

Code Refactoring



case study

Company Overview

PCI Pharma Services is a global Contract Development & Manufacturing Organisation (CDMO) providing end-to-end pharmaceutical solutions. With over 7,500 employees across 38 global facilities and \$1B+ in revenue, PCI needed a Salesforce® Code Refactoring Solution to optimise system performance, improve automation, and ensure long-term scalability.

Challenges

PCI innovates to enhance system efficiency & automation:

- **Transition to Modern Automation:** PCI is embracing the opportunity to upgrade from Workflow Rules & Process Builder to Flows, aiming to leverage advanced automation capabilities.
- **Streamlining Salesforce® Automation:** PCI is identifying ways to consolidate existing automation processes, enhancing efficiency & creating a more cohesive system.
- **Optimising Performance and Scalability:** PCI is focusing on optimizing code to boost system efficiency & maintainability, ensuring robust performance and scalability.

Solution

Mint® partnered with PCI to provide a Salesforce® Code Refactoring & Optimisation Solution:

- **Migration to Flows:** Replaced Workflow Rules and Process Builder with streamlined Flows.
- **Flow General Optimisation:** Consolidated and enhanced multiple Flows to improve performance.
- **Code Optimisation:** Refactored code to follow best practices, increasing efficiency.
- **Opportunity Sync Upgrade:** Enhanced data handling and integration for better system performance.
- **Product Schedule Refactoring:** Improved scheduling capabilities for greater accuracy and usability.



Industry: HLS

Products Used: Sales Cloud, Service Cloud, Platform, Tableau, Experience Cloud, Inbox

Results

- **Seamless Transition:** Successfully migrated outdated automation to future-proof Flows.
- **Optimised Performance:** Improved efficiency through consolidated automation and code refactoring.
- **Scalability and Maintainability:** Introduced best-practice coding structures for long-term system stability.



"Their team took the time to truly understand our challenges and guided us through a seamless transition to Flows. They didn't just optimise our Salesforce® automation—they made it work smarter for us."

Tim Roberts, Chief Commercial Officer

Conclusion

PCI's Salesforce® Code Refactoring Solution has streamlined automation, improved performance, and ensured long-term system efficiency. By partnering with Mint®, PCI now has a scalable Salesforce® environment that evolves with their business needs.

Ready to future-proof your business with Salesforce?

Contact Mint® today:
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To learn more about how Mint® can help transform your Salesforce experience, scan the QR code to visit our website.



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