

# PCI PHARMA SERVICES – PROCUREMENT SAVINGS



## 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

Always keen to maximise the potential for streamlining what advanced digital platforms can offer, PCI tasked Mint to custom build elements within the company's Salesforce Customer Relationship Management (CRM) to centralise aspects of the Procurement function – particularly savings targets and performance - while allowing for differing divisional requirements. The goal was to provide the Procurement team with a company-wide business tool that would support all of its current requirements with built-in futureproofing for further growth.

PCI's approach to cost saving is addressed through tracking projects within the system which can be corporate, or cover multiple sites or single sites - and can be supplier specific in some cases. The projects could also start and finish on different dates at each site.

The tracker needed to allow users to create and update forecasts, drilling down to a site or project basis while covering variables such as category of supplier and type of cost saving.



## SOLUTION

To support the complexity of the requirements, Mint's solution involved custom coding to provide screen flows for users to create their 'savings projects' with options to apply forecasts for single or multiple sites. Separate screen flows were also provided to enable them to easily add additional sites over time and for amending start/end dates on the project for each location.

Mint also then provided a custom User Interface (UI) allowing users to easily enter actual and updated forecasts against the projects without having to go into each project record. This provides the user with the ability to filter their savings projects by site and by category, with a toggle to switch between forecasts and actuals.

Several reports and dashboards were also set up so that management can easily see how each of the savings' projects is performing against forecast, by site and by month.

## RESULTS

There is now a centralised area and view of the savings projects with total transparency – they can be easily accessed across all sites at any point. Ann explained: 'We have aggressive cost saving targets so developing and sharing these initiatives is key. The savings platform allows us to have real time visibility and detailed reporting, which contributes to our goal of a 'best in class' supply chain.'

'I think the way we at PCI use Salesforce for Supply Chain is quite unique and the Mint team has been very reactive and helpful. They are very willing to participate in calls with our teams and our suppliers if the need arises. They produce excellent work instructions and are always ready to help demonstrate aspects of the system as well as providing training for users.'

'They are always professional and have given us an effective system that allows us to demonstrate the value of Procurement within the business.'



"Mint are extremely collaborative and have not only given us an effective system, but also a way of demonstrating how we in the Procurement function add value to the business."

**ANN CARTWRIGHT**  
DIRECTOR,  
GLOBAL STRATEGIC SOURCING