

PCI PHARMA SERVICES – ESG SCORES



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

Like many businesses, large and small, PCI has a strong commitment to sustainability, both in its own operations, and through the partnerships it has with customers and suppliers alike.

A key measurement for suppliers is their Environmental, Social, and Governance (ESG) rating – but keeping track of these in a company which has grown through acquisition, and now involves three divisions located at 15 sites across the world, was a significant challenge.

PCI has engaged Ecovardis, the world's largest and most trusted provider of business sustainability ratings, to audit key suppliers on a regular basis and maintain updated records. However, there was no easy interface to bring these ratings (vital in bidding for tenders) into the company's Salesforce Customer Relationship Management (CRM) system. PCI's Global Supply Chain Manager Andrew Evans asked the team at Mint to provide a customised solution to allow the information to be pulled through into its Vendor Scorecard function.



SOLUTION

Mint found that trying to sync the Ecovardis system directly with Salesforce would have been problematic, overly complex, and therefore not cost effective. A more practical approach was to develop a new Import Routine to enable the Procurement team to load in the scores, ensuring that they map to the right account. Some vendors are used by multiple sites, but for different services, and the new customisation had to accommodate these kinds of variations.

Andrew explained: 'Basically, we give suppliers a rating based on their Ecovardis score and Mint's solution has streamlined the system – there is no typing in, it's all aligned to the correct section of our Vendor Scorecard, which Mint also helped us to refine.

'It means that suppliers are all on a level, and we can explain to them what we are looking for if they want to improve their ratings – which in turn feed into our own PCI KPIs.

'Mint have created something flexible that we know we can develop over time as things change. They are very easy to work with – I can take the concept of what I want to achieve, and they convert it into something real!'



"Mint take the concept of what we want to achieve, and convert it into something real!"

ANDREW EVANS
GLOBAL SUPPLY CHAIN MANAGER