



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 required a solution within Salesforce® to centralise inventory tracking and improve visibility across all locations.

Challenges

Streamlining Inventory Management Across Global Sites:

- **Global Expansion:** Managing inventory values across 15 sites in North America, Europe, and Asia Pacific.
- **Digital Streamlining:** Maximising digital opportunities to streamline business processes.
- **Inventory Tracking:** Implementing an efficient mechanism for keeping track of inventory values.
- **CRM Customisation:** Customising Salesforce® to provide full transparency on a business-wide basis.



"Mint are so knowledgeable about Salesforce. They've built something we can really work with. It's a great system, with forms to onboard new suppliers that automatically get uploaded."

Andrew Evans, Global Supply Chain Manager

Solution

Mint® partnered with PCI to develop a customised Salesforce®-based Inventory Management System:

- **New User Interfaces:** Standardised data entry for raw materials, pre-paid inventory, and reserves.
- **Seamless S&OP Integration:** Designed to link with PCI's existing Salesforce® S&OP and Demand Planning system.
- **Automated Reporting:** Generates PDF reports by site with forecast targets for the next three months.
- **Improved Supplier Onboarding:** Forms for new suppliers automatically upload to the system.

Results

- **Enhanced Visibility:** Procurement teams now have a centralised view of inventory across all sites.
- **Improved Efficiency:** Automated reporting reduces manual effort and increases productivity.
- **Better Decision-Making:** Accurate forecasting ensures optimal inventory management.
- **Greater System Adoption:** PCI teams now fully utilise Salesforce® for inventory tracking.

Conclusion

PCI's new vendor onboarding solution has transformed procurement efficiency and compliance. By partnering with Mint®, they now have a robust, scalable system that drives smarter vendor management.

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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