



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 38 global facilities and \$1B+ in revenue, PCI operates in a highly regulated industry, requiring efficient contract management processes.

Challenges

Enhancing Contract Management in a Growing Business:

- **Rapid Growth:** PCI's rapid expansion, especially in the clinical trial services division, increased demand for proposals and contracts.
- **Proposal and Contract Demand:** The growth led to a higher volume of proposals and contracts, including specific legal agreements.
- **Digital Streamlining Limits:** PCI leveraged digital tools to enhance processes but lacked automated alerts for legal documents
- **Lack of Transparency:** Difficulty tracking contract service requests and team performance.

Solution

Mint® partnered with PCI to develop a customised contracts management workflow tool in Salesforce®:

- **Guided Service Request Mechanism:** BDAs submit requests through an intuitive screen flow that collects the relevant information for the service requested.
- **Mandatory Data Fields:** Ensures essential details are captured before requests proceed.
- **Automated Legal Review Process:** Salesforce® alerts PCI Legal for required document creation or review.
- **Status Tracking and Dashboards:** Real-time visibility into request progress and team performance.
- **Scalability:** Adapted for multiple legal teams with future automation opportunities.

Results

- **High Adoption Rates:** PCI Legal now efficiently track and process service requests.
- **Improved Transparency:** BDA teams can instantly view request statuses and allocations.
- **Greater Efficiency:** Faster response times and streamlined contract approvals.
- **Expanded Automation:** Future enhancements planned for even greater workflow optimisation.



"Mint® are great to work with. They were insightful and knowledgeable, coming up with solutions to every problem we gave them!"

Scott Collins, Senior Director, Contracts Management

Conclusion

PCI's new contracts management workflow tool has transformed how contract requests are managed, increasing efficiency and visibility. By partnering with Mint®, PCI now has a scalable, automated solution that enhances legal and business collaboration.

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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