



CUSTOMER CASE STUDY

Building Employee Connections & Personalizing Learning Journeys with Mentorship



togetherplatform.com

Case Study

Company
Teladoc Health

Industry
Healthcare

Company Size
5K-10K employees

The Challenge

Teladoc Health is a multinational telemedicine and virtual healthcare company. With approximately 6,000 employees spread across the globe, about 90% of Teladoc’s workforce operates remotely. This lack of face-to-face interaction created an urgent need for connection. Employees were eager for ways to form relationships, learn from one another, and find a sense of community that physical office spaces naturally fostered.



“Meeting random people that you don’t work with regularly is very hard to do post-pandemic. We used to have the ability to connect with someone at the water cooler, get to know them, and start to think, ‘this person could be really helpful for me in X, Y, Z. Or, ‘I could really support this person, because I have this experience’ ... that part is really difficult to do now.” **-Beth Clark, Senior Learning & Development Manager, Teladoc**

In addition to the challenges of remote work, Teladoc had experienced rapid growth, driven by a series of mergers and acquisitions. Integrating teams from diverse backgrounds and defining the company’s culture and identity—all while being a telehealth company in the midst of a global pandemic—proved to be another challenge.

The L&D team at Teladoc recognized the importance of creating a program that would empower employees to interact with colleagues across the organization, regardless of location, and to facilitate knowledge-sharing. That’s where mentorship came in.

The Solution



Mentorship was already happening ad-hoc across the organization in various groups, signaling a natural desire for structured guidance and support. The L&D team wanted to formalize this into a mentorship program that would make these benefits available to the entire workforce, helping to foster a cohesive, resilient culture at Teladoc. The L&D team partnered with Together, a mentorship platform that provided the necessary tools to handle registration, matching, tracking, and scheduling.

Teladoc's pilot program

The Teladoc team started with a targeted pilot initiative in their women's resource group. The group had already been organizing informal mentorship activities, but managing the process manually presented logistical difficulties. Together took an administrative burden off this group, allowing the L&D team to focus on driving engagement and supporting participants rather than handling logistics.

Scaling to an evergreen model for company-wide impact

Based on the success of the pilot, Teladoc moved forward with a vision to expand the program, transitioning from a 6-month, cohort-based model to an evergreen (“always-on”) program. This approach allowed for continuous engagement by enabling employees to join or leave the program at any time based on their evolving needs and career goals.

Preparing for success: Starting with mentor recruitment

Understanding that mentorship program success depends heavily on the availability of qualified mentors, Teladoc strategically focused on mentor recruitment before launching its evergreen program. By securing a diverse pool of mentors first, they ensured that when mentees joined, they would immediately have access to valuable connections.

Launching the MELD program: Building a culture of continuous learning and connection

With mentors recruited and the infrastructure in place, Teladoc officially launched its company-wide mentorship program under the name MELD, which stands for Mentor, Engage, Learn, and Develop. The program was accessible to all employees globally, encouraging widespread participation across different countries and departments.

One of MELD’s key features was its dual approach to mentorship. Traditional mentor-mentee relationships were encouraged, but the program also supported peer connections through Together’s Colleague Connect tool, providing an additional pathway for employees to connect whether they sought advice from a senior mentor or peer-level support.

The Together platform enabled employees to select their own mentors based on shared skills, goals, or career interests. This self-led process empowered participants to take ownership of their mentorship journey, creating a more meaningful and engaging experience.



The Results

The MELD program has enabled employees at Teladoc to shape their mentorship experience to fit their individual needs. By offering flexibility in both the nature of relationships and duration, MELD has created a “choose your own adventure” model of professional development.

Employee connection

One of the most significant outcomes has been the creation of cross-functional connections. Employees are connecting across departments and continents, forging relationships that might never have developed otherwise. These connections extend beyond professional growth, often leading to lifelong relationships.

Career and personal growth

Participants frequently use the MELD program to explore career development, especially around soft skills and mobility within the organization. Together provides a searchable database, giving participants access to mentors and peers who can help them explore potential career directions.

Personalized learning journeys

With Together’s platform, Teladoc’s mentorship program evolved into a flexible, self-led experience that could meet the unique needs of each participant. For example, one employee might seek a long-term mentorship relationship lasting 18 months, while another might only need a single session for an informational interview. This adaptability allowed employees to personalize their mentorship journey and engage in a way that best fit their learning objectives and schedules.



“With evergreen, the world’s their oyster.” - Beth Clark, Senior Learning & Development Manager, Teladoc

Participants can use Together’s AI-generated agendas to structure discussions based on specific skills, goals, or challenges they wish to discuss.

Employee feedback and organic growth

Feedback from employees has been overwhelmingly positive. Stories of impactful mentorship relationships abound, with many employees describing how these connections have been crucial for both their professional and personal growth. Word-of-mouth has become one of the program's primary drivers, as employees eagerly recommend MELD to their colleagues.

