



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 recognised several areas for enhancement:

- **Day-to-Day Support Needs:** Frequent requests for user setup, field changes and user interface adjustments required a responsive support structure.
- **Reporting Complexity:** Teams needed help building reports and dashboards that were both informative and easy to use.
- **Internal Resource Pressures:** The in-house team needed to stay focused on core service delivery, without being tied up in Salesforce® admin.

Solution

In close partnership with Mint®, a tailored Managed Services Agreement was introduced for Salutem:

- **Expert Support on Demand:** Mint® provided structured, ongoing support for user management, customisation and data configuration.
- **Agile Request Handling:** Routine changes were addressed swiftly, reducing internal bottlenecks and delays.
- **Cost-Effective Scalability:** The model allowed Salutem to scale their Salesforce® use without inflating overheads.

Results

- **Time Savings:** Freed up internal teams to focus on care delivery rather than technical admin.
- **Better Visibility:** Streamlined reporting gave managers clearer insights into operations.
- **Flexible and Sustainable:** The support model adapts as Salutem's needs evolve.



"It's been great having Mint® just a message away. We don't have to fuff about waiting days to sort something simple. It's saved us time, effort and money. Can't ask for much more than that!"

Angela Wright, Business Development Support Manager

Conclusion

With Mint®'s Managed Services Agreement, Salutem found more than just a supplier, they gained a dependable extension of their team. Mint® took on the heavy lifting when it came to day-to-day Salesforce® management, allowing internal staff to focus on the care and education they do best.

Want Salesforce® support without the stress?

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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