



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 required a Managed Services solution to support system administration, customisation and ongoing optimisation.

Challenges

Addressing Salesforce Administration Challenges:

- **Specialist Recruitment:** Ensuring the external partner specializes in recruiting the right people.
- **Knowledge Updates:** Having a team that constantly updates their knowledge to avoid staff migration or knowledge drain.
- **Expertise and Understanding:** Finding a firm with the expertise and willingness to invest time in understanding PCI's business, processes, and challenges.
- **Complex System Customisation:** Advanced configurations required deep knowledge of Salesforce® architecture to avoid unintended system issues.
- **Ongoing System Maintenance:** PCI required proactive management of updates, security enhancements, and new feature rollouts.

Solution

Mint® partnered with PCI to provide a Salesforce® Managed Service, ensuring efficiency and scalability:

- **Comprehensive Support:** Includes user management, dashboard/report help, and system admin.
- **Proactive Maintenance:** Regular health checks and smooth Salesforce® updates.
- **Advanced Customisation:** Tailored configurations to optimise PCI's processes.
- **Risk Mitigation:** Proactively resolving system challenges before they affect users.



Industry: HLS

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

Results

- **Optimised System Performance:** Continuous enhancements ensure Salesforce® remains aligned with PCI's business goals.
- **Increased Efficiency:** PCI teams can focus on core business operations while Mint® handles system management.
- **Seamless User Experience:** Regular updates and testing prevent disruptions and improve usability.
- **Long-Term Strategic Partnership:** Mint®'s expertise enables PCI to maximise Salesforce® capabilities as it scales.



"Mint® listen to what we want to achieve and work through the process with us to ensure the outcomes are robust!"

Tim Roberts, Chief Commercial Officer

Conclusion

PCI's Salesforce® Managed Services Solution has streamlined system administration, enhanced efficiency, and ensured ongoing platform optimisation. By partnering with Mint®, PCI now has a scalable, expert-driven Salesforce® strategy that supports long-term 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.



PARTNER