



CUSTOMER CASE STUDY

How Wellabe Scaled Personalized Development with Together



wellabe

togetherplatform.com

Introduction

Company
Wellabe

Industry
Insurance

Company Size
400 Employees

At Wellabe, a leading insurance company with a 400-person workforce, cultivating a strong culture of mentorship has long been a cornerstone of its employee development strategy. While the organization's commitment to personal and professional growth was evident, its mentoring program was constrained by manual processes that limited its reach and impact.

That changed when Joey Spivey, Senior Learning & Development Specialist, joined the team. Drawing on prior experience with Together, a mentoring platform designed for scalability and flexibility, Joey led a transformational shift. The result: a mentoring ecosystem that not only quadrupled engagement but also became a core pillar of Wellabe's employee experience and retention strategy.

This case study explores how Wellabe moved from a time-intensive manual process to a dynamic, choose-your-own-adventure mentoring experience using Together's robust platform.





The Challenge

Before adopting Together, Wellabe’s mentoring program, though loved by its participants, was limited in scope and scale. The existing model involved an entirely manual process, overseen by a small HR team who matched participants, managed logistics, and gathered feedback. Despite the dedication and effort behind it, the program faced critical challenges:

1. Administrative Bottlenecks

Each program cycle consumed 20–30 hours just to prepare for launch. This included collecting intake questionnaires, manually matching mentors and mentees, and aligning schedules — a highly subjective and guess-based process that involved reviewing biographical data and navigating interpersonal histories. Joey described it as “days, literal days” of work for every cycle, even after multiple iterations of the same process.

2. Limited Scale

Because of its manual nature, the program capped out at 26 participants — roughly 6.5% of the company. While those involved reported deeply meaningful experiences, hundreds of employees remained on the sidelines. This cap on participants also limited the mentoring experience; Wellabe was only able to offer a traditional senior-to-junior employee mentoring program, despite an expressed desire from employees for different mentoring use cases, such as peer connection or onboarding buddies.

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“Those that are in the doors of the mentoring program love it. And they love it because we have the prerequisite of all prerequisites for a mentoring program — and that is really good people. What we needed was one, a way to let more of those amazing growth-oriented human beings into the program, and then also meet people where they are in terms of mentoring use cases.”

- **Joey Spivey, Senior Learning & Development Specialist**

3. Lack of Insights

Feedback mechanisms were minimal — occasional pulse checks and year-end lunches provided some anecdotes but no consistent insight into the health of mentoring relationships or their broader impact.

The combination of high manual effort, low reach, and limited data made it clear: Wellabe needed a solution to scale mentorship without compromising its quality or employee-centric values.



The Solution

Recognizing the need for change, Joey turned to a platform he trusted from a previous role: **Together.**

Together offered the flexibility, automation, and support Wellabe needed to breathe new life into its mentoring initiatives. Key features that enabled this transformation included:

Template Programs



Together's library of pre-built program templates allowed Joey's cross-functional team — some new to mentoring administration — to launch initiatives quickly and confidently. This dramatically reduced setup time and ensured consistency in structure and expectations across different mentoring formats.

Seamless Integrations



Integrations with Wellabe's HRIS and Microsoft Outlook eliminated the friction points that often disincentivize users. "Any disincentive is hurting your cause," Joey emphasized. Together's integration ensured scheduling, communication, and goal tracking were centralized and intuitive.

Flexible Administrator Controls



From hands-on to hands-off, Together supported the level of involvement Joey and his team needed across different programs. For instance, the Emerging Leaders program required more hands-on facilitation, while the Grow program could be largely self-directed thanks to user-led matching and AI-generated agendas.

Exceptional Customer Support



Joey lauded Together's customer success and support teams as a key differentiator. "When we have an issue... the next thing you hear is, 'That's done. We did it.'" The responsiveness and solution-oriented mindset solidified the relationship as a partnership rather than a vendor-client transaction.



Hyperpersonalization at Scale

These features enabled Wellabe to scale one mentoring program into four:

Grow: A traditional career mentoring track focused on general guidance.

Connect: A monthly “coffee chat” program that pairs employees for informal 30-minute conversations, encouraging cross-functional bonding.

Emerging Leaders: A cohort-based development experience for high-potential individual contributors, integrating mentoring alongside structured learning.

Culture Colleagues: A 90-day onboarding mentorship experience pairing new hires with seasoned employees to support integration and cultural alignment.

Each program caters to a unique employee need, helping to “make mentoring mean different things to different people.”

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“The biggest value of mentoring is that it provides hyper-personalized development at scale.”

