



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 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:
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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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