



case study



Industry: HLS - Providers



Products Used: Sales Cloud

Company Overview

Salutem Care and Education is a UK-based organisation supporting individuals with complex needs through innovative care and educational services. With over 130 services across the country, they are committed to delivering person-centred support with a strong focus on continuous improvement.

Challenges

Salutem identified proactive steps to strengthen their system:

- **User Management Review:** A significant number of inactive user accounts were contributing to system inefficiencies.
- **Automation Alignment:** Existing workflows and approval processes were outdated and no longer matched current business operations.
- **Security Refinement:** The access permissions framework required a review to ensure it aligned with both compliance standards and organisational needs.

Solution

Mint® partnered with Salutem to deliver a comprehensive Salesforce® health check aimed at optimising platform performance and security:

- **Streamlined User Access:** Inactive accounts were carefully reviewed and deactivated to simplify system management.
- **Modernised Automation:** Outdated workflows were rebuilt to align with contemporary processes and organisational priorities.
- **Strengthened Security:** Permissions and access roles were updated and restructured in accordance with best practice governance.

Results

- **Optimised Platform:** The system now operates more efficiently and is tailored to users' needs.
- **Improved Data Security:** Tighter permissions help safeguard sensitive information while enabling appropriate access.
- **Greater User Assurance:** Teams operate with renewed confidence, knowing the system is current, and aligned with how they work.



"It's like we gave Salesforce® a good spring clean. Everything's running better now and we're not second-guessing if things are working right. Mint® really know their stuff."

Angela Wright, Business Development Support Manager

Conclusion

With Mint®'s expert health check, Salutem gained a Salesforce® system that is fully optimised, secure and aligned with their evolving operational needs. As a result, Salutem now benefits from a more responsive and dependable system, providing their teams with the assurance that their Salesforce® environment is robust, future-ready and capable of supporting their strategic goals long term.

Need a Salesforce® check-up?

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.