3.90/4

from mentors

3.97/4

from mentees



AVERAGE FEEDBACK

94%

of mentors

95%

of mentees

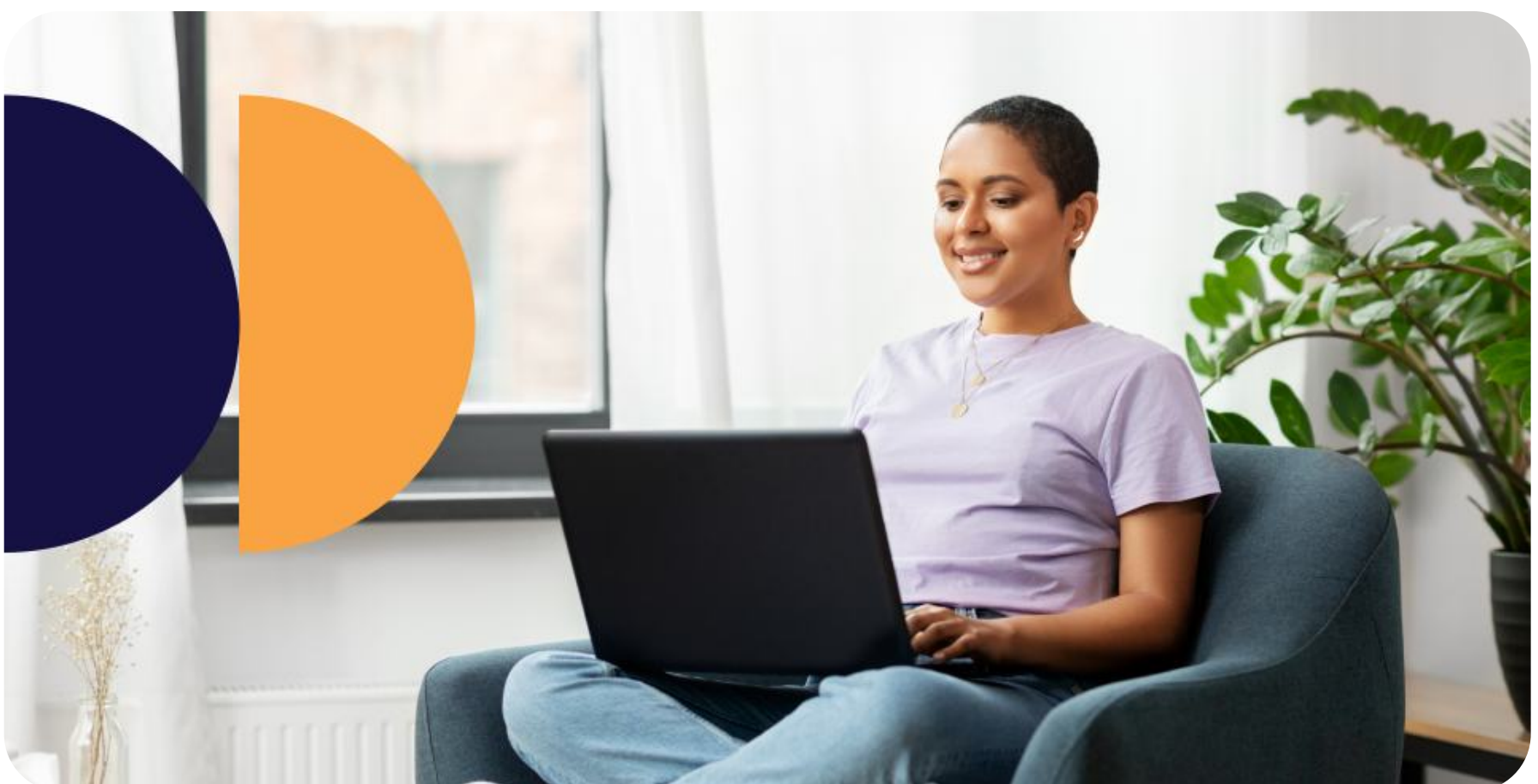


SAY "IT'S A GOOD FIT"

Looking forward: Enhancing the MELD program's impact

Teladoc's L&D team has ambitious plans to continue building on the success of the MELD program. Some key areas of focus include:

- **Integrating with HRIS:** Teladoc aims to integrate Together's platform with their HRIS, making the program even more accessible and efficient for participants and administrators alike.
- **Expanding globally:** While participation is already strong, Teladoc sees an opportunity to grow MELD's reach by investing in translations of Together's platform.
- **Exploring group mentorship:** To broaden MELD's offerings, Teladoc is considering adding a group mentorship option, allowing skilled employees to lead sessions on topics relevant to larger audiences, such as project management, communication, or industry-specific skills.



Conclusion



Reflecting on the value of the MELD program, Beth Clark, Senior Learning & Development Manager at Teladoc Health, notes that mentorship has been one of the most well-received programs in their L&D portfolio. When asked what advice she would give to other program administrators looking to secure upper-level leadership buy-in for mentorship software, she said, “Mentorship is one of the easiest sells I’ve found with L&D programming that we have brought to the organization ... many [senior leaders] have gotten to where they are because of mentorship experiences that they’ve had, whether it’s formal or informal.”

Teladoc’s MELD program has transformed employee engagement, learning, and connection in their remote work environment. By leveraging Together’s mentorship software and embracing an evergreen, participant-led model, Teladoc has created a dynamic, flexible, and impactful program that meets employees where they are in their development journeys. The MELD program continues to play a critical role in building a supportive, interconnected community across Teladoc’s global workforce.

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

UTSouthwestern
Medical Center

Kellogg's

randstad

Discovery

 **Crayon**

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