

New Acquisition
Integration



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 to bring their latest acquisition into their existing Salesforce® instance.

Challenges

PCI identified areas for improvement post-acquisition:

- **Platform Consolidation:** The existing Salesforce® instance needed to be brought into PCI's Salesforce® org whilst being aligned with PCI's business strategy.
- **Process Divergence:** Workflows, Validation Rules and automation logic varied between the systems.
- **Data Integration:** A clean and accurate data migration was essential for system unification.
- **Reporting Visibility:** Leadership required consistent reporting across the newly combined business.



"This achievement was only possible thanks to Mint®'s leadership and execution, combining two separate Salesforce® orgs into one fully integrated system in just 8 weeks."

Aria Truninger, Sr. Director, Global Proposals

Solution

Working in partnership with Mint®, PCI integrated the acquired business's Salesforce® environment into their own CRM ecosystem.

- **Process Harmonisation:** Mint® adjusted business processes, Validation Rules and Page Layouts to align with PCI's standards.
- **Automation Updates:** Existing workflows were reconfigured to reflect shared business logic.
- **Data Migration:** Legacy data was mapped, cleansed and securely migrated into the PCI Salesforce® instance.
- **Reporting Suite Delivered:** A tailored dashboard suite was built to support strategic insight and oversight.

Conclusion

The acquisition of the San Diego sterile fill finish business was a pivotal growth moment for PCI and Salesforce® needed to reflect that transformation. Mint® delivered a well-scoped, expertly managed integration that brought together people, processes and data under one CRM umbrella. The result is a more aligned and insight-driven organisation, fully prepared to deliver on its mission at scale.

Merging platforms after acquisition?

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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