



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 a solution within Salesforce® to standardise quoting processes and improve efficiency across divisions.

Challenges

- **Acquisition Strategy:** Growing through acquisition introduced diverse methods and protocols for generating quotes.
- **Division-Specific Requirements:** The Clinical division quotes for short-term projects, while the Commercial division handles long-term projects.
- **Proposal Volume:** Sending out upwards of 40 proposals a week required efficient management.
- **Process Streamlining:** PCI's senior team aimed to streamline quoting processes using their company-wide Salesforce® instance.

Solution

Mint® partnered with PCI to develop a customised Salesforce® based Sales Quote Import Routine:

- **Automated Request for Quote (RFQ) Flow:** Guided question prompts ensure consistent data entry.
- **Bulk Data Uploads:** Users can import up to 50 line items via CSV instead of manual input.
- **Built-In Error Checking:** System flags missing or incorrect information before final submission.
- **Enhanced Quote Structuring:** Detailed line-item breakdowns improve forecasting and reporting.

Results

- **Faster Quoting Process:** Significant time savings with bulk data imports and automated validation.
- **Improved Data Consistency:** Standardised formatting ensures accuracy across all sites.
- **Better Business Planning:** Enhanced visibility into costing and forecasting across divisions.
- **Stronger Salesforce® Adoption:** Teams can now generate quotes efficiently within the system.



"Mint® were extremely responsive. They never told us something couldn't be done and they came up with excellent solutions that we can now tailor even more as we use the system over time."

Luke Paton, Global BD Operations Specialist

Conclusion

PCI's new Sales Quote Import Routine has streamlined the quoting process, improving efficiency and data consistency. By partnering with Mint®, PCI now has a powerful, scalable Salesforce® solution that enhances quoting, forecasting and business planning.

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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