



# 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 proactively identified areas for system enhancement:

- **Limited Reporting Depth:** Legacy dashboards didn't support real-time operational insights.
- **Decision-Making Delays:** Key performance metrics weren't easily accessible.
- **Fragmented Views:** Different departments used separate reporting approaches.

## Solution

Mint® delivered a tailored reporting and dashboard suite within Salesforce®:

- **Strategic Metrics:** Reports were designed to reflect PillTime's business goals.
- **Unified View:** Dashboards centralised KPIs across teams and services.
- **Real-Time Refresh:** Reports now reflect up-to-the-minute data.

## Results

- **Faster Decisions:** Leadership accesses insights quickly and confidently.
- **Better Alignment:** Teams now work from a consistent data source.
- **Operational Focus:** Custom views support daily and strategic planning.



**"The new dashboards give us visibility we didn't have before. Mint® helped us connect the dots and move faster."**

*Oliver McCarthy, PMO Manager*

## Conclusion

With Mint®'s help, PillTime unlocked the full potential of Salesforce®'s reporting capabilities. The updated dashboards have become central to daily operations and long-term strategy. These insights help everyone from frontline staff to senior leaders stay informed and aligned.

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