



Wells Fargo Expands Mentoring by the Thousands

Open Mentoring® Software Helps Program Flourish



Triple Creek

Wells Fargo

Industry: Financial services

Headquarters: San Francisco, CA

of Employees: 275,000 worldwide

Fortune 500 Rank: 23

Most Admired Company Rank: 41



THE CHALLENGE:

Expand mentoring to 6,600 employees while slashing administrative time and costs.

At financial services giant Wells Fargo, Senior Vice President and Mentor Committee Chairperson Jacqueline Fennoy estimates the Wholesale Services Group spent approximately 480 man-hours a year manually matching fewer than 100 mentees and mentors—affecting less than 2% of the group's workforce. "We used to manually run a mentoring program within the Wholesale Services Group, but it was very time- and labor-intensive," says Fennoy. They saw the business need to partner with a mentoring software provider to expand mentoring to the entire group while also reducing administrative costs.



THE SOLUTION:

Open Mentoring's unique workflows and automated matching process.

Wells Fargo chose Open Mentoring from Triple Creek as their group mentoring solution, in part based on recommendations from their colleagues at Wachovia. The Triple Creek consulting team of mentoring experts spent a week on-site developing a three-year vision for the Wells Fargo program. To expand mentoring to the 6,600 employees in the group, the team offered specific best practices and tips tailored to Wells Fargo's unique circumstances. The team recommended using Open Mentoring's unique workflows—situational, topical and career—to fit each employee's on-demand learning needs. To reduce the administrative time and costs associated with matching mentees, the Triple Creek team recommended having employees make their own matches via Open Mentoring's automated matching system.





THE RESULT:

Wells Fargo expands mentoring program by 900%, while reducing administrative time and costs by 70%.

Launched in June 2011 on Triple Creek's Open Mentoring 5 platform, all 6,600 team members of the Wholesale Services Group were invited to join the program, with 938 signing up and completing profiles as of October 2011.

"In just four months, we expanded mentoring from fewer than 100 participants to 938—a 900% increase. We've also seen the average number of people in an engagement double from 2 people to 4, with some engagements having as many as 26 participants involved," says Fennoy.

Wells Fargo has also experienced a reduction in administrative efforts since implementing Open Mentoring. Instead of hand-matching mentees and mentors, participants can now find their own matches in minutes, helping

people connect faster and reducing administrative burden.

"Using the Open Mentoring system to run our program has reduced the number of administrators needed from five to one, ultimately decreasing the time spent per month administrating the program from 40 hours a month to just 12 hours a month, an administrative savings of 70%," says Fennoy.

Business units outside of the Wholesale Services Group are intently watching to see the results this group achieves using Open Mentoring 5, as they pioneer web-based mentoring within Wells Fargo. "Mentoring is definitely a need-to-have in today's businesses," says Fennoy.

MENTORING AT WELLS FARGO*

	With Open Mentoring 5	With Manual Program
Participant Numbers	938*	Fewer than 100
Time Needed to Make Matches	30 minutes	3-5 months
Types of Mentoring Engagements Used	Topical, situational, and career (with multiple participants per engagement supported)	Traditional one-to-one career only
Monthly Administrative Time Required	12 hours	35-40 hours
Number of Administrators Needed	1	5

**All Open Mentoring 5 stats are as of October 3, 2011 (program active for four months as of that date)*



Triple Creek is the market leader for enterprise mentoring systems, with our award-winning, patent-pending Open Mentoring software being used by more than 100 organizations with users in over 50 countries.

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