leading software review site based on verified user feedback—has consistently ranked Together as the top mentoring platform for enterprise organizations.

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**
FOUNDATION

Book Demo