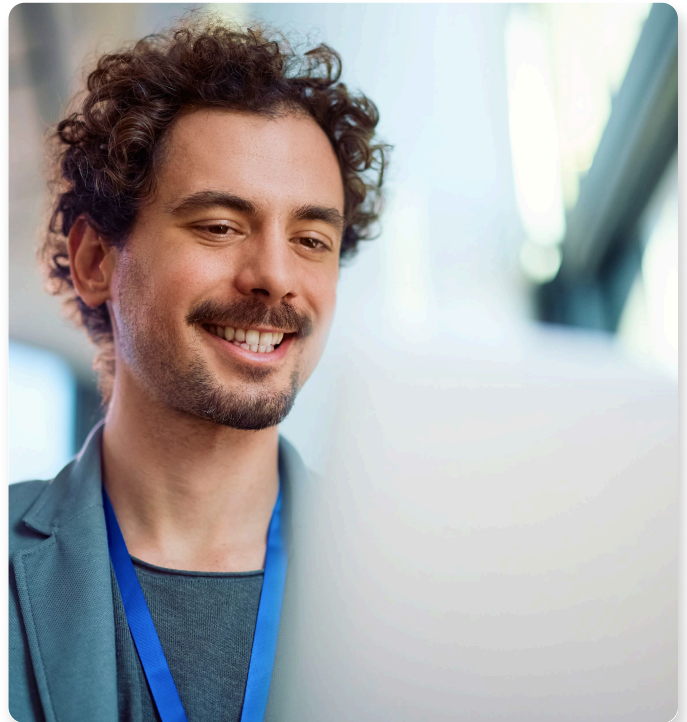


How A Fortune 500 Financial Institution Increased **Mentoring Participation** By **200% With Telescope**

At A Glance: Transforming Employee Engagement At Scale

- **Company:** Fortune 500 financial institution.
- **Challenge:** Fragmented mentoring programs, compliance risks in Employee Resource Groups (ERGs), and manual volunteer program management.
- **Solution:** A centralized, custom-built engagement platform consolidating employee mentoring, ERGs, and volunteer programs.
- **Results:**
 - ✓ Mentoring participation grew from 10,000 to 30,000+ users.
 - ✓ 250 mentoring programs streamlined into three core programs.
 - ✓ Improved compliance and governance of ERGs.
 - ✓ Automated manual processes, increasing efficiency and oversight.



The Client: A Global Financial Leader

This Fortune 500 financial institution is one of the largest and most globally recognized firms, with 300,000+ employees across 60+ countries

To foster an inclusive and connected workforce, the company invested in mentoring programs, ERGs, and volunteer initiatives. However, managing and scaling these programs efficiently across such a vast organization became a major challenge—until they partnered with Telescope.

Before Telescope	After Telescope
<ul style="list-style-type: none"> • 250+ disconnected mentoring programs with low participation. • Compliance risks due to inconsistent ERG management. • Manual volunteer tracking with no centralized system, real-time data, or reporting. 	<ul style="list-style-type: none"> • One scalable, centralized mentoring program reaching 30,000+ employees. • Mentoring participation increased by 200%. • Stronger governance and compliance for ERGs with automated oversight. • Digitized, real-time volunteer tracking aligned with compliance goals.

The Challenge: Disconnected Employee Programs Led To Compliance Risks, Poor Data Visibility, And Communication Barriers

Before Telescope, the client's mentoring, ERG, and volunteer programs were fragmented, difficult to manage, and lacked visibility. Without a centralized solution, each program operated independently, creating inefficiencies and limiting engagement.

Fragmented Mentoring Programs: Too Many Silos, Low Engagement

The company previously had over 250 separate mentoring programs, each managed manually through Excel spreadsheets and scattered internal processes. Employees struggled to find the right program that fit their needs and interests, leading to low participation and engagement. Without a centralized mentor-matching system, scaling mentoring across the organization became too difficult.

ERG Oversight Gaps Increased Compliance Risks And Created Visibility Challenges

ERGs were managed through SharePoint pages, spreadsheets, and email chains, creating compliance risks and a lack of oversight. These groups operated inconsistently, making it difficult for employees to find relevant ERGs or track engagement effectively. The absence of standardized processes meant that some ERGs functioned well, while others struggled due to lack of structure and leadership visibility.

Volunteer Program Management Was Disconnected And Difficult To Scale

Post Covid-19, the company faced budget constraints, preventing them from building an in-house volunteer management platform. They needed a sustainable way to track all volunteer efforts while complying with regulatory commitments. Internal teams attempted to develop a solution, but progress was slow, leaving them with only wireframes and preliminary research.



