

# Leveraging technology for the perfect mentor-mentee match

## Industry

Non-Profit & Education

## Services

Business Intelligence & Analytics

## Technology

Microsoft Azure

## Engagement

6 months



## Client profile and business context

MentorMe is the largest mentoring program for women in German-speaking countries. MentorMe supports senior, mid-level, and young professionals to orientate, develop, and reposition themselves in their careers.

More than 2,200 mentors are now available on the platform and 2,500 mentees have been matched since MentorMe's inception. MentorMe conducts around 170 training sessions and events per year. In 2021 alone, the platform witnessed an increase of 30% in the number of mentees.

### **From vision to reality – Bringing mentors and mentees together**

The all-female MentorMe team has an extensive knowledge of mentorship. Karin Heinzl, Founder and Managing Director, has an ambitious vision: with MentorMe, a mentoring platform is to be created that can bring mentors and mentees together in the best possible way with the help of the latest technology, in line with the mentors' offers and the mentees' requirements. In addition, the platform is not only to be modernized for the company's own use but is also to be made available to many other companies that would like to offer mentoring within or outside of the company. MentorMe was looking for a partner to implement this vision.

Also, the existing MentorMe mentor-mentee matching was increasingly proving to be inadequate, both in terms of user guidance and matching. The selection of suitable mentors increasingly required manual



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intervention. With the exponential growth in the last 2 years, the manual effort increased drastically.

With the help of intelligent algorithms, Nagarro was able to significantly improve the matching of mentors and mentees and greatly reduce the associated manual effort. In addition, the user interface was redeveloped, that simplified user guidance for mentors, mentees, and also the administrators.

In the future, the matching platform will be available to MentorMe enterprise customers as Platform-as-a-Service (PaaS). The advantage for the customer: full use of the existing software, with the possibility to make specific adjustments/extensions as per their own needs. The single-tenant PaaS solution ensures a separate environment for the customer, thus, complete data security. In addition to the platform, MentorMe will also offer the customer additional consulting services from many years of mentorship experience.



## The Solution

### Searching for the perfect match

For the creation of the new matching platform, MentorMe had a general picture in mind of what the application should offer. Nagarro helped refine this idea and created a defined scope for the launch. Going step by step on a weekly basis, the entire process was geared towards:

- **technically implementing existing requirements on one hand**
- **defining right from the start what functionality the solution should have in the end**
- **how could the product also be used by other companies**
- **what could the platform look like in five years**

Therefore, in addition to the technical solution, the focus was also on the entire process of creating the product. Together, we analysed the target group and created personas. From the very beginning, we had a team working collaboratively from Austria and India, covering all project needs, starting from effort estimation to pre-sales, design, quality and functionality, and prioritization, while maintaining an agile approach all the while. A perfect example of co-creation in action, bringing in good results!

In the course of a UI workshop, a design guide was created, and all business requirements were translated into user stories, which enabled the development team to implement the requirements as needed. The matching algorithm itself was not only implemented in the solution (as a separate web service, so that the algorithm could also be used individually), but also mapped in the form of a macro in Excel, so that MentorMe could easily test the algorithm any time.

### Intelligent support for personal decisions

MentorMe proved to be the perfect example of a hybrid project setting that combines the best of all worlds and guarantees high quality. MentorMe started the project with Nagarro in September with a vision and today a fully implemented, cloud-based solution is ready for mentors and mentees to find the perfect match.

#### **Benefits for mentors:**

Mentors can create, customize, and pause profiles on their own. Matches can be accepted or rejected. Mentors can also supervise more than one mentee.

#### **Benefits for mentees:**

Mentees can create and manage their profile themselves and can actively search for suitable matches. Each mentee receives not only one, but three simultaneous suggestions for the best matches identified by the algorithm. If the mentee does not like the suggestions, they can initiate a new search at any time.

#### **Benefits for administrators:**

Matching administrators have the right to create matches and change or close existing matches. In addition, a search for users (including user information) is now possible. All data can also be exported with the appropriate permissions.


## Business Impact

### Technology used:

The solution itself is a cloud-based application that is operated in the Azure Cloud. The user Azure AD B2C is used for authentication. The authentication is role-based and provides access to certain pages and functions. The functional scope of the application is broad and ranges from multilingualism to a matching workflow and multi-client capability.

### Impact to business

- 80% less manual effort due to matching algorithm
- 60% reduced effort due to modern user guidance
- 40% improved platform performance

mentorMe

English Deutsch

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## Client Testimonial

"The Nagarro team has done a tremendous job, developing an Azure cloud-based, complex matching platform, which is configurable, customizable, available in English & German, low in infrastructure and maintenance costs and above all, is able to create true social impact."



**Karin Heinzl**  
CEO, MentorMe

### About Nagarro

In a changing and evolving world, challenges are ever more unique and complex. Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agile and caring mindset. We excel at digital product engineering and deliver on our promise of thinking breakthroughs. Today, we are 15,000 experts across 28 countries, forming a Nation of Nagarrians, ready to help our customers succeed. [www.nagarro.com](http://www.nagarro.com)