

Production Printer Implementation Improves Service by Bringing Printing In-House

Service: Production Printer

Client: Laura Marr Printing LLC

Project Overview

Laura Marr is a social and commercial printer based in Westbrook, Maine. Laura Marr does custom work including thermography, foil work, and die-cutting. Their motto is “if you can think it, we can ink it.”

- A commercial printer had to outsource most of its printing work because of the high costs and limited capabilities of its existing inkjet printers.
- SymQuest recommended and installed a color digital printing press that helped the client bring more jobs in-house.
- The commercial printing company took back ownership of its own work, increased customer satisfaction, and increased profits.

The Challenge

Laura Marr’s four Epson inkjet printers were costly to operate and didn’t allow the company to print most jobs in-house. The printing company often needed to outsource both proofs and complete print jobs.

The Solution

SymQuest met with Laura Marr’s owners to review what the company’s printing needs. SymQuest recommended that Laura Marr increase its capabilities and lower its per-page costs by installing a digital printing press.

In September 2019, SymQuest installed a Konica Minolta AccurioPress C2070 [color production printer](#). The printer can print in color at 70 pages per minute, can accommodate a 750,000-page monthly volume, and can print paper weights up to 350 gsm.

The Results

Laura Marr no longer has to wait on a third party to push a project along. Timelines and quality control are now 100% in their hands, allowing for increased customer satisfaction. Productivity and profits are both up.



“Thank you so much for pushing us to get a digital system. It has made a big difference in what we are doing. The big thing is we don’t have to wait a few days for a proof and then another few days for a job that is less than perfect. We now control our own destiny.”

- George Libby, Owner at Laura Marr Printing