



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 and Manufacturing Organisation (CDMO) providing end-to-end pharmaceutical solutions. With over 7,500 employees across 15 global sites and \$1B+ in revenue, PCI needed an ESG score tracking solution within Salesforce® to integrate supplier sustainability ratings into procurement decision-making.

Challenges

- **Tracking ESG Ratings:** Managing ESG ratings across 3 divisions and 15 global sites was complex and time-consuming.
- **System Integration:** Integrating supplier ESG ratings into PCI's Salesforce® org required a seamless interface.
- **Record Maintenance:** Keeping updated records for key suppliers was a continuous effort.
- **Tender Accessibility:** Ensuring ESG ratings were readily accessible for tender bids was crucial for competitive advantage.

Solution

Mint® partnered with PCI to develop a customised ESG score tracking system within Salesforce®:

- **Automated Import Routine:** Procurement teams can now load Ecovadis scores directly into Salesforce® without manual entry.
- **Seamless Integration:** ESG ratings are mapped to the correct supplier accounts within PCI's existing procurement tools.
- **Multi-Site Compatibility:** The system accounts for suppliers operating across multiple sites with varying services.

Results

- **Increased Efficiency:** Automated data imports eliminate manual entry and reduce errors.
- **Standardised Supplier Evaluation:** ESG scores are now consistently factored into procurement decisions.
- **Better Supplier Engagement:** Vendors receive clear guidance on improving their sustainability ratings.
- **Stronger ESG Compliance:** PCI can track and report on sustainability metrics more effectively.



"Mint® take the concept of what we want to achieve and convert it into something real!"
Andrew Evans, Global Supply Chain Manager

Conclusion

PCI's new ESG score tracking system has streamlined sustainability reporting and improved supplier accountability. By partnering with Mint®, PCI now has a scalable Salesforce® solution that enhances procurement transparency and ESG compliance.

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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