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It was very hard to manage everything so manual. So it actually came down to a compliance issue. We had groups doing things and we had no oversight or governance to what they were doing. We needed a platform that could help automate the controls, approvals, oversight, and efficiencies that we needed to help govern the program.”

Senior Leader in Employee Programs

The Solution: Telescope As The Ultimate Employee Engagement Experience Platform

Telescope provided a **fully customizable, scalable, and compliant** platform, helping them drive higher participation, improved governance, and operational efficiency.

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Telescope said, 'We have the bones, we have the structure, let us deliver what you need on the Telescope Platform.' So, we didn't end up having to change our programming a lot because they built their technology to support what we already had in place, unlike Benevity or one of the other programs.”

Focused And Scalable Mentoring Programs

Previously, employees struggled to navigate 250+ disconnected mentoring programs, leading to low engagement. Through an intelligent and centralized platform, their employees can now easily find the right mentor match, eliminating confusion and inefficiencies. As a result, mentoring participation **tripled**, growing from **10,000 to over 30,000 users**.

Stronger Governance For ERGs

Telescope introduced **automated approvals, reporting, and program oversight**, reducing the administrative burden and ensuring all ERGs operated within company guidelines. Employees can now easily discover and join relevant ERGs, fostering greater inclusion and participation across the organization.

Simplified Volunteer Management With Better Visibility

Telescope digitized and **streamlined volunteer management**, eliminating fragmented tracking methods. By leveraging the company's internal research and wireframes, Telescope delivered a tailored solution that met their exact needs. With **better data visibility**, the organization can now align volunteer efforts with compliance and business objectives, ensuring long-term sustainability.



The Results: Higher Engagement, Better Governance, Proven ROI

- Mentoring participation skyrocketed from **10,000 to over 30,000 users**.
- Manual processes were automated, significantly reducing administrative workload and improving program scalability.
- ERGs now operate under a centralized, standardized governance model, ensuring oversight and adherence to company policies.
- Program leaders can now track participation and prove ROI for engagement programs, securing leadership buy-in for engagement initiatives.
- Employees can now log hours, measure impact seamlessly, and align efforts with corporate social responsibility goals.

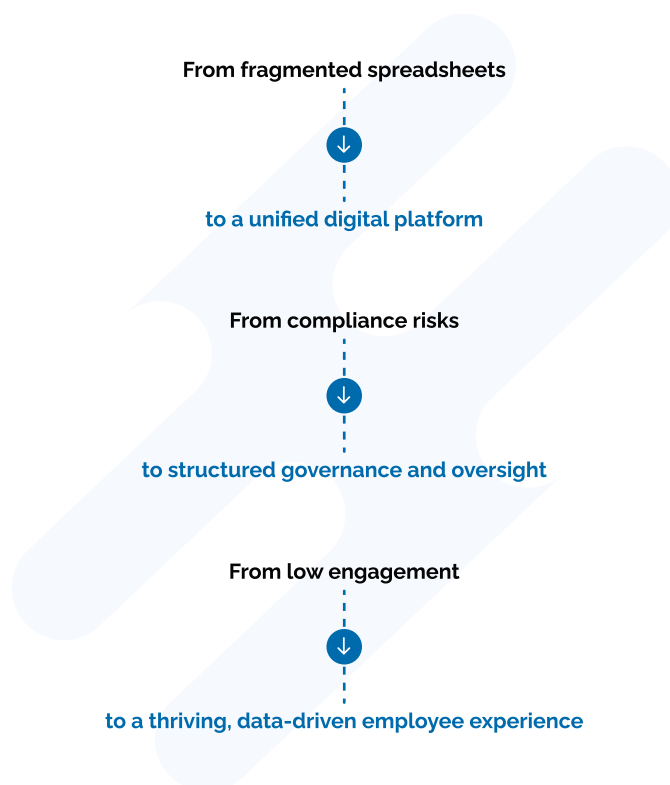
“

Telescope has automated many of our manual processes. It helped us consolidate and centralize programming in a way that allows us to more accurately review and deliver the goals of the programs.”

Driving Meaningful Employee Engagement With Telescope

This Fortune 500 financial institution needed a way to modernize, unify, and scale its mentoring, ERG, and volunteer programs—and Telescope delivered.

With a **flexible and tailored approach**, Telescope helped the company move beyond a rigid, one-size-fits-all software to a unified and customized solution that truly aligned with their needs.



Organizations that prioritize employee engagement and program efficiency gain a competitive edge. **Telescope makes it possible.**

Ready to turn employee engagement into a strategic advantage?

[Schedule a demo to see how Telescope works](#)