



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 needed an automated proposal and quoting solution within Salesforce® to streamline and standardise costing across all Clinical Supply sites.

Challenges

Streamlining Quoting Processes for Clinical Trials:

- **Increased Demand:** Scaling Clinical Services to meet or exceed clients' needs due to rising demand for Clinical Trial Supplies.
- **Proposal Improvements:** Enhancing proposals, quoting, and costing processes to improve efficiency.
- **Front-End Simplification:** Unifying and simplifying the client on-boarding experience through automation.
- **Single Source Data:** Ensuring all nine Global Clinical Supply sites have access to a single source of costing data.

Solution

Mint® partnered with PCI to develop a customised Salesforce®-based Proposal & Quoting Tool (PAQT):

- **Global Standardisation:** Rationalised quoting templates and methodologies across all Clinical Supply sites.
- **Automated Quoting Process:** A structured question flow pulls data directly from Salesforce® for accurate cost calculations.
- **Professional Proposal Generation:** Automatically formats proposals into high-end, branded documents with terms and conditions.

Results

- **Faster Proposal Creation:** Reduced turnaround from multiple team members to a single user.
- **Improved Data Accuracy:** Standardised cost calculations ensure consistency across all sites.
- **Enhanced Client Experience:** Professional, on-brand proposals improve client interactions.
- **Greater Business Insights:** Captured sales data supports strategic planning and forecasting.



"Mint® have played a pivotal part in our success and have helped guide our thinking and drive for innovation!"

Tim Roberts, Chief Commercial Officer

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:
+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.



PARTNER