



# 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 operates in a highly regulated industry, requiring stringent vendor management processes.

## Challenges

Optimising Supplier Onboarding Processes:

- **Regulatory Compliance:** Ensuring compliance in a highly regulated industry.
- **Supplier Database:** Creating a database to store information about approved GMP suppliers.
- **Vendor Information:** Managing vendor names, addresses, categories, contracts, terms, and supplier score-cards.
- **Onboarding Process:** Developing a process to include Quality and Finance functions when onboarding new vendors.

## Solution

Mint® partnered with PCI to implement a vendor management solution in Salesforce®:

- **New Supplier Request Form:** Accessible to all employees, capturing key details.
- **Automated Vetting Process:** Ensures existing suppliers are considered first.
- **Approval Workflow:** Engages Procurement, Quality and Finance teams for compliance.
- **Audit Trail With e-Signatures:** Tracks approvals, credit checks and NDA adherence.
- **Scalable Platform:** Allows for future enhancements and improvements.

## Results

- **Streamlined Procurement:** Global teams can easily track and validate vendors.
- **Improved Efficiency:** Faster decision-making and reduced duplicate vendor setups.
- **Enhanced Compliance:** Ensures all new suppliers meet regulatory standards.
- **Greater Business Alignment:** Procurement teams are now fully integrated across sites.



"Mint® are extremely collaborative and have not only given us an effective system, but also a way of demonstrating how we in the procurement function add value to the business."

*Ann Cartwright, Director, Global Strategic Sourcing*

## Conclusion

PCI's new vendor onboarding solution has transformed procurement efficiency and compliance. By partnering with Mint®, they now have a robust, scalable system that drives smarter vendor management.

**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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