pci
PHARMA SERVICES

case study

Industry: HLS

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

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 centralised Compound Library within Salesforce® to track compound performance and identify new business opportunities.

Challenges

Leveraging Compound Data for Strategic Insights:

- **Data Management:** Managing compound data across clinical trial stages.
- **Productivity Maximisation:** Using digital solutions to boost productivity.
- **Knowledge Integration:** Enabling Project Managers to access collective knowledge and identify opportunities.
- **Compound Database:** Building a comprehensive compound database in Salesforce®.
- **Performance Tracking:** Monitoring compound performance across drug development stages.
- **Enterprise Value:** Enhancing enterprise value by identifying future opportunities based on data.

Solution

Mint® collaborated with PCI to create a customised Salesforce® Compound Library:

- **Enterprise-Wide Connectivity:** Compounds can now be linked to opportunities directly within Salesforce®.
- **Multi-Name Tagging System:** Ensures compounds are easily searchable, even with different historical names.
- **Intuitive Data Entry:** Users can input compound details in seconds, streamlining the process.
- **Automated Research Requests:** Unknown compounds can be flagged for research on trial phases.

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

Results

- **Enhanced Efficiency:** Rapid data entry and retrieval save time for project managers.
- **Improved Data Accuracy:** Standardised naming conventions eliminate confusion and errors.
- **Greater Business Insight:** Teams can now leverage compound performance data to identify new opportunities.
- **Seamless Salesforce® Integration:** Provides a unified, accessible repository across all PCI business units.

"Mint® provided us with a rapid, bespoke software solution that has been uniquely valuable!"

Tim Roberts, Chief Commercial Officer

Conclusion

PCI's new Compound Library has transformed the way compound data is managed, improving efficiency and visibility across divisions. By partnering with Mint®, PCI now has a powerful, scalable Salesforce® solution that enhances decision-making and business growth.

Ready to future-proof your business with Salesforce?
Contact Mint® today:
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