



Technical Support

At Markus we understand the demands of the multiples / markets / accreditation bodies etc. in terms of lead time and detail required for product technical information. As nothing we develop, or supply, is "off the shelf", and every customer's / retailer's requirements vary, we are continuing to invest in software systems that are providing faster creation of this information. In the very near future, we should be able to turn around a detailed product specification on the same day that the development recipe is created - our ultimate aim is to achieve this faster than the development team can make the sample!

We are also willing to work with you on product and process development. For example, we have modified the viscosity of both oil and sauce products (sometimes more than once!) to suit customer's process equipment. We have changed bulk products to portioned to assist with weight control and reduction of wastage. We have carried out trials with equipment manufacturers to develop products which their equipment can then automate the application of. If there is an aspect of your processing of our product that you feel could work better, then please raise it with us. The more we understand about what will work for you, the better we are placed to meet that.