



CUSTOMER CASE STUDY

Driving Employee Development and Diversity with Mentorship Software



together



lightspeed

togetherplatform.com

Case Study



Company
Lightspeed

Industry
Software

Company Size
1K-5K Employees

The Challenge

Lightspeed Commerce Inc. (“Lightspeed”), the one-stop commerce platform empowering merchants to provide the best omnichannel experiences, aimed to launch impactful mentorship programs tailored to two key groups within the organization:

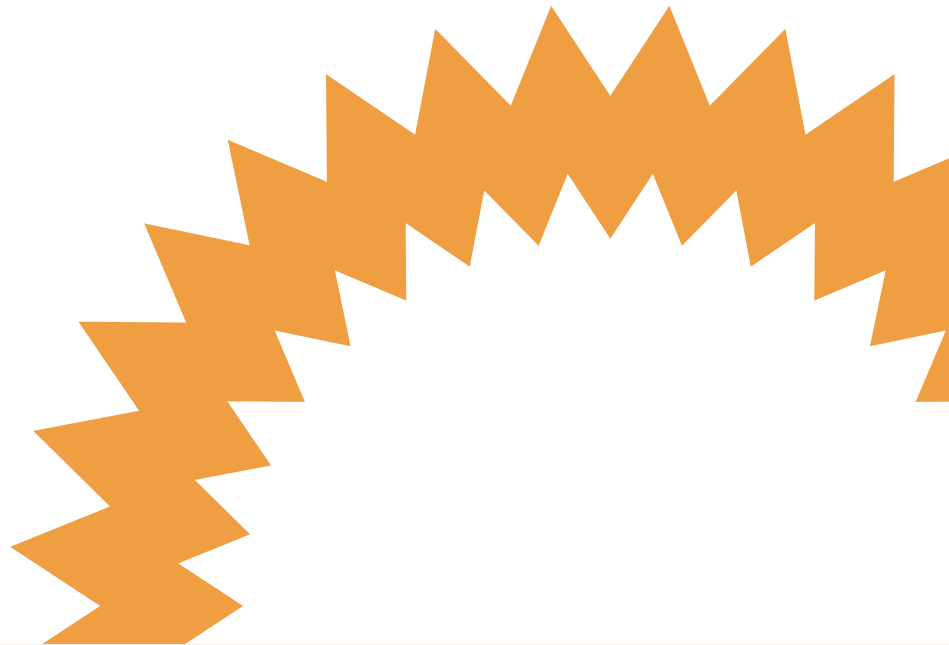
- **Women in Product & Technology (P&T):** Focused on providing professional development to women at various levels.
- **Changemakers:** Designed to empower high-performing individuals to drive innovation and positive impact across the company.

These programs were developed to align with Lightspeed’s broader objectives, including:

- Supporting internal employee growth.
- Collaboration across departments.
- Increasing women’s representation at multiple organizational levels.

To meet these objectives, Lightspeed required a solution that could:

1. Automate mentor-mentee matching.
2. Centralize reporting for actionable insights.
3. Seamlessly integrate with existing HR systems.



The Solution

Lightspeed partnered with Together's mentorship software to address these needs. Together's platform provided robust features that streamlined processes while enhancing the mentorship experience for participants. Key highlights included:

1. Automated Mentor-Mentee Matching

One standout feature was Together's intelligent mentor-mentee matching tool. Keagan McMahon, Implementation Manager at Together, reflected on the significant impact this feature had on Kristine Darnbrough, Manager of Learning & Organizational Development at Lightspeed, compared to her previous experience with manual matching:



“I remember first showing her matching and just seeing her eyes light up. She said, ‘We can just turn it on? We used to have to do it manually and it would take hours!’”

- Keagan McMahon, Implementation Manager at Together

2. Seamless Integration

Together's platform integrated effortlessly with Lightspeed's existing HR ecosystem, providing features such as:

- Calendar syncing.
- Single Sign-On (SSO).
- Automated data imports.

This ensured a smooth experience for both participants and administrators.

