



case study



Industry: HLS



Products Used: Sales Cloud,
Service Cloud, Experience Cloud,
MC Account Engagement

Company Overview

PillTime Ltd. is a UK-based digital pharmacy revolutionising how patients receive, manage and understand their prescriptions. With a focus on personalised medication pouches and digital innovation, PillTime enhances medication adherence, safety and convenience.

Challenges

PillTime noticed opportunities for improvement:

- **Expanding Operations:** New international delivery requirements emerged through a key partner.
- **System Adaptability:** Order data and fulfilment processes needed to evolve with minimal disruption.
- **Partner Collaboration:** Changes impacted both Salesforce® and external systems.



“Mint® made the process simple, even when multiple teams were involved. We’re now better equipped to deliver internationally and meet partner needs.”

Oliver McCarthy, PMO Manager

Solution

Mint® collaborated with PillTime and their partner to implement and extend integration for Swedish vitamins:

- **Impact Analysis:** Reviewed and documented changes affecting both internal and external systems.
- **Iterative Development:** Built and tested functionality in phases for early feedback.
- **End-to-End Testing:** All parties conducted UAT before deployment.

Results

- **Global Dispatch Enabled:** Orders now route correctly across multiple regions.
- **Custom Fulfilment:** Pouches and documentation adapt to customer locations.
- **Stronger Partnerships:** Flexible systems reinforced PillTime’s collaborative reputation.

Conclusion

The successful Swedish vitamins integration reflected Mint®’s ability to work across systems and stakeholders. PillTime now delivers a better customer experience while supporting global scalability. The integration was delivered on time, within scope and with full collaboration at every step.

Need your integrations to scale as you grow?

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