



PillTime
An NHS Pharmacy Service

case study



Industry: HLS



Products Used: Sales Cloud, Service Cloud, Experience Cloud, MC Account Engagement

Company Overview

PillTime Ltd. is a UK-based digital pharmacy revolutionising how patients receive, manage and understand their prescriptions. With a focus on personalised medication pouches and digital innovation, PillTime enhances medication adherence, safety and convenience.

Challenges

PillTime identified opportunities to improve digital workflows:

- **Complex Integrations:** The new Titan PMR system needed to interact seamlessly with Salesforce® and multiple third-party systems.
- **Regulatory Alignment:** Ensuring compliance while adapting processes was a key requirement.
- **User Engagement:** Internal users needed to feel confident in the updated system for adoption to succeed.



"Mint® guided us through a complex build, ensuring everyone's needs were met. Our teams feel empowered and the system now works for us, not the other way around."

Oliver McCarthy, PMO Manager

Solution

Mint® partnered with PillTime to deliver a comprehensive Salesforce® integration with Titan PMR:

- **Business Analysis:** Mint®'s Business Analyst worked with all departments to understand processes, regulations and user needs.
- **Cross-Team Collaboration:** Mint® aligned multiple third parties to ensure smooth integration delivery.
- **Iterative Build and Testing:** Development was phased, involving UAT and real-time feedback from users.

Conclusion

By collaborating closely with PillTime and all involved third parties, Mint® delivered a robust, compliant and future-ready integration. The success of this project was driven by clear communication, collaborative planning and user-centred development. Salesforce® is now an integrated hub that supports PillTime's innovation in patient care.

Integrating critical systems with Salesforce®?

Contact Mint® today:
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