pci
PHARMA SERVICES

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 15 global sites and $1B+ in revenue, PCI needed a Salesforce® Integration Solution to streamline data migration and ensure seamless system consolidation when acquiring new businesses.

Challenges

Streamlining Integration Post-Acquisition:

- **Acquisition Integration:** Integrating complex business systems swiftly and efficiently post-acquisition.
- **Onboarding Streamlining:** Streamlining the onboarding process to avoid duplication and crossover with accounts and contacts data.
- **CRM Compatibility:** Ensuring compatibility between off-the-shelf Salesforce® versions and PCI's customized platform.
- **Data Integration:** Finding ways to integrate data from new businesses into PCI's sophisticated CRM system.

Solution

Mint® partnered with PCI to develop a structured Salesforce®-based Acquisition Integration Approach:

- **Pre-Migration Analysis:** Evaluated the acquired business' Salesforce® system, mapping fields and identifying conflicts.
- **Detailed Integration Report:** Provided insights on data volumes, field mappings and discrepancies.
- **Phased Data Migration:** Loaded data into PCI's Salesforce® while restricting access for cleansing and validation.
- **Time-Stamped Data Segmentation:** Ensured pre- and post-merger reporting accuracy.

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

Results

- **Seamless Salesforce® Integration:** Standardised merging of acquired business data into PCI's system.
- **Improved Data Integrity:** Duplicates and inconsistencies were identified and resolved.
- **Controlled System Access:** Key users could validate data before full deployment, reducing errors.
- **Enhanced Reporting and Compliance:** Time-stamped data segmentation enabled clear pre- and post-merger insights.

"Mint® have an intricate knowledge of what we do and how we do it. Their advice on timing for swapping over systems is crucial."
Tim Roberts, Chief Commercial Officer

Conclusion

PCI's new Salesforce® Integration Solution has streamlined post-acquisition system consolidation, ensuring data accuracy and business continuity. By partnering with Mint®, PCI now has a reliable, scalable Salesforce® solution for seamless data integration.

Ready to future-proof your business with Salesforce?
Contact Mint® today:
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