

For Immediate Release

May 2009

A happy ending to the story

An author named Patricia Gallagher ([link: http://www.speakingaboutdepression.com](http://www.speakingaboutdepression.com)) recently contacted us because she was “in a bind.” She was scheduled to do a book signing in less than a week and her printer wasn’t able to fulfill the order in time.

Patricia googled “print on demand,” found Kodak, and called us. Our team connected her with a local printer, Alcom ([link: http://www.alcomprinting.com](http://www.alcomprinting.com)), located less than a half hour from her house. Alcom was able to turn the job around in less than two days, and far exceeded the customer’s expectations.

Alcom printed the book using a KODAK NEXPRESS 2500 Digital Production Color Press with WATKISS Booklet Maker, KODAK NEXPRESS Glossing Unit, and KODAK DIGIMASTER EX150 Digital Production System in their new digital book factory ([link: http://graphics.kodak.com/US/en/About_GCG/News/2009/090406a.htm](http://graphics.kodak.com/US/en/About_GCG/News/2009/090406a.htm)).

I share this story as a thank you to Alcom, a valued Kodak customer that deserves all the credit for this successful outcome. Kodak only succeeds if our customers ([link: http://chrispayne.growyourbiz.kodak.com/default.asp?item=2359048](http://chrispayne.growyourbiz.kodak.com/default.asp?item=2359048)) succeed, and we commend Doug Yeager, COO; Roger Weyman, Manager Prepress Digital Print; Sharon Tucker, Marketing Manager; Allison Dorn, Production Planner; and the entire Alcom team on a job well done.

Thank you Patricia for putting your trust in Kodak and our customers and letting us share your story.

Dear Doug, Roger, Sharon, Allison, and Krista:

I am still pinching myself to make sure this is all real. How could I really have this beautiful book in my hands when just three short days ago, I was at a total loss about what I was going to do?

For a mom who is very low-tech and was just googling around on the Internet to have come across something about a Kodak NexPress printer, how I even got my call transferred to Kodak Public Relations and then to Alcom is unfathomable. The whole scenario happened, with one blessing after another, and within 48 hours, I had a van loaded with the highest quality book, with a beautiful cover and very classy paper stock.... all that I could wish for!

I know that all of you worked so hard to make this happen. I can’t even imagine what it took for all of you to do it, but you did. Your ingenuity in handling the flap and photo concerns was so innovative. The book just looks STRIKING to me.

Everyone in my family loves the book. The cover is so attractive with the high gloss finish. We will be so proud to bring the books with us on Monday night.

One thing that struck me as so unusual in these stressful times – there seemed to be no “grumpy people” at Alcom. Everybody who I met while there, even a couple of employees in the parking lot and the receptionist, said that Alcom is the greatest place to work.

I thank you from the very bottom of my heart.

With gratitude and admiration for all that you do to help your customers,

Patricia Gallagher
Worcester, PA