



# 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 streamline procurement requests and improve supplier collaboration.

## Challenges

Enhancing Procurement and Sales Collaboration:

- **Supplier Pricing Requests:** Sales teams regularly reaching out to Procurement colleagues for supplier pricing.
- **Process Streamlining:** Streamlining the process for both Procurement and Sales teams.
- **Transparency:** Providing greater transparency for managers at site, division, and business levels.
- **Supplier Communication:** Ensuring questions raised by suppliers and responses are shared with all suppliers invited to quote.

## Solution

Mint® partnered with PCI to develop a customised Salesforce® based Supply Chain Management System:

- **End-To-End Procurement Workflow:** Sales requests flow seamlessly to Procurement and suppliers, all within Salesforce®.
- **Experience Cloud Site for Suppliers:** Suppliers receive automatic notifications, access quote requests, and submit bids.
- **Automated Time-Tracking:** Logs supplier response times, procurement processing time, and total selection duration.

## Results

- **Significant Time Savings:** Faster procurement processes, reducing delays in proposal generation.
- **Improved Supplier Engagement:** Suppliers now have real-time visibility into quote requests and project outcomes.
- **Greater Transparency:** Sales teams can track procurement progress and supplier responses effortlessly.



"We've been able to save significant time in generating each proposal. Even more importantly, the new system means we can pull reports and analyse all sorts of aspects of the procurement process."

*Kaye Voigtlander, Director of Procurement, Clinical*

## Conclusion

PCI's new Supply Chain Management System has revolutionised procurement efficiency and supplier collaboration. By partnering with Mint®, PCI now has a powerful, scalable Salesforce® solution that optimises the procurement process from request to supplier selection.

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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