



# solutions

CASINGS & PACKAGING MATERIALS / [ViskoTeepak.com](http://ViskoTeepak.com)

## HOW OUR TECHNICAL SUPPORT TEAM DRIVES VALUE

Discover The  
**Experts**  
Behind The  
**Innovation**

Driving success with  
expertise and trust



Explore how our team shares knowledge, builds  
trust, and shapes the future of the industry



MORE INSIDE





# The Backbone of Success: How Our Technical Support Team Drives Value.

At ViskoTeepak, our Technical Support team is made up of highly skilled professionals with deep expertise in meat and sausage production. Each member of our team has a strong background in sausage-making technologies and the high-tech equipment used by our customers around the world. This expertise allows us to provide valuable support not only to our own company but also to our partners and customers.

## Driving Innovation and Problem-Solving

Our Technical Support team plays a key role in both product development and process improvement. They work directly on the production floors of our customers and in our own facilities, offering real-time input to help refine processes and develop new, tailor-made solutions. This direct line between customer production and our internal development departments enables us to address customer challenges more effectively and innovate faster.

The team also supports our sales department, helping to meet customer requirements and follow up on long-term projects. For example, when developing a new fibrous casing for fermented salami, the team is involved in monitoring the process over an extended period to address challenges like ripening. Their involvement ensures that customer needs are met with precision and consistency.

In addition to product development, our Technical Support team helps customers install new equipment and troubleshoot technical issues. Their deep technical knowledge allows them to solve complex problems and offer practical solutions. Handling customer complaints is another important part of their role. By addressing issues directly on the production floor, the team not only resolves problems but also strengthens customer relationships and creates opportunities for improvement.

## Sharing Knowledge and Building Partnerships

Education and knowledge-sharing are also central to the work of our Technical Support team. They regularly conduct training sessions and workshops at customer facilities, teaching management and production staff how to handle and optimize our casing portfolio for efficient sausage and ham production. Beyond customer training, the team also shares their expertise more widely, acting as guest instructors at universities and technical schools in Germany and other regions. This involvement with the next generation of industry professionals helps maintain ViskoTeepak's position as a leader in the market.

Another key strength of our Technical Support team is their industry connections. Over the years, they have built strong relationships with other suppliers in the meat and sausage industry, including machine manufacturers and ingredient providers. These partnerships often lead to collaborative problem-solving, helping to deliver more comprehensive solutions to our customers.

What truly sets our Technical Support team apart is their experience and longevity with ViskoTeepak. Many team members have been with the company for over 25 years, with some reaching nearly 34 years of service. This level of experience reflects the team's deep knowledge and consistent performance — a level of expertise that's hard to match.

**“Coming together is a beginning; keeping together is progress; working together is success.”**

Henry Ford

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## **A Lesson in Patience:** A Word From Our Team

Our Technical Support team is built on practical, hands-on experience. Many of us have spent decades solving field issues, learning what works—and what doesn't—on real production floors. But even deep experience has its blind spots. One of the biggest? Assuming that everyone we work with has the same level of training or background.

In today's meat and sausage industry, it's common for operators to rotate jobs every couple of months. That means even our most solid customers or distributors can face unexpected challenges from basic handling errors. It's a reminder that complaints can often trace back to the fundamentals—and that educating others never really stops.

That's why every product introduction or complaint handling process starts with the basics. We've learned to treat even the simplest questions as valuable insights. It's not about ticking boxes; it's about trust, listening, and making sure every customer interaction is a moment of tailor-making—not assumption.

Patience, understanding, and a tailor-made approach make all the difference. And when we combine that with a little fun and a lot of ambition, we build stronger partnerships—one solution at a time.

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Always around