3. Personalized Mentoring Experiences

AI-generated agendas were used to tailor discussions based on participants' skills, experiences, and goals, ensuring each session was meaningful and relevant.

4. Recognition and Milestones

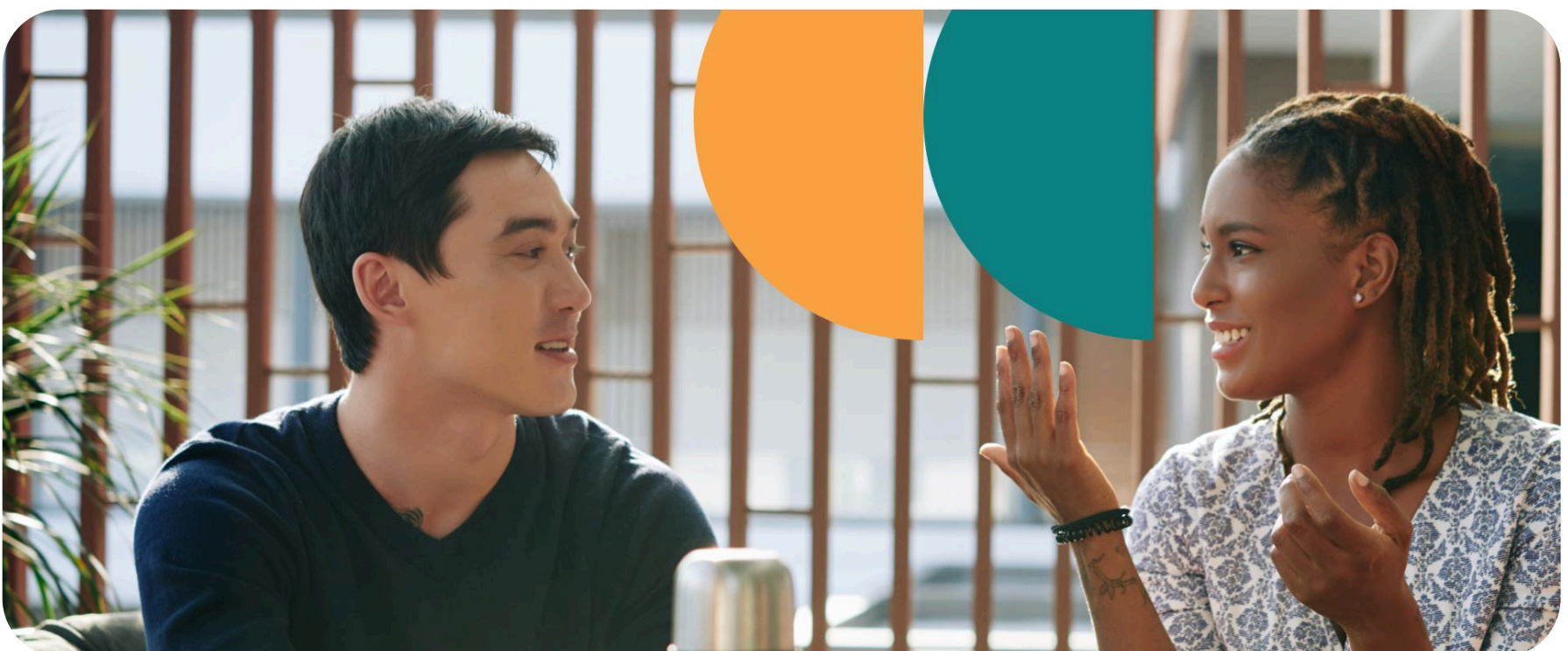
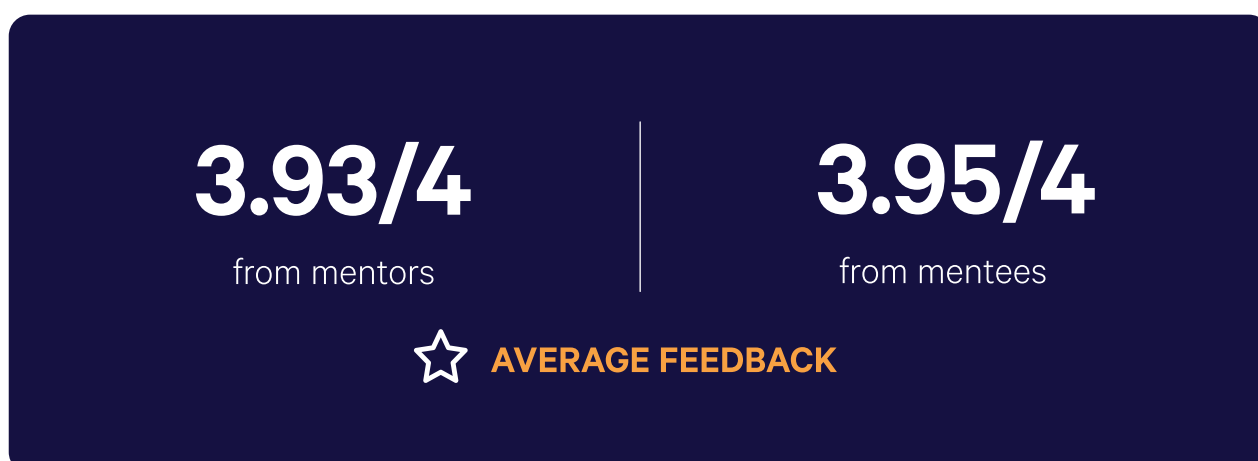
To celebrate participant achievements, Lightspeed utilized Together's Badges & Certificates feature to acknowledge milestones and program completion.

