

# PCI PHARMA SERVICES – S&OP SUPPLY & DEMAND



## 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, Global Supply Chain Manager Andrew Evans asked Mint to help custom-build elements within the company's Salesforce Customer Relationship Management (CRM) System to provide a single S&OP Supply and Demand Planning function which could be used by all sites, with data held in one central place.



## SOLUTION

Mint's approach was to develop some entirely new User Interfaces (UIs) to gather data in a uniform way including elements such as total orders planned, schedule adherence, on time / late delivery etc. to feed into revenue forecasts, all of which could be updated with actual data in due course.

Particularly unique was a review mechanism enabling members of the Procurement team to categorise aspects such as inventory health, equipment capacity, storage capacity, labour capacity and materials supply etc. either Red, Amber or Green. This includes free text screens to capture notes, explaining the reason behind a particular rating, flagging up if action might be needed or if the situation presents opportunities of some kind.



## RESULTS

Andrew explained: 'Having the function within Salesforce provides a level of discipline and commitment which makes the whole process more rigorous, giving us far greater control. We can lock the system against late changes (unless people make a formal request to update their data) and make people aware of cut-off points so that nothing gets missed.'

Mint also developed a pdf report element to capture the data automatically in a format appropriate for the monthly PowerPoint report.

Andrew added: 'I feel working with Mint offers us the opportunity for real evolution: they customise and thoroughly test the new functions they develop for us – and inevitably, as we start to use them, we think of even more things we could do. In this case, interfacing with other functions they have built for us within Salesforce like Inventory Management would be a natural progression.'



"Working with Mint offers us the opportunity for real evolution!"

**ANDREW EVANS**  
GLOBAL SUPPLY CHAIN MANAGER