



# 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 opportunities to work smarter:

- **Disconnected Processes:** Referral and enquiry data lived in multiple places, including SharePoint and spreadsheets.
- **Manual Data Entry:** Staff were spending time duplicating information across systems.
- **Limited Oversight:** Lack of a central view made it difficult to track referral progress effectively.



**“Having everything centralised in one place has genuinely transformed how we manage referrals. The new setup just works. It's intuitive, efficient and makes our jobs that much easier day to day.”**

*Angela Wright, Business Development Support Manager*

## Solution

Mint® and Salutem joined forces to simplify referral management:

- **Bespoke Referral Tracker:** A custom Salesforce® user interface was built to bring all referral data into one place.
- **Easy-to-Use Interface:** Designed with real users in mind, improving speed and usability.
- **Retired Legacy Systems:** SharePoint tracking was phased out, removing duplication of effort.

## Conclusion

Mint®'s custom referral tracker solution enabled Salutem to consolidate fragmented referral data into a single, cohesive platform, streamlining their processes and improving operational oversight. With improved visibility, enhanced collaboration and a unified workflow, the solution significantly elevated productivity and provided the team with the confidence that their tools supported their goals effectively.

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