

## CASE STUDY FLEXIBLE PACKAGING

# Technical Support

### THE GOAL:

The relationship between packaging converter, co-packer and customer is interdependent and requires a high level of communication. With two decades of flexible packaging experience, Fortis Solutions Group has worked with a wide range of manufacturing co-packers who employ differing equipment systems so we know your pain points and how to eliminate them.

### THE CHALLENGE:

An existing co-packer for Fortis Solutions Group was sent sample material to test and approve of a new material structure for a current product line. But when the printed film was received, they started to experience processing issues on their vertical form, fill, and seal system.

### THE SOLUTION:

A call was held with the technical team, account management, brand, and copacker to review the issue. The material used for this product is a standard structure that runs at many locations and on many types of equipment. During the call, it was determined that the best course of action would be for our Process Engineer to travel to the copacker location to view the issues firsthand.

At the copacker, Fortis was able to identify issues with the packaging equipment and provide advice on how to optimize machine performance with the new film. Even though the processing problems were not related to the flexible packaging film we produced, our in-depth technical knowledge about all types of packaging equipment provided the critical changes required to solving the issue.

We use materials and technology for printing that are inherently sustainable: renewable water-based inks, solvent-free adhesives and a process that avoids expending greenhouse gas emissions.

**TECHNICAL SUPPORT GOES BEYOND THE PRODUCT WE SUPPLY TO THE EQUIPMENT AND PROCESSES YOU USE.**



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