



Fulfillment, Print & Mail Solutions, Inc.



State Office of Minority and Women Owned Business Assistance (SOMWBA)

Client Spotlight

Newsletter February 28, 2010 – **Fulfillment Print & Mail Solutions, Inc. (WBE)**



Ms. Laura Harper

Thriving in today's business climate while not easy, is becoming more manageable for businesses like Fulfillment, Print & Mail Solutions, Inc. (FPMSI) in Haverhill, MA. says founder Laura Harper. Her journey began in the international mailing industry saving companies on their international postage expenses. Laura's clients really appreciated the attention to detail she would provide their requests. They often asked her to advise on the preparation of their mailings. This was not part of the services offered and Laura created a part-time side enterprise, (FPMSI), to provide these clients with mailing and fulfillment services. Laura miraculously juggled working full-time, part-time with FPMSI and parenting simultaneously for 3 years. By 1996, FPMSI's success opened the door for her to go at it full time.

Using the "doing whatever it takes" mantra, FPMSI's best business practices contains no magic formula. It is a matter of always exceeding a client's expectation. Laura believes, "If someone asks you to do something, you do whatever it takes to do it the very best you possibly can ... it's about service and being responsive to the needs of your customers". Sticking to their core values has made FPMSI stand out from their competition and survive in tough times. Laura has recently created a new company called My Marketing Solutions, which provides small and mid-sized businesses with loyalty programs to help them keep connected with their clients and prospects.

FPMSI is a SOMWBA Certified company. Being SOMWBA Certified has opened doors for FPMSI that previously were closed to her. Being certified doesn't guarantee they will get work as it is up to them to close the deal, but affiliation with SOMWBA allows private or public companies the knowledge upfront that they are a confirmed women-owned business, and confidence and belief they're receiving the highest quality of goods or services. To learn more about FPMSI, visit them on the web at www.fpmsi.com.