- Joey Spivey, Senior Learning & Development Specialist



Results

The impact of Together's implementation has been profound across several key dimensions:

4X Increase in Employee Engagement

With the flexibility to support multiple mentoring formats, Together helped Wellabe grow its reach from 26 participants to over 100 — a 4x increase in total engagement.

Increased Favorability in Engagement Surveys

In Wellabe's Fall 2024 engagement survey, the average favorability score jumped 23 points — from 69% to 92%. While this increase can't be attributed solely to mentoring, Joey confidently credits Together with contributing significantly to the lift, especially due to:

- Feedback-driven design
- Multiple access points to mentoring
- Tailored goals and pairing logic

Onboarding surveys also began to reflect deeper, more enthusiastic comments about relationships and support systems. One new hire described the culture as “a breath of fresh air... I've never experienced anything like it.”



Reinforced Low Turnover Amid Change

Wellabe already boasted a low voluntary turnover rate of 6.4%. The goal was to protect and reinforce that below industry average rate — especially through periods of transformation, including a CEO transition and product line restructuring. Joey emphasized that mentorship has become a critical tool in ensuring this “stickiness,” particularly during employees’ crucial early months.

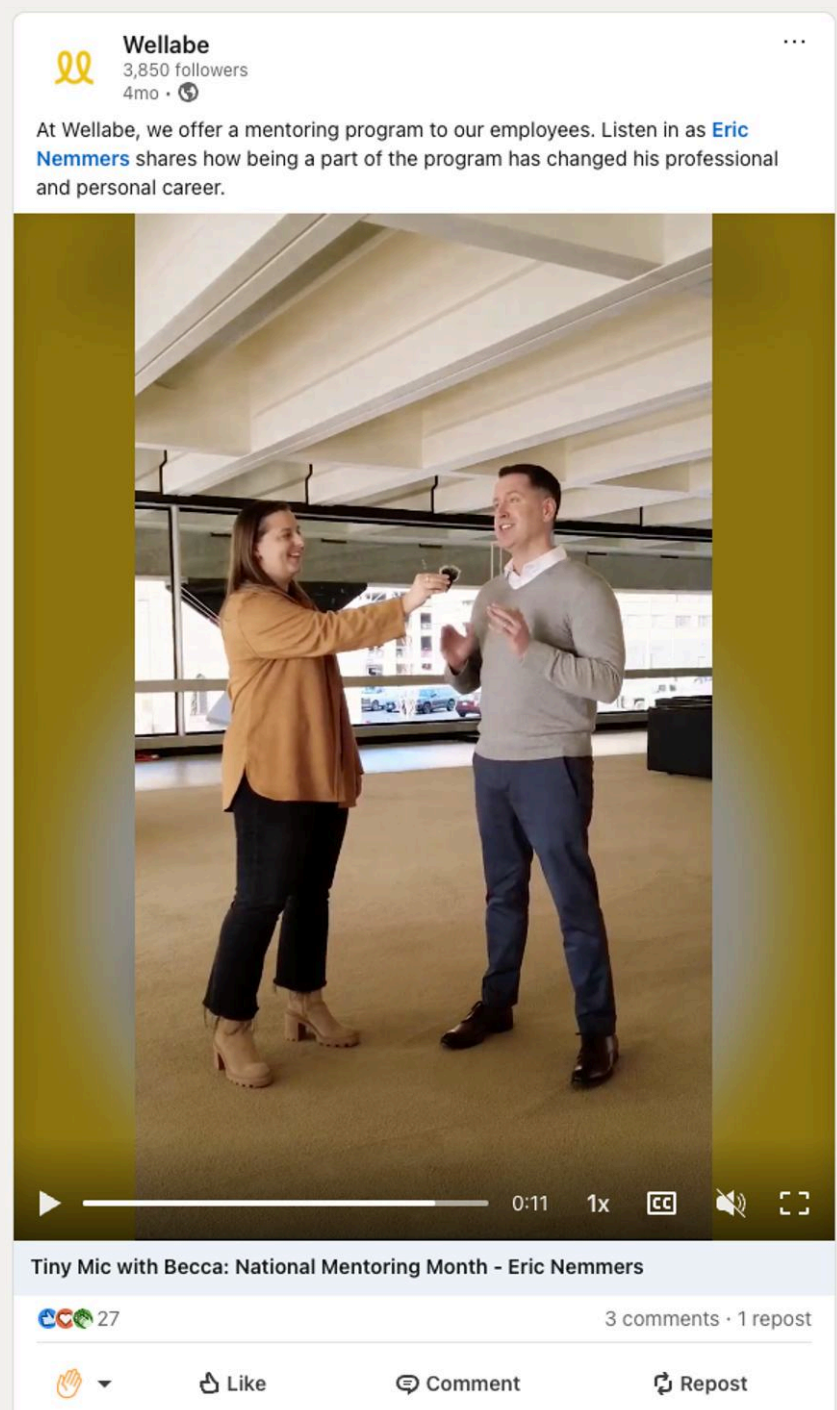
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“We’ve had significant organizational change, and our turnover rate is still at 6.4%. Mentoring helps keep it there.”

