



CUSTOMER CASE STUDY

First Horizon grows mentoring program while reducing administrator workload

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an Absorb company

 **FIRST
HORIZON**

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Case Study:



First Horizon had been running a mentoring program manually for many years. However, the employee that ran the mentoring program was leaving the organization. First Horizon wanted to continue to offer this mentoring program without backfilling the employee that left.

Key Stats:



Industry:
Banking



Employees:
6,000



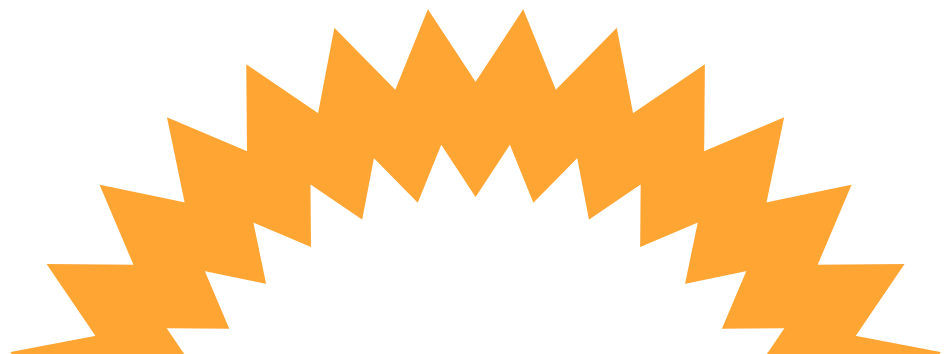
Key People:
VP of HR Manager of
Career Development



Programs:
1x general population
3x high-potential



Pairing Process:
Hybrid



Results:



25%

increase in size of First Horizon's program



An existing HR team member managed to take on managing the mentoring program with no reduction to her other responsibilities

Increased the number of programs offered, with new programs specifically focused on high potentials



General Population program



High potential/ Succession programs



350 users



Separate pool of mentors



Mentee-led pairing process



Admin-led pairing process



My second session was awesome. I had the opportunity to go to our operation center for the first time. I love this program because it is helping me to grow in other areas in First Horizon.