



case study



Industry: Manufacturing



Products Used: Service Cloud, Sales Cloud, Field Service & Conga Integrations

Company Overview

Reece Safety Products Ltd. is a leading provider of specialist safety equipment, ensuring compliance and workplace safety across multiple industries. With a strong reputation for innovation and reliability, the company serves a diverse range of sectors, including manufacturing, construction and utilities.

Challenges

They recognised an opportunity to enhance Salesforce®:

- **Optimising System Utilisation:** Reece Safety aimed to fully leverage key Salesforce® features to streamline processes and improve automation.
- **Empowering Internal Teams:** The company sought expert guidance to maximise Salesforce® capabilities and enhance internal expertise.
- **Reducing Time Spent on System Maintenance:** They wanted staff to focus on strategic initiatives rather than troubleshooting Salesforce® issues.



"Their expertise and proactive support have optimised our processes, allowing our team to focus on delivering great service to our customers."
Andy Graham, Managing Director

Solution

Mint® provided a fully managed Salesforce® service, ensuring Reece Safety could maximise their investment:

- **Proactive System Management:** Ongoing monitoring and maintenance to ensure optimal performance.
- **Expert Support and Training:** Dedicated consultants providing training and strategic guidance.
- **Process Automation:** Streamlined sales and customer management processes through automation.
- **Scalable Enhancements:** Regular updates and feature enhancements to align with business growth.

Results

- **Increased Efficiency:** Automation of manual tasks reduced administrative burden.
- **Enhanced Reporting and Insights:** Improved data quality led to more accurate forecasting and decision-making.
- **Faster Issue Resolution:** Immediate access to Salesforce® experts eliminated system downtime.

Conclusion

Reece Safety's partnership with Mint® demonstrates the power of expert-led Salesforce® management. By outsourcing their Salesforce® administration, they unlocked efficiency, improved data integrity, and positioned themselves for sustained growth.

Need reliable Salesforce® support for 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.



salesforce

PARTNER