



# 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's Commercial division receives numerous Requests for Information (RFIs), requiring a streamlined and standardised approach.

## Challenges

Streamlining RFI Management Across Global Sites:

- **Diverse Methods:** Managing RFIs with different methods and systems across multiple global sites.
- **Acquisition Integration:** Integrating new sites into the PCI family, each with unique processes.
- **Digital Streamlining:** Maximising digital opportunities to streamline business processes.
- **Standardized Process:** Creating a standardised process for entering RFIs to eliminate duplication.
- **Information Accessibility:** Ensuring crucial project-related information is accessible across the entire organisation.

## Solution

Mint® partnered with PCI to develop a customised RFI tool in Salesforce®:

- **Consolidated Data Requirements:** Standardised fields for all Commercial RFIs.
- **Intelligent Screen Flow:** Conditional logic displays relevant fields based on project type.
- **Enhanced Data Population:** SKU and Materials records auto-populate with relevant details.
- **Quoting System Integration:** A macro-enabled button exports RFI data to quoting templates.
- **Cloning Functionality:** Existing Materials records can be duplicated, reducing manual data entry.

## Results

- **Faster RFI Processing:** Streamlined data entry, reducing administrative burden.
- **Improved Accuracy:** Eliminated duplication and ensured consistent data capture.
- **Seamless Quoting and Forecasting:** RFIs now integrate directly with business development tools.
- **Greater Internal Visibility:** Teams can track RFIs and opportunities throughout the sales cycle.



"Mint® are such experts in their field. They really understand the Salesforce® data structure and combine this with knowledge of our internal business processes!"

*Jacob Wilson, Senior Director, Global Proposals  
– Commercial Services*

## Conclusion

PCI's new RFI tool has transformed how the Commercial division manages and tracks RFIs, improving efficiency and forecasting. By partnering with Mint®, PCI now has a powerful, automated system tailored to their business needs.

**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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