



# 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 15 global sites and \$1B+ in revenue, PCI needed a commercial forecasting solution to enhance financial planning and revenue projection accuracy.

## Challenges

PCI optimises forecasting processes to drive strategic growth:

- **Enhanced Forecasting Visibility:** PCI has explored ways to improve tools for better insight into future supply and revenue trends, aiming to enhance strategic planning.
- **Dynamic Revenue Projection:** PCI identified opportunities to adopt a more dynamic, data-driven approach for reliable 5-year revenue calculations, ensuring accurate financial forecasting.
- **Streamlined Scalability & Efficiency:** PCI focused on optimising the forecasting process to support its growth strategy, aiming to boost scalability and operational efficiency.

## Solution

Mint® partnered with PCI to develop a customised Salesforce® commercial forecasting solution:

- **5-Year Projection Model:** Built an intuitive dashboard for clear visibility into projected supply and revenue streams.
- **Automated Revenue Calculations:** Integrated real-time data analysis, reducing manual effort and increasing accuracy.
- **Scalable and Customisable Framework:** Designed to adapt to PCI's evolving business needs.
- **User-Centric Design:** Ensured accessibility and ease of use for informed, data-driven decision-making.



Industry: HLS

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

## Results

- **Data-Driven Decision Making:** PCI can now accurately assess future supply chain revenue for strategic financial planning.
- **Increased Forecasting Accuracy:** Automated calculations reduced manual errors and enhanced long-term revenue visibility.
- **Improved Efficiency:** Streamlined workflows eliminated administrative bottlenecks, allowing teams to focus on strategy.



**"Having a clear, interactive forecast has made all the difference. We now have real visibility on where our business is heading, and we're making smarter, faster decisions because of it."**

*Rob Jones, Executive Director*

## Conclusion

PCI's new commercial forecasting solution has transformed financial planning, improved forecasting accuracy and enhanced decision-making. By partnering with Mint®, PCI now has a scalable, data-driven Salesforce® solution that supports long-term business growth.

**Ready to future-proof your business with Salesforce?**

Contact Mint® today:  
+44 (0) 800 032 2840  
hello@mintcrm.co.uk



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



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