



# 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 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.



Industry: HLS



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

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



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