- **Joey Spivey, Senior Learning & Development Specialist**

Elevated Internal Advocacy and Culture

Mentoring success has created ripple effects across the company. Employees — especially those serving as Culture Colleagues — report a deep sense of fulfillment. Some volunteers eagerly re-enlist for future cohorts. Meanwhile, Joey’s team has collaborated with the internal marketing group to creatively promote mentoring — including a TikTok-style “tiny mic” interview series featuring mentors and mentees. These stories now fuel internal communications and recruitment efforts.



Scaling With Purpose: What's Next for Mentoring at Wellabe

As Wellabe looks to the future, mentorship is no longer a side initiative — it's a strategic engine driving people development.

Strategic Focus Areas

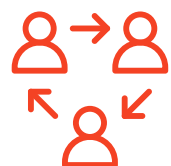
Skills-Based Mentoring

Wellabe is shifting toward mentoring programs built around skill acquisition and intelligence. This aligns with broader trends in upskilling, reskilling, and building agile, cross-trained workforces.



People Analytics Integration

The team is exploring ways to integrate external skill assessments and internal talent data into its HRIS — data which will sync with Together to enable smarter matching and more targeted mentoring journeys.



Scalable Rotational and Group Mentoring

New use cases such as group mentoring and rotational learning experiences are on the horizon. These models will help Wellabe expand mentoring into more structured, curriculum-driven formats without sacrificing personalization



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“Mentoring will remain a central component of our talent strategy. It opens doors that would otherwise stay closed.”

- Joey Spivey, Senior Learning & Development Specialist

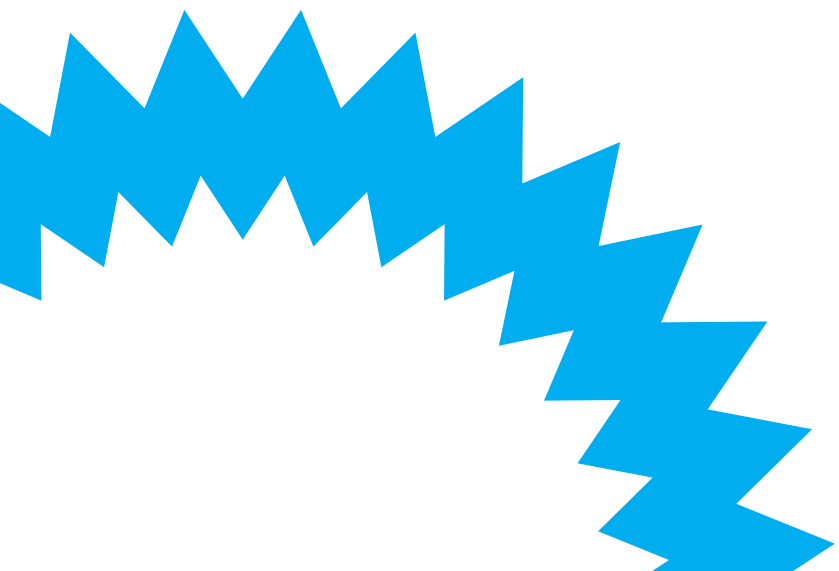


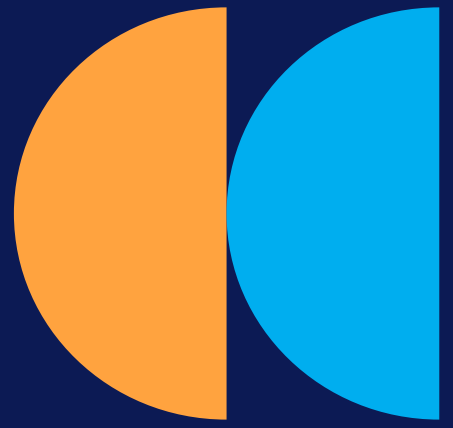
The Bigger Vision

Mentoring at Wellabe is no longer about ticking boxes — it's about weaving development into the DNA of the organization. From onboarding to high-potential development, mentoring now acts as a connective tissue that builds relationships, develops talent, and amplifies the organization's cultural strengths.

As Joey puts it, “We knew mentoring worked. We just needed a way to let more people in and do it even better.”

With Together, Wellabe has found not just a platform, but a partner in its ongoing journey to create a workplace where learning, connection, and growth thrive.





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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