



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 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:

+44 (0) 800 032 2840

hello@mintcrm.co.uk



To learn more about how Mint® can help transform your Salesforce experience, scan the QR code to visit our website.



salesforce

PARTNER