



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 needed a Salesforce® solution to centralise data across all locations.

Challenges

Tackling Global Expansion and Planning Challenges:

- **Global Expansion:** Managing operations across 15 sites in North America, Europe, and Asia Pacific presented coordination challenges.
- **Digital Streamlining:** The need to maximise digital opportunities to streamline business processes was essential.
- **Unified Planning:** Creating a single S&OP Supply and Demand Planning function for all sites was necessary to ensure consistency.
- **Centralised Data:** Ensuring data was held in one central place for consistency and accessibility was a significant challenge.

Solution

Mint® partnered with PCI to develop a customised supply and demand planning tool in Salesforce®:

- **New User Interfaces:** Standardised data entry for orders, schedule adherence and deliveries.
- **Automated Data Capture:** Seamless integration of planned and actual supply chain data.
- **Traffic Light Review Mechanism:** Procurement teams can categorise inventory, equipment and labour capacity as red, amber or green.
- **Dynamic Reporting:** A PDF report generator formats data automatically for monthly reviews.

Results

- **Greater Control:** Enhanced visibility and accuracy in supply and demand planning.
- **Stronger Data Governance:** Locking mechanisms ensure data integrity and accountability.
- **Improved Efficiency:** Automated reporting reduces manual workload and increases productivity.
- **Scalable Solution:** The system is designed for future integration and evolution.



"Working with Mint® offers us the opportunity for real evolution! They customise and thoroughly test the new functionality they develop for us and inevitably, as we start to use it, we think of even more things we could do."

Andrew Evans, Global Supply Chain Manager

Conclusion

PCI's new supply and demand planning tool has revolutionised supply chain visibility and efficiency. By partnering with Mint®, PCI now has a powerful, scalable Salesforce® solution that drives better forecasting and operational control.

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.



PARTNER