

PCI PHARMA SERVICES – INVENTORY MANAGEMENT



INDUSTRY



HEALTHCARE &
LIFE SCIENCES

BUSINESS SIZE

6000+ EMPLOYEES
15 GLOBAL SITES
\$1BN+ REVENUE

PRODUCTS USED

- SALES CLOUD
- SERVICE CLOUD
- PLATFORM
- TABLEAU
- EXPERIENCE CLOUD
- INBOX



OVERVIEW

PCI Pharma Services is a global, integrated Contract Development & Manufacturing Organisation (CDMO) delivering a comprehensive range of pharmaceutical services from the earliest stages of development through to commercial launch and beyond.



SITUATION

The company has grown via acquisition, and now has some 15 sites across the North American, European and Asia Pacific Region. Always keen to maximise digital opportunities to streamline business processes, senior managers wanted an efficient mechanism for keeping track of inventory values. Mint was asked to help customise part of the company's Salesforce Customer Relationship Management (CRM) system with the goal of providing full transparency on a business-wide basis.



SOLUTION

Designed to integrate with a customised version of the S&OP and Demand Planning aspect of the system, also developed by Mint, the solution involved some entirely new User Interfaces (UIs). These enabled members of the Procurement Team to gather data consistently, including elements such as raw materials, customer pre-paid inventory, work-in-progress, inventory reserve and total direct costs.

With areas where users can pre-type in discussion points, the system can generate pdf reports by site across all divisions, looking at forecast targets for the next three months.



RESULTS

PCI's Global Supply Chain Manager Andrew Evans said: 'With Mint, what we want is often bespoke and has to be developed, and the great thing is they start with a framework that we can evolve further as we learn, and our requirements change over time.'

'Mint have built something we can really work with - it's a great system, with forms to onboard new suppliers that automatically get uploaded. There is legacy clean-up work to do, and it's now up to us to manage it. We also know that we will have the ability to link automatically to other systems within Salesforce such as S&OP and Vendor Scorecard, which offers even greater value.'

'There's also another benefit I have found which is that because the Mint team are so knowledgeable about Salesforce, working alongside them has helped me develop my own understanding of the system. I am getting more out of it as there are functions that I am now using regularly which I simply wouldn't have known about before.'



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ANDREW EVANS
GLOBAL SUPPLY CHAIN MANAGER