



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 Vendor Scorecard Solution within Salesforce® to evaluate supplier performance and standardise procurement processes across all locations.

Challenges

Streamlining Supplier Evaluation Processes:

- **Supplier Evaluation:** Evaluating suppliers against key criteria including price, quality, and onsite delivery performance.
- **System Integration:** Integrating different systems used by various sites due to acquisitions.
- **Digital Streamlining:** Maximising the potential of advanced digital platforms to streamline processes.
- **CRM Customisation:** Customising Salesforce® to meet current needs while ensuring it supports future growth.

Solution

Mint® partnered with PCI to develop a customised Salesforce®-based Vendor Scorecard:

- **Automated Data Import Routine:** Standardised supplier performance data entry across all sites.
- **Custom Roll-Up Fields and Dashboards:** Provided real-time visibility into vendor performance at site, regional, and global levels.
- **Performance Metrics Tracking:** Monitored key supplier KPIs such as on-time deliveries, quality issues, and partial shipments.
- **Drill-Down Reporting:** Procurement users can access detailed supplier insights for vendor review meetings.

Results

- **Improved Procurement Efficiency:** Automated data imports save time and reduce manual effort.
- **Greater Visibility and Control:** Centralised reporting ensures consistent vendor performance evaluation.
- **Enhanced Decision-Making:** Procurement teams can proactively address supplier issues before review meetings.
- **Scalable and Adaptable Solution:** Designed to evolve with PCI's growing business needs.



"Thanks to Mint®, the new system is already offering more than I first envisaged!"
Andrew Evans, Global Supply Chain Manager

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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