



ViskoTeepak News

## How Our Technical Support Team Drives Value

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At ViskoTeepak, our Technical Support team is a vital link between innovation and application. Working side by side with customers, they help shape product development and improve processes on the production floor. Their expertise ensures tailor-made solutions that meet real-world challenges, from optimizing new casings to troubleshooting technical issues.

With decades of hands-on experience, the team plays a pivotal role in everything from training staff and installing equipment to resolving customer complaints. Their work helps build trust, strengthen relationships, and ensure product performance in daily operations.

Beyond our own walls, the team shares their knowledge through training sessions and academic collaboration, including guest teaching at universities and technical schools. Their industry partnerships with equipment and ingredient suppliers further support collaborative problem-solving for complex production needs.

Many of our team members have been with ViskoTeepak for over 25 years, offering unmatched continuity and insight. This long-term experience isn't just impressive—it's essential to our promise of delivering consistent, high-quality support.

## **Patience in Practice**

In today's industry, where roles shift quickly and skill levels vary, our team knows the value of going back to basics. Whether addressing a simple handling issue or managing a new product rollout, they treat every interaction as a chance to educate and tailor the experience. It's a mindset rooted in patience, trust, and the belief that even small improvements make a big difference.

By combining deep technical knowledge with empathy and adaptability, our Technical Support team continues to build strong, lasting partnerships—one solution at a time.