

proactis case study



Industry: High Tec

Products Used: Sales Cloud, CPQ

Company Overview

Proactis is a leading Source-to-Pay software solution provider for service-led industries. Its end-to-end modular platform enables customers to control spend, drive process efficiencies, and manage supply-chain risk through process digitisation and automation. Proactis empowers organisations to drive value through smarter digital strategies, delivering measurable impact across finance and procurement.

Challenges

Proactis recognised opportunities to optimise Salesforce®:

- **Expanding Requirements:** As the business evolved, Salesforce® needed continuous fine-tuning to stay aligned with changing processes.
- **Technical Demand:** Certain automation and integration tasks required deeper developer expertise.
- **Resource Stretch:** The internal team needed reliable external support to maintain momentum on key improvements.

Solution

Proactis partnered with Mint® through a flexible Managed Service Agreement tailored to its goals:

- **Adaptive Expertise:** Mint® provided a mix of administrator and developer-level support, adjusting to the complexity of each task.
- **Fast-Track Fixes:** Time-sensitive requests were addressed without delay, ensuring minimal disruption.
- **Strategic Input:** Mint® played a proactive role in highlighting opportunities to extend automation and refine user experience.

Results

- **Enhanced Agility:** Proactis stayed ahead of evolving needs without overburdening internal teams.
- **Reduced Risk:** Having expert resources on hand allowed for confident, low-risk innovation.
- **Better Experience:** The team benefited from a platform that worked smarter, not harder.



“Having Mint® as part of the team means we can evolve faster without cutting corners. It’s not just about fixing things, it’s the advice, the flexibility, and the peace of mind that we can keep pushing forward without slowing down.”

Michelle Emery, CRM Coordinator

Conclusion

Through Mint®’s Managed Services Agreement, Proactis gained the flexibility to innovate and respond with confidence. The support model fits around its internal team, unlocking progress without adding pressure. With Mint® involved, enhancements are implemented faster, smarter and with greater strategic alignment.

Need flexible Salesforce® expertise that grows with your business?

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.