The Results

Since implementing Together's software, Lightspeed has achieved significant engagement and impact through its mentorship programs. These scores reflect Lightspeed's success in fostering meaningful relationships and creating an environment where employees feel supported and empowered to grow.

Key Metrics

- Mentor feedback score: **3.93/4**
- Mentee feedback score: **3.95/4**
- Over 50% of participants have logged over **100 minutes** of mentoring sessions.
- One participant has accumulated an impressive total of **750 session minutes**, combining time as both a mentor and mentee.



Participant Feedback

Here's what participants had to say about their experiences:

“

“I think this went really well. **[My mentee] and I were a solid match, and there's a lot to gain out of this for both of us.** Six weeks does feel a bit short, but I suppose if we decide to keep up with each other outside that timeline, there's nothing stopping us. So far, so good!” – Anonymous Mentor

“It was a really nice session with [my mentor]. **We got to know each other, and it clicked right away.** I'm really impressed with all her knowledge and work/life experience. I'm really eager to learn more from her.” – Anonymous Mentee

“Great fit with my mentee! So far, it's gone well. I've got two mentees right now, and this is my first time meeting with my second mentee. **I really like the structure that the Together Platform offers because it's giving me tools to make me feel like I could be mentoring a third person right now!**” – Anonymous Mentor

“The session was super. **I feel like the pairing is great.** Based on my goals, my mentor was able to zero in on ways this pairing could be beneficial to me.” – Anonymous Mentee

“I'm incredibly thankful to have been paired with a mentor who shares my interests. [My mentor] has provided invaluable support during several transitions I've faced in my role, despite the relatively short time we've been working together. **The timing and alignment of my mentor placement has been truly exceptional.**” – Anonymous Mentee



Conclusion



Lightspeed's mentorship programs, powered by Together's innovative software, have been a resounding success. By automating processes, providing personalized experiences, and fostering meaningful mentor-mentee relationships, Lightspeed has:

- Achieved excellent engagement and satisfaction scores.
- Progressed diversity initiatives and supported efforts to enhance women's representation.
- Empowered employees to grow as changemakers within the organization.

Lightspeed's mentorship initiatives underscore its forward-thinking culture and unwavering commitment to creating a workplace where innovation, inclusion, and professional growth thrive. By leveraging Together's platform, Lightspeed has set up mentorship programs that empower employees and foster a collaborative and inclusive environment.

This case study highlights how a well-designed mentorship platform can drive measurable impact, foster inclusion, and strengthen organizational culture.

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



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